



CareerSource
FLORIDA CROWN

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ACRONYM GUIDE

ABE	Adult Basic Education
ASE	Adult Secondary Education
ADA	Americans with Disabilities Act
APD	Agency for Persons with Disabilities
BSC	Business Services Consultant
CEO	Chief Elected Official
CEU	Continuing Education Units
CFR	Code of Federal Regulations
CSNA	Comprehensive Statewide Needs Assessment
CRC	Certified Rehabilitation Counselors
CSFC	CareerSource Florida Crown
DEO	Department of Economic Opportunity
DJJ	Department of Juvenile Justice
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

These guidelines direct the first local plan submitted by your area under the Workforce Innovation and Opportunity Act. WIOA requires each local workforce development board (LWDB or local board) to develop and submit, in partnership with the local chief elected official, a comprehensive four-year plan to the state. The WIOA four-year plan will be effective July 1, 2016 – June 30, 2020. The law emphasizes the importance of collaboration and transparency in the development and submission of the plan. Affected entities and the public must have an opportunity to provide input in the development of the plan. The local board must make the plan available through electronic means and in open meetings in order to ensure transparency to the public.

The LWDBs must provide leadership in assembling their plan. LWDBs also should seek broad stakeholder involvement in the development of their local plan. Local elected officials, local workforce development board members, core program partners and mandatory one-stop partners must be an integral part of the planning process. WIOA encourages an enhanced, integrated system by including new core programs in its planning and performance requirements. Each plan will address how the LWDB will coordinate service delivery with the new core programs of Vocational Rehabilitation, Blind Services and Adult Education.

Each LWDB's plan should be based on the current and projected needs of the workforce investment system, placing an increased emphasis on coordination and collaboration at all levels to ensure a seamless system for job seekers, including those with disabilities, and employers. The plan must include an identification of the education and skill needs of the workforce and employment needs of the local area and include an analysis of the strengths and weaknesses of services to address these identified needs. The assessment must include the best available information or evidence of effectiveness and performance information for specific service models as well as a plan to improve the effectiveness of such programs by adopting proven or promising practices as a part of the local vision. The LWDB should provide a complete view of the system-wide needs of the local workforce development area.

The plan must address how the LWDB will foster strategic alignment, improve service integration and ensure that the workforce system is industry-relevant, responding to the economic needs of the local workforce development area and matching employers with skilled workers. The local plan must lead to greater efficiencies by reducing duplication and maximizing financial and human resources. These plan guidelines require LWDBs to address current and future strategies and efficiencies to address the continuous improvement of Florida's workforce system and its focus on customer service excellence. This plan should align with the business- and market-driven principles of the CareerSource Florida network.



PROCESS FOR PLAN SUBMITTAL

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

Prior to plan submission, please ensure:

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

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



KEY DATES

Local Plan Guidelines Issued.....	November 12, 2015
Local Plan Consultation Meeting	November 18, 2015
Local Plan Instruction Webinar	December 8, 2015
WIOA State Plan Due	March 3, 2016
Local Plans Due.....	April 30, 2016
Local Plans Approved.....	May 26, 2016
WIOA Program Year 2016 Begins	July 1, 2016



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

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

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



ORGANIZATIONAL STRUCTURE

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

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

Ms. Sharon A. Langford, Chair of the CareerSource Florida Crown Consortium
Gilchrist County Commissioner
6650 SE 75th Ave., Newberry, FL 32669
(352) 213-2395 (cell)
sharonlangford@gilchrist.fl.us

Bucky Nash, Chairman of Board
Columbia County Commissioner District 3
PO Box 1529, Lake City, FL 32056
(386) 758-1005
bucky_nash@columbiacountyfla.com

J. Ronnie Edmonds, Chairman of Board
Dixie County Commissioner District 5
P. O. Box 906, Cross City, FL 32628
352-356-0405 or (352) 498-5497
jredmonds@att.net

Todd Gray, Chairman of the Board
Gilchrist County Commissioner District 3
3400 SW 22nd Place, Bell, FL 32619
(352) 222-1074 (cell)
tgray@gilchrist.fl.us



Karen Cossey, Chairwoman

Union County Commissioner District 1

730 E. Main Street, Lake Butler, FL 32054

(386)496-4241

cosseyk@windstream.net

- 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.

The CareerSource Florida Crown (CSFC) Regional Workforce Board has established a Consortium of Board Members consisting of a County Commissioner from each of our four counties; Columbia, Dixie, Gilchrist and Union as noted in item 1 A. The interlocal agreement is Attachment A. The Consortium Members represent each of their individual counties and represent the Chief Elected official of their county, overseeing the budget of the LWDB.

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

The interlocal agreement is Attachment A.

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

In accordance with §679.310(g) and WIOA sec. 107(b) the CEO of CareerSource Florida Crown appoints the Local Board and the Governor certifies the Local Board on a biannual basis. The current by-laws are attached as Attachment B.

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



Members of the Regional Workforce Board shall be approved by the Florida Crown Workforce Consortium from nominated individuals. All appointments shall be subject to final certification by the Governor. Private sector nominations, and the individuals selected by the Florida Crown Workforce Consortium from such nominations, shall reasonably represent the industrial and demographic composition of the business community. Whenever possible, at least one-half (1/2) of such business and industry representatives shall be representatives of small business (50 employees or less), including minority business.

The private sector representatives on CSFC shall be selected in the following manner:

Board staff will send notification of Board vacancies to appropriate nominating entities (Chambers/business organizations, etc.). A copy of the notification will be sent to all Consortium members. Nominations for the private sector seats shall be submitted to CSFC by appropriate business organizations. Upon receipt of nominations, CSFC will forward a biography and nomination for each nominee to all Consortium members and provide public notice of all nominees. Nominations will be tabulated by CSFC and the Consortium will be advised of the results with majority rule applying to all votes. Public announcement of nominations will take place at the next regularly scheduled Board meeting. The Consortium will publicly vote on nominees at their Consortium meeting. CSFC will post results in the Minutes. If necessary, a Consortium meeting will take place prior to a Board meeting to seat Board members prior to that meeting.

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

The Consortium shall appoint the required number of business members, with representation from each of the four (4) counties, for fixed terms who may serve thereafter until their successors are appointed. Terms of CSFC members shall be one-third for one (1) year, one-third for two (2) years and one-third for three (3) years. Columbia County's fourth seat shall be for a one (1) year term.



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

Any vacancy in the membership of the Regional Workforce Board shall be filled in the same manner as the original appointment.

- 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;

The Board has consistently decided not to use a proxy process to assure active participation by Board members. Options for Board members are outlined in the following section.

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

By-laws Article VII, Section 7.4: Members, whenever unable to attend a Board meeting in person or by teleconferencing, may vote in absentia via conference phone call or by sending an e-mail to the Board's Operations Manager/Executive Secretary as long as the vote is cast after receipt of a meeting agenda, prior to the Board meeting, and a conflict of interest does not exist. Votes made in absentia shall be counted at the time the vote is taken at a meeting with a quorum present provided e-mails contain the following: the date of the meeting, the voting agenda item, a statement that the voter does not have a conflict of interest with the agenda item, the vote in terms of "yes" or "no", or "abstain", and the official electronic signature of the Board Member. Such votes shall be read into the public record.

- 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,



Board members receive orientation and new Board member training which includes the following topics:

1. Do's and Don'ts of Board Membership;
2. Fiduciary Responsibilities;
3. Basics of Effective Board Service;
4. Legal Responsibilities of Non-Profit Boards;
5. Statement of Personal Commitment;
6. Board Member's Job Description;
7. Board Member Code of Ethics;
8. Board's Responsibility to Raise Money.

All members receive documentation along with appropriate training.

Every member of the Board is assigned to one or more standing committees which include: Executive, Finance, Youth, Career, Business and Personnel. With assistance from the Executive Director, these committees review the appropriate matters and recommend actions to the entire Board. Members live and work in the communities they represent providing direct access to all stakeholders.

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

The Consortium appoints the required number of business members, with representation from each of the four (4) counties, for fixed terms who may serve thereafter until their successors are appointed. Terms of CSFC members shall be one-third for one (1) year, one-third for two (2) years and one-third for three (3) years. Columbia County's fourth seat shall be for a one (1) year term. A majority of CSFC shall be representative of the private sector who shall be owners of businesses, chief executives, or operating officers of businesses or professional organizations, and other business executives or employers with optimum policymaking or hiring authority.

The chairman of CSFC shall be a representative of the private sector and shall be selected by the membership of CSFC.

The importance of minority and gender representation shall be considered when appointments are made to any committee established by the LWDB. Members may be dual-hatted wherever appropriate; i.e., a business member who is prominent in a community-based organization or one that is prominent in a



regional economic development organization may also be counted as a community based representative or economic development representative, respectively. The Board is constituted in accordance with WIOA.

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

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

(2) Local Workforce Development Board (LWDB)

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

Todd Sampson, Board Chair
Columbia Bank
4785 W US Highway 90
Lake City, FL 32055
386-754-8888 ex 117
tsampson@columbiabankflorida.com

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

This first WIOA local plan is a product of an ongoing review and improvement process building upon the previously approved 5-Year Local Workforce Services Plan of May 2014. The integration of all partner agencies into the planning process was a priority of the planning design. The Region has partnerships with several community-based organizations (CBO) and faith-based organizations (FBO). All Participating partners



were given the opportunity to provide verbal and written input into their portion of the Plan. The direct participation and interaction of the Board and Consortium members ensures participation from the counties within the region. By combining these groups, the ideas, suggestions, and needs of those who work directly with customers and employers were an integral part of the planning and oversight process.

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

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

CareerSource Florida Crown is the local fiscal agent and administrative entity for the region. The Region presently operates Career Centers in Columbia, and Gilchrist Counties. The Columbia County office provides services to the residents of Columbia and Union Counties while the Gilchrist County Office provides services to residents of Gilchrist and Dixie Counties. Each Career Center is a full service center providing WIOA (Adult, DW and Youth), WT/TANF, WP, Veterans, RESEA, SNAP and RA. Career and training services are provided at each Career Center by deploying program experts to augment permanent staff on a rotational basis from the central Career Center in Columbia County.

- 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

As noted in Section (1) (3) A, CareerSource Florida Crown is the local fiscal agent and administrative entity for the region.

- 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 Board assures the local Career Center Operator will carry out all activities relevant to the provision of each program covered under this plan in accordance with all Federal/State policies and procedures. The Board further assures that a schedule for the monitoring of local One-Stop Career Center activities will be developed and agreed upon in concert with the Department of Economic Opportunity. Additionally, the Board assures that DEO shall have full access to all Career Center staff, records, systems, data, books, accounts, correspondence and other documentation necessary to carry out its program evaluation responsibilities as authorized by statute and/or regulation. The Board also agrees that DEO, in order to effectively carry out its responsibilities, may conduct on-site evaluation activity that is either with, or without, advance notice. The Board also assures that local staff training relevant to the delivery of services covered under this plan will be developed and agreed upon in concert with DEO.

The interlocal agreement granting single entity status to operate as the fiscal agent, local board staff and one-stop operator is ATTACHMENT A. An annual audit is conducted to guard against conflict of interest.

(4) One-Stop System

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

CareerSource Florida Crown operates Career Centers in Columbia and Gilchrist Counties. The Lake City office provides services to the residents of Columbia and Union Counties and the Trenton office provides services to the residents of Gilchrist and Dixie Counties. Each Career Center is a full service center providing WIOA (Adult, DW and Youth), WT/TANF, WP, Veterans, RESEA, SNAP and RA. Core, intensive and training services are provided at each Career Center by deploying program experts to augment permanent staff on a rotational basis from the central Career Center in Columbia County.

- 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.



The Columbia County Office Located at 1389 U.S. Highway 90 West Suite 170 Lake City, FL 32055 and the Gilchrist County Office located at 211 SE Co Rd 319 # B, Trenton, FL 32693 are full service career centers. The hours of operation are Monday through Thursday from 8AM to 6PM and Friday from 8AM to 12PM (Noon).

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

CareerSource Florida Crown provides direct career services to the local one-stop centers through the Career Centers in Columbia and Gilchrist Counties.

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

CareerSource Florida Crown provides direct career services to the local one-stop centers through the Career Centers in Columbia and Gilchrist Counties.

- 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.

No career services are being contracted out at this time. CSFC presently operates Career Centers in Columbia and Gilchrist Counties. The Columbia County office provides services to the residents of Columbia and Union Counties while the Gilchrist County office provides services to the residents of Dixie and Gilchrist Counties. Each Career Center is a full service center providing WIOA (Adult, Dislocated Worker and Youth), Welfare Transition (WT) / Temporary Assistance for Needy Families (TANF), Wagner-Peyser (WP), Veterans, Reemployment Services and Eligibility Assessment (RESEA), Supplemental Nutrition Assistance Program (SNAP), and Reemployment Assistance (RA). Career and training services are provided at each Career Center by deploying program experts to augment permanent staff on a rotational basis from the central Career Center in Columbia County.

- 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 most recent monitoring review conducted by DEO staff, LWDB 7 met all certification requirements for both One-Stop locations. Once further guidance related to certification is provided, we will provide the necessary attestation.

ANALYSIS OF NEED AND AVAILABLE RESOURCES

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

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

The CareerSource Florida Crown region does not contain any MSAs. The counties in this region are Columbia, Dixie, Gilchrist and Union Counties. The region's unemployment rate has declined by 1.1 percentage points over the year to 5.2 percent in September 2015. The *labor force* (September 2015 labor force = 46,505) has increased by 17 since last year (September 2014 labor force = 46,488). In addition, the number of unemployed persons (September 2015 unemployed persons = 2,422) has declined by 521 since last year (September 2014 unemployed persons = 2,943). Finally, the number of employed persons (September 2015 employed persons = 44,083) has increased by 538 since last year (September 2014 employed persons = 43,545).

The major growth industries to date have been primarily corrections, law enforcement and emergency services sector; retail sales and customer service; and the healthcare industry. 60% of these jobs require at least a post-secondary vocational certificate or higher for entry into the occupation. The most current Supply/Demand Report provided by DEO LMI indicates that we have a surplus of skilled labor in all occupational sectors with the exception of the healthcare industry. We continue to focus our recruiting and utilize our WIOA Adult/DW funding to enroll students into healthcare classes to address the current and projected needs of this vital sector. The Local Workforce Development Board (LWDB) has contributed significantly to help the workforce of the Region move away from a primarily agricultural based economy over the past five (5) years. In order to continue this trend, industries which provide high-skill, high-wage jobs must continue to be nurtured and expanded.

The Region continues to be hampered by the lack of any public transportation system and poor infrastructure which still results in a higher per capita cost to train workers to a self-sufficiency wage standard. The lack of established training program/providers within the Region, the need to provide economic assistance in the form of incentives/supportive services, and the necessity to transport participants to educational and training sites causes the high costs for training when compared to urbanized regions. However, the capacity



building efforts of CSFC over the past five years have enabled this rural region to begin to break out of the cycle of poverty in which they have been engulfed.

Emerging Industries

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

Top Emerging Industries

Workforce Development Area 7 - Columbia, Dixie, Gilchrist, and Union Counties

Industry Code	Title	Employment		2015 – 2023 Change	
		2015	2023	Total	Percent
6214	Outpatient Care Centers	207	280	73	35.3
5415	Computer Systems Design and Related Services	18	23	5	27.8
6213	Offices of Other Health Practitioners	176	220	44	25.0
6111	Private Elementary and Secondary Schools	96	119	23	24.0
5413	Architectural, Engineering, and Related Services	202	245	43	21.3
6219	Other Ambulatory Health Care Services	49	59	10	20.4
5416	Management, Scientific, and Technical Consulting Services	113	135	22	19.5
8129	Other Personal Services	49	56	7	14.3
6215	Medical and Diagnostic Laboratories	95	104	9	9.5
5419	Other Professional, Scientific, and Technical Services	88	96	8	9.1
5414	Specialized Design Services	12	13	1	8.3
5239	Other Financial Investment Activities	28	30	2	7.1

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



Existing Demand Occupations

The majority of top 15 existing demand occupations are low-skill occupations characterized by relatively low wages and high rate of worker turnover. Correctional officers and jailers is one of the top five existing demand occupations and will have 596 total job openings between 2015 and 2023, resulting from the need to replace a large number of workers retiring from that occupation. The other existing demand occupations among the top five are related to customer service and hospitality. 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, nursing assistants and registered nurses, 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 7 - Columbia, Dixie, Gilchrist, and Union Counties

			2015-2023					2015 Hourly Wage (\$)		
Occupation			Employment		level	Per cent	Total Job			
Rank	Code	Title	2015	2023	Change	Change	Openings*	Median	Entry**	Exp***
1	434051	Customer Service Representative	1601	1,852	251	15.7	596	10.02	8.94	12.60
2	333012	Correctional Officers and Jailers	2407	2,495	88	3.7	596	15.92	14.98	17.29
3	353021	Combined Food Preparation and Serving Workers, including Fast Food	1059	1,254	195	18.4	539	9.15	8.79	10.38
4	412031	Retail Salespersons	981	1,101	120	12.2	394	11.05	9.06	13.88
5	412011	Cashiers	886	919	33	3.7	358	9.03	8.79	9.56
6	353031	Waiters & Waitresses	634	708	74	11.7	323	8.90	8.73	9.28
7	311014	Nursing Assistants	678	812	134	19.8	235	11.14	9.22	13.13
8	537062	Laborers and Freight, Stock, and Material Movers, Hand	593	676	83	14.0	231	10.46	8.93	13.14
9	436014	Secretaries and Administrative Assistants, Except Legal, Medical, and Executive	878	993	115	13.1	199	12.59	9.59	15.39
10	533032	Heavy and Tractor-Trailer Truck Drivers	815	909	94	11.5	197	18.10	11.95	20.74
11	291141	Registered Nurses	654	741	87	13.3	185	29.19	23.22	33.59
12	252021	Elementary School Teachers, Except Special Education	509	593	84	16.5	173	28.86	22.89	34.65
13	439061	Office Clerks, General	617	669	52	8.4	155	12.51	9.64	15.21
14	292061	Licensed Practical and Licensed Vocational Nurses	341	415	74	21.7	140	19.04	16.03	20.70
15	372011	Janitors and Cleaners, Except Maids and Housekeeping Cleaners	447	508	61	13.7	127	9.43	8.84	11.61
* Job openings result from economic growth and from replacement needs. For declining occupations, all job openings result from replacement needs										
** Entry Wage - The wage an entry-level worker might expect to make. It is defined as the average (mean) wage earned by the lowest third of all workers in a given occupation.										
***Experienced Wage - The wage an experienced worker might expect to make. It is defined as the average (mean) wage earned by the upper two-thirds of all workers in a given occupation.										

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



Emerging Occupations

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

Occupational therapist is the top emerging occupation in the healthcare industry sector. Providing therapy to patients with visual impairments is an increasingly important specialty for occupational therapists and will contribute significantly to growth in the occupation.

Two of the top professional services emerging occupations are engineering-related (engineering managers and civil engineers).

Transportation, storage, and distribution managers is the top emerging occupation in the logistics and distribution industry sector, as a result of technological advances in the field of logistics. The number of persons employed as logistics managers, which is a specialty within the transportation, storage, and distribution managers is rapidly increasing.

Customer service representatives is a top emerging occupation in the financial services Industry sector due to the increasing variety of financial and investment advisory products being developed by the sector.

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.

Industrial engineers is a top emerging occupation in the manufacturing industry sector. Industrial engineers design, develop, test, and evaluate integrated systems for managing industrial production processes, including human work factors, quality control, inventory control, logistics and material flow, cost analysis, and production coordination.

First-line supervisors of personal service workers is the top emerging occupation in the other services industry sector, due to the growing popularity of spa facilities.



Top 15 Emerging Occupations (ranked by percent growth)

Workforce Development Area 7 - Columbia, Dixie, Gilchrist, and Union Counties

2015-2023											
Rank	SOC code	Title	Employment		Level Change	Percent Change	Industry Sector Linkage	2015 Hourly Wages (\$)			
			2015	2023				Median	Entry*	Exp**	
1	131081	Logisticians	19	26	7	36.8	Professional Services	21.48	17.32	27.77	
2	113071	Transportation, Storage, and Distribution Managers	12	15	3	25.0	Logistics and Distribution	41.53	35.00	45.15	
3	291122	Occupational Therapists	13	16	3	23.1	Healthcare	37.17	28.36	53.23	
4	193039	Clinical Neuropsychologists	18	22	4	22.2	Healthcare	41.9	27.69	44.97	
5	261069	Hospitalists, Nuclear and Preventive Medicine Physicians	170	207	37	21.8	Healthcare	94.58	87.15	123.34	
6	292099	Neurodiagnostic and Ophthalmic Technologists, Surgical Assistants	24	29	5	20.8	Healthcare	25.00	12.95	27.31	
7	119041	Engineering Managers	18	21	3	16.7	Professional Services	50.56	35.41	61.98	
8	434051	Customer Service Representatives	1,601	1,852	251	15.7	Financial Services	10.02	8.94	12.60	
9	131199	Security Management and Sustainability Specialists	251	289	38	15.1	Healthcare	30.75	19.11	35.24	
10	471011	First-Line Superv. of Construction and Extraction Workers	127	146	19	15.0	Construction	22.26	16.34	32.90	
11	291141	Registered Nurses	654	741	87	13.3	Healthcare	29.19	23.22	33.59	
12	131041	Compliance Officers, Exc Safety, Agri. Constr & Transp	32	36	4	12.5	Professional Services	24.58	16.31	28.41	
13	172051	Civil Engineers	72	81	9	12.5	Professional Services	31.88	22.70	39.45	
14	172112	Industrial Engineers	17	19	2	11.8	Manufacturing	35.42	18.88	40.67	
15	391021	First-Line Supervisors of Personal Service Workers	43	48	5	11.6	Other Services	16.08	11.57	17.73	

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



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

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

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

At this time, jobs in significant demand from employers in our Region are in the healthcare industry (RN, LPN, Radiology Techs) and Corrections (Correctional Officers). Of the 417 occupations appearing on our Supply/Demand Report for March 2014, 103 occupations are on our Targeted Occupations List. Within the last two (2) years, customers (employers or applicants) have asked for training in 17 of these career fields. Of these 17 career fields, none have an undersupply of labor. All 17 have an overage ranging from a low of 0 for Fire Fighters to a high of 99 in Network and Computer Systems. Across the Region, the problem is not a lack of skilled workers but rather a lack of jobs.

(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)

The primary skill needs most identified by both applicants and employers is for soft skills training, which is short term in nature. The training provided by the Region consists of Job Club 1 and 2, MoneySmart, Dress for Success, Microsoft Basics GED Prep, Resume Writing and Interview Skills. Job Club teaches such basics as getting up every morning, being at work on time, being respectful to supervisors and co-workers, and focusing on the job tasks. MoneySmart is taught by local banker representatives and provides information on why customers should have a bank/checking account, the responsibilities of credit cards, and the importance of repaying debt/becoming debt free. Dress for Success utilizes Women in Business to model appropriate business attire and explain the need for dressing appropriately in the workplace. Microsoft Basics is a basic introduction for those who have no computer skills and a brush up for those who have some computer skills. Working with the Adult Education Programs of the four (4) counties, our GED Prep utilizes TABE to identify the specific educational shortfall that is a barrier to obtaining a High School Equivalency Diploma. Our GED Instructors focus specifically on the barriers identified by the TABE (such as fractions, decimals, basic skills deficient reading levels). Resume writing teaches the job seeker to write a



concise and compelling resume. Interview skills prepares the job seeker to schedule and become successful at interviewing.

- (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)

The Region encompasses a total population of 115,540 based on the 2013 estimate from the US Census Bureau. This is a slight decline from the 2011 estimate of 116,363. The population of the Region is 83.8% Caucasian; the remainder is mostly African American. Other minorities are negligible on the Census Bureau tables. English is the predominant language among 95% of the households of the Region. High school graduation rates range from 74.8% in Union County to 84.4% in Columbia County. 13.5% of the population in the region has a Bachelor's Degree or higher with the lowest rate being in Dixie County at 7.5% and the high of 14.1% in Columbia County. There are nearly 14,000 veterans within the Region. Mean travel time to work ranges from 22 minutes to more than 30 minutes and is typically 30 minutes. Owner-occupied housing is 67.5% in Union County; 71.6% in Columbia; 78.4% in Dixie; and 80.5% in Gilchrist. Home ownership has an overall rate of 75% as compared to the State average of 69.7%. The median value of this home ownership, however, is \$115,050 as compared to the State average of \$205,600. The average number of persons per household is 3 as compared to the State average of 2.5.

Median household income is \$37,340 which is below the State average \$47,661 and 18.1% of the Region's population is classified as below poverty level as compared to the State's 13.8% average. Approximately 25% of the region's population lives at or below poverty level. Altogether some 40% of the population of the region can be defined as "working poor" individuals and families, many of whom do not receive any cash assistance. Over 400 men, women and children are estimated to be homeless on any given night in the region.

The unemployment rate for the region was 4.7% in December 2015, slightly below the state's seasonally adjusted rate of 5.0%.

The most recent information on unemployment rates for persons with barriers to employment is for 2013. The LWDA 7 2013 unemployment rate was 23.2 for disabled persons, 3.7 percent for American Indians and Alaska Natives, 0.0 percent for Native Hawaiians and Other *Pacific* Islanders, and 9.5 percent for persons 55 and older.

- (4)** Please provide an analysis of the workforce development activities (including education and training) in the region, including an analysis of the strengths and weaknesses of such services and the



capacity to provide such services, to address the identified education and skill needs of the workforce and employment needs of employers in the region. WIOA §108(b)(1)(D) and §108(b)(7)

The Region has identified the following long-term goals/objectives necessary to build a skilled and ready workforce in the region:

- Upgrade the workforce skills of the region's population, especially the economically disadvantaged - the working poor, dislocated workers, the unemployed and youth;
- Be responsive to employers' needs by providing information and opportunities for Incumbent Worker Training, On-the-Job Training (OJT) and Employed Worker Training that addresses regional demand/targeted occupations while optimizing the workers' ability to achieve self-sufficiency. This is the "Business Driven Model";
- Provide opportunities for skill attainment and job retention to allow the region's workforce population to upgrade their skills in order to succeed in today's workplace;
- Integrate the Workforce Innovation and Opportunity Act (WIOA), Welfare Transition (WT), Wagner-Peyser (WP), Reemployment Assistance (RA), Reemployment Services and Eligibility Assessment (RESEA) and Veteran's Education and Training Services (VETS) into a seamless service delivery model that is integrated, customer focused and market-driven;
- Emphasize a collaborative approach in the development and implementation of appropriate programs and services in a single location by promoting an efficient networking system that facilitates coordination with other community partners. This consolidation process eliminates duplication and facilitates the efficient pooling of financial assistance and other resources in the community;
- Provide information and assistance to job seekers and employers on labor market trends, training and support services, work counseling and follow-up services and establish mechanisms to identify customer (employer, employee and job seeker) needs, opportunities and skills;
- Create a team that is comprised of representatives of business, labor, education, government, community and Chambers of Commerce to ensure that educational and training programs offered through the Career Center system are directly related to the high demand occupations identified in the region;



- Establish specific standards to measure program outcomes. Critical to the success of the Career Center system is the ability to evaluate performance by using key indicators such as completion, placement and retention rates, return on investment, and customer satisfaction;
- Pursue initiatives that address rural economic development issues leading to the creation of employment opportunities in rural/agricultural communities in the region. These efforts will ultimately increase the earning potential of farmers and ensure the economic viability of the agricultural sector.

(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)

The Region utilizes Customized Training, including the Employed Worker Program (EWT) and OJT Program to provide skills upgrade training to workers who need training to obtain or retain self-sufficiency. 5% of our annual Dislocated Worker budget is set aside for EWT/OJT. Additionally, throughout the year, we compete for grants and utilize EWT/OJT as the primary vehicle for fulfilling the terms of the grants that we receive. Training is performed under contract in targeted occupations and enables these workers to retain their positions and/or upgrade their skills for promotion. On the Job Training Policy, OPS-009-02 is attached.

When a customer is unable to obtain employment, the Career Manager will assign CWEP (Community Work Experience Program) hours to assist the customer in becoming more marketable. The Career Manager will discuss with the customer his or her desired goals and will try to match them to a CWEP position which relates to those goals. The customer will be instructed by the Career Manager on the details of the assignment and what is expected regarding their placement. They will also be instructed that a call or site visit will be made at any given time to verify the site and that the hours are being completed. A worksite agreement is given to the customer to be completed by the employer. It is the customer's responsibility to obtain an appropriate site. Once completed the participant may begin CWEP.

Through the Community Service/Work Experience (CSWE) program, Welfare Transition customers are placed in a training program at approved contracted public sector and/or not-for-profit agencies in the Columbia, Dixie, Gilchrist, and Union Counties area. Employers are not required to pay an hourly wage to the participants, but are responsible for training them in duties described in the Training Outline portion of the work agreement. Worksite Agreements are developed with each participating employer/agency in which they attest to their not-for-profit status. The Region utilizes staff personnel to make on-site visits annually to explain the Work-Site Agreement and obtain a signature on the



Work-Site Agreement. The Region's Work-Site Agreement contains company name, contact person, address, telephone number, fax, job description, number of openings, number of hours needed, number of days and verification of not-for-profit status. Included in this agreement are the services provided by the employer, manner of service provisions, special provisions, date the agreement takes effect, signatures from the employer and LWDB (Local Workforce Development Board), worksite outline, worksite guidance, and the job description. Workforce personnel visit the worksites on a regular basis to ensure compliance, safety and to review customer progress with the worksite supervisor/employer.

- (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)

Our youth programs serve in school youth ages 14 – 21 and out of school youth ages 16-24 with many workforce investment opportunities available. These include but are not limited to: paid work experience, traditional occupational skills training, on the job training, internships, Financial Literacy Education and soft skills workshops. Partner agencies and schools providing youth services include:

- Partnership With Strong Families
- Department of Juvenile Justice
- College of Central Florida (Gilchrist County)
- Columbia County Adult Education
- Dixie County Adult Education
- Union County Adult Education
- Vocational Rehabilitation
- Score

CSFC also utilizes The Able Trust High School/High Tech grant funds in conjunction with our WIOA Youth dollars to engage in school youth with disabilities in year round after-school programs that focus on remediation, retention in school, End of Course (EOC) tests and other success measures, graduation and successful transition into the workforce or post-secondary education. Our after school program has seven (7) locations which include:

- Bell High School
- Trenton High School



- Dixie High School
- Ft. White High School
- Columbia High School
- Union County High School
- Trinity United Methodist Church

Resources that staff use are the Guidepost for Success and Skills to Pay Bills By; which is a set of key educational and intervention strategies for youth, including those with disabilities. Additionally, One-Stop assessments, Individual Education Program (IEPs) and Career Planning tools will continue to be utilized to identify career paths, barriers to employment, training or service needs, and employability skills. These assessments will also assist with identifying hidden disabilities and the potential need for accommodations.

The Able Trust High School/High Tech Program

The Able Trust High School/High Tech Program prepares youth with disabilities for life after high school; post-secondary education, employment and community involvement, through real-world experiences. High School/High Tech activities include career workshops, industry and campus tours, summer internships, community service projects, and leadership development.

Over the past two years approximately 240 students have been served through the program. The program represents a successful model for engaging youth into workforce development programs that emphasize job skills, education, employability skills, and social skills.

For the children of WT customers, we offer Pregnancy Prevention and Why Try. Why Try is a summer computer based social skills development program for younger youth not eligible for the Summer Work component.



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)

Our vision, goals and priorities are developed by the Committees of the Board and are approved by the full Board/Consortium. Our collaboration with our CEO's is ongoing and continuous. Our vision and mission statements are:

Vision: We are dedicated to a level of service that meets the highest private-sector standards. We attain this measure by providing workforce services to improve the quality of skills and abilities of jobseekers, youth, and through enhancing the competitiveness of employers in our region.

Mission: It is the mission of CSFC to effectively direct all resources and services under its jurisdiction to provide a skilled and ready workforce that meets the demands of the region's employers as well as meeting job market demands in support of the State's workforce development strategies.

In order to support regional economic growth and economic self-sufficiency, CSFC will:

- a. Facilitate the transition of our regional economy from agriculture to a diversified economy.
- b. Work with our education partners, their CAPE Academies, STEM Programs and grants (e.g. Able Trust) to provide today's youth with the skills necessary to meet the talent supply chain needs of the future.
- c. Collaborate with economic development entities to bring new business to the Region and support the growth of existing businesses.
- d. Address the transportation/communication needs of the Region, through our membership on 4 regional transportation Boards and our support of broadband initiatives.
- e. Help the businesses of the Region to be competitive by assisting with their training costs and the preparation of a skilled and ready workforce.
- f. Leverage the full array of workforce programs to include WIOA, WT/TANF, WP, Veterans, RESEA, SNAP, RA, etc. to prepare the Region's workforce to meet the needs of the business community.



(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.

In order to carry out the core programs, CSFC has identified the following long-term goals and objectives necessary to build a skilled and ready workforce in the region:

- Be responsive to employers' needs by providing information and opportunities for Incumbent Worker Training, On-the-Job Training (OJT) and Employed Worker Training that addresses regional demand/targeted occupations while optimizing the workers' ability to achieve self-sufficiency. This is the "Business Driven Model";
- Emphasize a collaborative approach in the development and implementation of appropriate programs and services in a single location by promoting an efficient networking system that facilitates coordination with other community partners. This consolidation process eliminates duplication and facilitates the efficient pooling of financial assistance and other resources in the community;
- Create a team that is comprised of representatives of business, labor, education, government, community and Chambers of Commerce to ensure that educational and training programs offered through the Career Center system are directly related to the high demand occupations identified in the region;
- Upgrade the workforce skills of the region's population, especially the economically disadvantaged - the working poor, dislocated workers, the unemployed and youth;
- Provide opportunities for skill attainment and job retention to allow the region's workforce population to upgrade their skills in order to succeed in today's workplace;
- Integrate the Workforce Opportunity and Investment Act (WOIA), Welfare Transition (WT), Wagner-Peyser (WP), Reemployment Assistance (RA), Reemployment Services and Eligibility Assessment (RESEA), Supplemental Nutrition Assistance Program (SNAP) and Veteran's Education and Training Services (VETS) into a seamless service delivery model that is integrated, customer focused and market-driven;
- Provide information and assistance to job seekers and employers on labor market trends, training and support services, work counseling and follow-up services and establish mechanisms to identify customer (employer, employee and job seeker) needs,



opportunities and skills;

Establish specific standards to measure program outcomes. Critical to the success of the Career Center system is the ability to evaluate performance by using key indicators such as completion, placement and retention rates, return on investment, and customer satisfaction;

- Pursue initiatives that address rural economic development issues leading to the creation of employment opportunities in rural/agricultural communities in the region. These efforts will ultimately increase the earning potential of farmers and ensure the economic viability of the agricultural sector.

- (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.

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

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

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

CSFC's Universal Services Program Manager reviews all customer satisfaction surveys. If there are any concerns or suggestions they are discussed with the One-Stop Director of Operations. The goal of this process is to ensure that customer concerns are being addressed timely and effectively and to determine if any workforce policy or procedure is impeding staff's ability to deliver quality customer service to our customers.

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

Other than Veterans and Dislocated Workers, each customer applicant receives a one-on-one interview with a Career Manager to determine any needs or barriers that would identify them as a



special client. Their needs and barriers, however, are considered in light of their career goals and objectives which must be balanced against the Region's Supply/Demand skills gap and the demand occupations of the Region. Our objective is to help as many customers as possible but there must be an opportunity for the customer to obtain self-sufficiency employment upon completion of their education and training. These considerations are waived when identifying any customer as part of a special client group. Customers with disabilities receive additional assistance through referrals to Vocational Rehabilitation.

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

The Region's vision and goals are a product of an ongoing review and improvement process building upon previously approved visions and goals. The integration of all partner agencies into the process was and will continue to be a priority of the planning design. The Region has partnerships with several community-based organizations (CBO) and faith-based organizations (FBO) as discussed elsewhere in this Plan. All Participating partners were given the opportunity to provide verbal and written input into development of the vision and goals. The direct participation and interaction of the Board and Consortium members ensures participation from the counties within the region. By combining these groups, the ideas, suggestions, and needs of those who work directly with customers and employers were an integral part of the planning process.

- (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 Executive Director 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 Executive Director 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 Finance Committee 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 7 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 7 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 7'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 2014-2015 FLORIDA WORKFORCE COMMON MEASURES – LWDA 07 PERFORMANCE PY 2014-2015: July 1, 2014 – March 31, 2015 Outcomes							
Common Measures	Performance 2012-2013	Performance 2013-2014	Performance 2014-2015 3 rd Quarter	PY 2014-2015 Performance Goals	% of Performance Goals Met	PY 2015-2016 Performance Goals	% of Performance Goals Met
Adults:							
1. Entered Employment Rate	100.00%	100.00%	66.70%	99.90%	66.71%	73.00%	91.37%
2. Employment Retention Rate	96.00%	97.83%	97.30%	92.70%	104.96%	92.70%	104.96%
3. Avg. 6-Months Earnings	\$19,504.20	\$17,943.18	\$17,583.52	\$19,169.00	91.73%	\$19,169.00	91.73%
Dislocated Workers:							
4. Entered Employment Rate	95.00%	100.00%	52.60%	96.40%	54.56%	70.00%	75.14%
5. Employment Retention Rate	95.70%	100.00%	92.30%	97.40%	94.76%	97.40%	94.76%
6. Avg. 6-Months Earnings	\$14,680.10	\$14,696.31	\$18,106.40	\$13,533.50	133.79%	\$15,563.53	116.34%
Youth Common Measures							
7. Placement in Employment or Education	48.10%	66.67%	54.20%	51.90%	104.43%	51.90%	104.43
8. Attainment of degree or Certificate	90.00%	83.05%	43.70%	96.80%	45.14%	65.00%	67.23
9. Literacy and Numeracy Gains	28.10%	41.38%	55.00%	27.60%	199.28%	55.20%	99.64
Wagner-Peyser:							
10. Entered Employment Rate	Not Available	53.00%	54.75%	62.50%	87.60%	53.50%	102.34%
11. Employment Retention Rate	Not Available	81.00%	82.04%	78.50%	104.51%	78.50%	104.51%
12. Avg. 6-Months Earnings	Not Available	\$11,137.00	\$10,976.82	\$11,000.00	99.79%	\$11,000.00	99.79%
					Not Met (less than 80% negotiated)		
					Met (80-100% of negotiated)		
					Exceeded (greater than 100% of negotiated)		
Source: FLORIDA DEPARTMENT OF ECONOMIC SECURITY							

(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. Using the EFM Data Store, 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. LWDB 7 staff also monitors programs internally, not only for contracted service providers, but to ensure our own staff is in compliance. The Executive Director meets with the LWDB Chair to discuss previous performance measures as well as with staff. The CEO/President also has discussions with the staff regarding any issues that may surface. DEO monitors programs and finance on a yearly basis.

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

Self-sufficiency is the ability of an individual to supply one's own needs without external assistance. Additionally, self-sufficiency is having confidence in one's own resources, powers, etc. To that purpose The Region utilizes 200% of the LLSIL for the WIOA and WT programs.



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

WIOA requires the development of partnerships, encouraging coordination among community partners to pool financial and human resources to offer a mix of programs and services in a seamless and integrated manner to create the Career service delivery system.

We interact with the Dept. of Children and Families, Vocational Rehabilitation, Experience Works, Juvenile Justice, the Court system, Teacher's Unions, and the local colleges as well as our faith-based partners, on a daily basis. They are all members of our various Committees and several have seats on the Board. Through our daily interaction our processes to improve service delivery is ongoing and continuous. Additionally, we work with the County Veteran's Services Officer and the Veteran's organizations such as American Legion, PVA, VFW, etc. to ensure the veterans' population is receiving the very best in workforce services.

Since no career services are being contracted out at this time, CSFC is responsible for and operates Career Centers in Columbia and Gilchrist Counties. Each Career Center is a full service center providing WIOA (Adult, Dislocated Worker and Youth), Welfare Transition (WT) / Temporary Assistance for Needy Families (TANF), Wagner-Peyser (WP), Veterans, Reemployment Services and Eligibility Assessment (RESEA), Supplemental Nutrition Assistance Program (SNAP) and Reemployment Assistance (RA). The Region does have a full time Quality Assurance Monitor assigned to the Board Staff. Monitoring is carried out by program (WIOA, WT, WP, RESEA, SNAP etc.), the files are then inspected by each Career Manager and, finally, those areas identified in previous write-ups are inspected across all programs and Career Managers. Written reports are provided to the Career Manager, Supervisor and Board Staff. The Career Manager has 10 days to submit a Corrective Action Plan.

The hallmark of an effective and successful Career Center workforce delivery system includes ensuring the following:

- Universal Access to employment-related services in a seamless and integrated manner for all customers through the innovative efforts of the Board. This process is facilitated through



a combination of physical location where providers are co-located in one central facility, and “virtual” connection of service providers through a computer network.

- Customer Choice to ensure easy access to information and services and customer friendly environment and helpful staff to provide information and assistance to customers
- Performance Driven Outcomes that promote high levels of accountability and high levels of customer satisfaction by ensuring that the services provided are of consistently high quality and performance standards are met. The process includes engaging in continuous improvement to ensure that customer expectations are exceeded.
- Integrated Funding through partner collaboration provides a comprehensive menu of services to customers, encourages coordination in planning, cost and resource sharing and funding opportunities.

The single shortfall in the system is the lack of Federal or State law mandating that partners pay their fair share of the upkeep of the Career Center. Many “in kind” services are offered but they do not keep pace with the actual cash costs to operate Career Centers. Legislation must be enacted to force direct cash contributions on behalf of partners if the Career Center is to remain viable.

- (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)

The four (4) rural counties of Columbia, Dixie, Gilchrist and Union served by CSFC have been specifically identified by the Governor as Rural Areas of Opportunity (RAO) due to the fact that the region has failed to keep pace with the rest of the State of Florida in terms of economic growth. The Region has formed a RAO Working Group (RWG) and Center for Advanced Manufacturers Group (CAMG). The RWG is focused on identifying locations for future development and the infrastructure necessary to lure businesses to these sites. The CMAG studies best industries for the region and unique requirements such as future workforce skills. Members of the EST are either members on all of these local, regional and statewide “voice of the customer” business forums or attend all publicized meetings to stay abreast of current and emerging workforce needs. These include, but are not limited to, Chamber of Commerce meetings and events, Florida Eight Super Region Committee, Board Member for Transportation Disadvantaged for Columbia, Dixie, Gilchrist and Union Counties, RAO Catalyst Site for the Inland Port Education and Workforce Committee Member, Dixie County BOCC Committee Member for Economic Development Tourist Development Council, Community Redevelopment Assoc., Rural Summit, NEFEC STEM Workshop in



Gainesville, North Florida Economic Development (Columbia Co), LC City Council, Banner Center for Global Logistics, Lake Shore Hospital Authority, North Central Florida Economic Development, Food Bank Distribution, FLOW Water Management, Airport Advisory, Columbia County BOCC and City Council, Dixie BOCC, Gilchrist BOCC, Union BOCC, CCA Inmate Foster Group.

- (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)

We will seek to expand and transform the Region's Foundational Clusters by focusing on preserving jobs in our agricultural base, working to revive our construction industry, and developing tourism. We will look for opportunities to expand Industry Clusters with our primary focus being on revival of the financial and professional services cluster. We are seeking to develop New Clusters around the manufacturing, logistics, transportation and waste water industries. We continue to engage and participate with the local school systems to enhance K-12 Excellence. Middle-School Demand is being addressed through our support for expansion of career/professional academies and we continue to seek opportunities to leverage the Florida College System as well as to tap the expertise of the University of Florida and Florida State University. We continue to utilize Federal and State funds to help as many customers as possible to obtain Higher Education in those occupations contained on our Targeted Occupations List which are high skill/high tech positions. We continue to enhance the Workforce by focusing our education and training dollars on targeted occupations identified by the Region's key employers. We are a supporter of all the STEM council initiatives and we continue to promote STEM skills in our conversations with the local school systems. We will contribute to the achievement of these goals through our Career Centers, Employ Florida Marketplace, the Work Opportunity Tax Credit, Quick Response Training, Incumbent Worker Training, Employed Worker Training and OJT Programs.

- (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)

With the exception of its principal population center, Lake City, the population in this region is widely dispersed throughout a large, rural geographic area and transportation remains a critical problem.



This problem impacts all sub-populations of the Region but has the hardest impact on youth and seniors. This spatial distribution of population, coupled with the fact that the Region does not yet have an adequate transportation network in place, presents logistical problems of getting participants to the appropriate educational and training programs, or getting them to jobs once they are successfully employed. Typically, 58% of the funds budgeted by the Board for support services are used to provide transportation assistance in the form of gas vouchers, based on mileage and attendance, to participants. It is imperative that a well-developed and efficient transportation system be established as soon as possible to allow for the successful transition of participants into economic self-sufficiency. A current goal is to address the transportation needs of the Region, through our membership on 4 regional transportation Boards.

- (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)

The WP Program within the Region is under the management and oversight of the Career Center and is directly managed by a Department of Economic Opportunity (DEO) merit staff employee. Personnel are combined into a Business Services Consultant Team (BSC) comprised of DEO personnel. The primary focus of the BSC is on the employers and business community of the Region. The team offers a full scope of employer services that includes employee recruitment, applicant prescreening, on-site employer visits, job fairs, workforce training, job posting and referrals, assistance with downsizing assistance, dislocated worker assistance/retraining, skills assessment, conference rooms and offices, resource library and labor market analysis information.

The primary focal point for delivery of WP services within the Career Center is the Resource Room which is staffed with DEO personnel. The full scope of WP services are offered to include employability and career development training, skills testing, dislocated worker assistance/retraining, opportunities for adults age 55 and up, Veterans assistance, job search through access to the largest job bank in the US, referral services to employers, job fairs, résumé writing assistance and labor market analysis and wage information., RESEA, and RA customers are referred to the Career Center from DEO via the EFM system. Customers are also served in the Resource Room.

- (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)

Working with the Adult Education Programs of the four (4) counties, our GED Prep utilizes TABE to identify the specific educational shortfall that is a barrier to obtaining a High School Equivalency Diploma. Our GED Instructors focus specifically on the barriers identified by the TABE (such as fractions, decimals, basic skills deficient reading levels).

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

Individuals with disabilities are served through supportive services which include triage, Resource Room, assisted job search, resume assistance, Job Club, MoneySmart, Microsoft Basics, as well as one-on-one career counseling and coaching. We partner with Vocational Rehabilitation and the Division of Blind Services to provide an array of services from prosthetics to specialized workplace accommodations.



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.

As mandated by WIOA, the Region is required to develop and maintain a quality workforce system that will be responsive to the needs of employers and job seekers. The Act also requires the development of partnerships, encouraging coordination among community partners to pool financial and human resources to offer a mix of programs and services in a seamless and integrated manner to create the One-Stop service delivery system. Our WIOA partners include the Dept. of Children and Families, Vocational Rehabilitation, Experience Works, Department of Juvenile Justice, Teacher's Unions, and the local colleges as well as our faith-based partners. They are all members of our various Committees and several have seats on the Board. Through our daily interaction our processes to improve service delivery is ongoing and continuous.

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

In addition to the required partners, we work with the County Veteran's Services Officer and Veteran's organizations such as American Legion, PVA, VFW, etc. to ensure the veteran population is receiving the very best in workforce services.

- 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).

State level agencies with agreements that do not require local level MOUs:

- Department of Children & Families (DCF)
- Division of Vocational Rehabilitation
- Florida Department of Economic Opportunity
- Florida Department of Juvenile Justice



CareerSource Florida Crown has MOUs with the following:

- Able Trust (Florida High School/High Tech) for Columbia, Dixie, Gilchrist and Union Counties
- Corrections Corporation of America (CCA)
- Division of Blind Services
- Experience Works
- Florida Department of Education, Vocational Rehab Division
- Florida Gateway College
- School Boards of Columbia, Dixie and Union Counties
- Suwannee River Economic Counsel

(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. CSFC is dedicated to meeting the needs of unemployed and underemployed workers, career seekers needing assistance with career decisions, skill training and job connections and offers them universal core and intensive services. CSFC provides a match between the employer looking for qualified candidates and the career seeker needing employment. Core Services for both groups include:

- Resource Room and Internet Access to the largest Job Bank in the US
- Reemployment Assistance
- Career Exploration
- Career Fairs
- Recruitment Events
- Career Resources
- Employability Skills Workshops
- Opportunities for training, to upgrade skills and learn emerging skills
- Job Search Skills
- Networking Opportunities
- Financial Aid
- Employability and Career Development Training
- Veterans Assistance/Retraining
- Opportunities for Adults Age 55 and Up
- Resume Writing Assistance and Interview Skills Class
- Labor Market Analysis and Wage Information



CSFC strives for a seamless system to ensure career seekers and employers have access to a comprehensive array of services and support. Outreach and recruitment for the general population enlists the following strategies:

Website access at www.careersourcefloridacrown.com provides information about services and easy entry to the Employ Florida Marketplace (EFM). The website is updated frequently providing current employment news and information.

- Social Media
- Printed media, news releases, flyers and brochures
- Career fairs and events
- Community meeting and partnerships

Core services are provided to all career seekers regardless of program eligibility. Intensive services are provided to career seekers based on need. Specialized customer groups vary in need; outreach and services are adjusted accordingly. Universal career seekers are invited to use the resource room self-services. Frontline staff in the resource rooms provide information about the programs offered through our system. Computers are user friendly and brochures provide additional information about programs and services. Information is also provided in accessing EFM from computers outside the Career Center. Career seekers may register from any computer and complete online assessments from home, post resumes and conduct job searches. Career center staff provide additional levels of service including information about labor market information and targeted occupations.

To promote integration of business services delivery through the one stop system, CSFC's Business Services Consultants work diligently to engage business customers by providing employer services, such as job fairs, recruitment events, grants and Labor Market Information. The Business Services Consultants also provide the following to promote maximum integration of service delivery:

- Employee Recruitment
- Applicant Pre-Screening
- Job Posting and Referrals
- Assistance with Downsizing/Rapid Response
- Dislocated Worker Assistance/Retraining
- Skills Assessment/Credentialing
- Gather labor market information and provide data to business services
- Serve as intermediary to other economic development activities and entities
- Provide feedback to business customers about regional skills gaps, program development and evaluation of the market we serve



- Work with local and regional economic development professionals in business retention, and expansion activities as needed
- Assure adequate job opportunities to meet the needs of job seekers in the career centers

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 interacts daily with customers with disabilities. Our one-stops are monitored internally by LWDA 7 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 with 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. Each of our partners 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.

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 7 has been able to incorporate a universal design to best provide services to any individual that walks through the doors. 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. Below is a list of examples of how universal design streamlines the career center experience:



- Trainings and workshops that present information verbally and in writing and also by incorporating graphics to illustrate the information being provided.
- Collateral available in English and Spanish
- Universal application/enrollments provides expedited movement between partner programs
- Flexible work space within each center to accommodate all users
- Services available in “self-service” format, or available in a staff assisted, one-on-one environment
- Clearly visible signs directing customers to the requested services

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.

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)

CareerSource Florida Crown utilizes the Employ Florida Marketplace and One-Stop Services Technology System for all customers as necessary. Since high speed broadband and DSL is not available throughout the region, many customers, perhaps most, access these systems at the Career Centers.

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

CareerSource Florida Crown utilizes the Employ Florida Marketplace and One-Stop Services Technology System for all customers as necessary. Since high speed broadband and DSL is not available throughout the region, many customers, perhaps most, access these systems at the Career 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)

Due to a decline of current and future funding, the CSFC Board, with the concurrence of the chief elected officials, requested and received the authority to function as the direct services operator of the region's one-stop services system through PY 2016.

- (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)

Approximately 25% of the region's population lives at or below poverty level. Altogether some 40% of the population of the region can be defined as "working poor" individuals and families, many of whom do not receive any cash assistance. Over 400 men, women and children are estimated to be homeless on any given night in the region. While many working poor families share common characteristics with former welfare recipients, they have less assistance available to them and have been less likely to use public benefits. The infrastructure, to include internal transportation arteries, electricity, water and sewer, and expansion of broadband are all opportunities for improvement. Building and construction have been greatly damaged during the economic downturn and is a sector in need of revitalization. The availability of land, water, and workforce present the opportunity for growth in the manufacturing and logistics fields.

The above statistics indicate the urgency to provide access to opportunities for these individuals and families to access quality education, vocational skills training and other essential services and programs to help them obtain and maintain employment and advance within the labor market while experiencing an enhanced quality of life for their families in their communities.

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)

CSFC presently operates Career Centers in Columbia and Gilchrist Counties. The Columbia County office provides services to the residents of Columbia and Union Counties while the Gilchrist County office provides services to the residents of Dixie and Gilchrist Counties. Each Career Center is a full service center providing WIOA (Adult, Dislocated Worker and Youth), Welfare Transition (WT) / Temporary Assistance for Needy Families (TANF), Wagner-Peyser (WP), Veterans, Reemployment Services and Eligibility Assessment (RESEA), Supplemental Nutrition Assistance Program (SNAP), and Reemployment Assistance (RA). Career and training services are provided at each Career Center by deploying program experts to augment permanent staff on a rotational basis from the central Career Center in Columbia County.

The **Wagner-Peyser** Program within the Region is under the management and oversight of the Career Center and is directly managed by a DEO merit staff employee. Personnel are combined into an Employer Services Team (EST) comprised of DEO personnel. The primary focal point for delivery of WP services within the Career Center is the Resource Room which is staffed with DEO personnel.

Reemployment Services and Eligibility Assessment (RESEA) customers are referred to the Career Center from DEO via the EFM system. Staff members determine the number of customers required to receive RESEA services. Customers are notified by mail as to when they have been scheduled for one-on-one interviews. Customers from RESEA will receive an orientation, LMI specific to job goals and initial assessment and Employability Development Plan (EDP). At a minimum they will receive an assessment to determine disabilities and barriers, resume assistance, job search assistance, job skills strengths and deficiencies assessment, LMI and job referrals, if qualified. RESEA customers will receive an Employability Development Plan (EDP) and are scheduled to return within seven (7) days to complete their job search activities. RESEA customers will receive follow-up phone calls beginning after thirty (30) days.

The Region's purpose with **Long term unemployed, under employed and dislocated workers (RESEA) customers** is to improve the quality of service and to make it more effective in achieving its



ultimate goal which is enabling the dislocated workers to find new jobs as rapidly as possible at wages comparable to or better than their prior wages. RESEA differs from WP core services in that claimants receive an orientation to RA rights, responsibilities, and benefits early in the process at a group orientation and a job search compliance review. RA claimants are identified earlier in the claim – usually within the first 2-3 weeks.

The Region receives no **Trade Adjustment Agreement** (TAA) funding and has no dedicated TAA staff. Upon notification, the Region makes contact within 24 hours. In those cases where the WARN notice falls on a Friday or holiday weekend, the company is contacted on the next workday.

Arrangements are made with the employer if the workers are still attached to provide a Rapid Response Meeting. During this time, if a petition has not been filed on behalf of the potential trade-affected workers, technical assistance is provided. The employer along with the workers will be given information regarding who can file a petition and are encouraged to have the petition filed as soon as possible. Once a petition has been approved, we will work in coordination with the State Trade Program Unit to obtain a list of affected workers and schedule a TAA Information Meeting to discuss the specific services and benefits.

The Florida Department of Children and Families (DCF) shall determine eligibility for **Welfare Transition Program** (WTP) and **Temporary Assistance for Needy Families (TANF)** participants, and will refer eligible participants to Career Center Supervisors through electronic alert. Supervisors will review and assign these alerts (called Case To Do's) on a daily basis. Services will be provided to enable eligible participants to obtain employment leading to economic self-sufficiency. Although DCF customers residing outside of our four-county region have the option to choose a CSFC office within our region, CSFC can only provide universal services (resource room) to these customers. All customers residing within our region will receive a full range of services, including supportive services, depending on available funding. Please reference CSFC OPS-011-02 for full description.

(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)

Formal Procurement is the purchase of goods or services where the estimated aggregate single item cost or single purchase cost will exceed \$25,000 (capital expense). All contracts for procurement of services will be performance based. The procedures established in the informal area apply to the specification of need, except that such statement must be more detailed, and contain language that allows for "an equal substitution" if brand name products are used to define the need. Approval of



the solicitation process is the same, except that prior to advertising, the Executive Director will review and approve the bid specification.

- a. Advertisement of Bids: The Region may, for at least one weekend, solicit responses to specific Initiation To Negotiate (ITN)s by advertising those ITNs for 3-5 days in a major newspaper having a circulation within the Region. 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 Region in instances where such a time would cause a lack of services to meet an immediate need. Bid invitations will also be sent to all firms that have identified themselves to the Region as having an interest in providing that type of product or service. Persons with disabilities, minority and female vendors, being listed in the State of Florida's Approved list of minority and female businesses are automatically considered to have identified themselves to The Region. For other local businesses, the yellow pages of the region's county telephone books or a specific request from the vendor will also be used to define interest;
- b. Normally, a minimum of three bid responses are required for an award to be made. In cases where less than three responses are received, the Director of Finance soliciting the bids will contact a sampling of the vendors not responding and document the reason(s) for their non-response. This information will be made available to the Executive Director. The Executive Director may either request that the bid be re-solicited or may, if the timing or other matters dictate, ask the Region to approve the award based upon the information received from the vendors;
- c. Awarding Authority for matters of \$75,000 or less, provided that three or more bids exist, authority is the Executive Director, and for matters of \$15,000 or less in the Director of Finance dependent upon the dollar amounts. For items in excess of \$75,000 or more, the awarding authority is the Region Executive Committee;
- d. Authority for Termination of Contracts - Contracts may be terminated by the Executive Director, for any reason, after receiving the approval of the Region Executive Committee. The Executive Director is authorized to suspend contract payments where evidence of Fraud, Waste or Abuse of Funds is brought to light. Final action to terminate or permanently suspend must be approved by the Region Executive Committee;
- e. The State of Florida Suspended Vendor List will be reviewed prior to authorizing purchases and/or awarding contracts.



The process for Sole Source and Non-Competitive Procurement follows:

- a. Sole source or other non-competitive procurement will only be used under the following conditions. Purchases under the sole source provision will not be made without completely documenting the reasons for the sole source/non-competitive procurement and approval of the Executive Director, prior to procurement action. This will be accomplished using the Certification of Proprietary and Sole Source Purchases form (See Attached Form B);
- b. In providing the above certification one of two elements must be established: Either that only one brand of goods or kind of services will properly fulfill the intended need, or that, it is obtainable (practically) from only one source;
- c. Emergency Purchasing Authority is granted when an emergency situation requires action to prevent the disruption of essential services, the resolution of a dangerous situation, or a situation which arose out of totally unforeseen circumstances. When such an emergency exists, the Executive Director is empowered to procure such goods or services, as necessary, to resolve the emergency, without regard to cost. Except that, to the best of his ability, the Executive Director will attempt, situation permitting, to receive verbal quotes on the procured goods or services. The Executive Director, will detail the circumstances of the emergency, the actions taken to procure a solution and the ultimate disposition, in writing, for attachment to the Purchase Order. Such information will be presented to the Region Executive Committee at its next scheduled meeting for approval/sanction.

Basis of Award for Informal and Formal Procurement Actions:

- a. For both informal procurement and formal procurement actions, the basis of awarding contracts shall be that awards will be made to the responsible firm, whose proposal is most advantageous to our program, with lowest price and other factors being considered. This shall not apply to sole source procurement actions where only one price is available;
- b. 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;

Services may be procured using An Initiation to Negotiate (ITN) or a Request for Quotes (RFQ), as indicated above.



- a. ITN Solicitation/RFP Solicitation - A detailed solicitation will be prepared by the appropriate staff person and submitted to the Executive Director for review and approval;
- b. The ITN will contain at least the following information:
 - 1) A detailed description of the services sought, including any time frame requirements, special reporting requirements, or other explicit instructions or requirements;
 - 2) A statement of what specific professional qualifications are required by The Region. These may be experience-based or other special qualification requirements of importance to The Region;
 - 3) A format for the quote of rates, fees or charges associated with the services;
 - 4) Any specific areas that the respondent is required to address that will be the basis for the selection decision;
 - 5) The rating criteria that will be used;
 - 6) The date and time responses are due.
- c. The Proposal Review Process requires that all proposals that are received on or before that closing date and time specified in the ITN will be evaluated using the criteria contained in the ITN. All proposals received after that date and time will be returned to the responding party unopened; and an outside independent committee will review and rate all responses. This rating will be used to reduce the number of responses to a short list of no more than three. The list of respondents will then be scheduled, at the option of the Executive Director, for interviews. This does not require that interviews be given, if in the opinion of the Executive Director the rating clearly establishes the most qualified professional to perform the work.
- d. Approving Authority for goods or services of \$75,000 or less, the Executive Director is empowered to approve the selection. For all services in excess of \$75,000, the CSFC Executive Committee will be the approving authority. Any contract for audit services will be reviewed and approved by the Region Executive Committee, regardless of the value of the contract;



- e. Contracting for Services can occur after obtaining approval of goods or services from a specific respondent. Staff will enter into negotiations with the respondent. Such negotiations, the original ITN and the respondent's decision, as modified by the negotiations, will form the basis for the contract. In no instance will delivery of any goods or services be authorized to begin prior to the execution of a contract by all parties;
- f. Contract Signatures - The Executive Director, Director of Finance, and Contracting Officer are authorized signatories for contracts within the thresholds previously set forth. (The Executive Director is authorized by the Region to sign contracts previously approved by the Board, MOUs and non-financial agreements.);

Procurement of WIOA Training Services providers is similar to but not identical to the professional services process identified above. It uses the same ITN process but must also conform to applicable Federal program guidelines.

- a. Development of the ITN/Development of the RFP
 - 1) A complete Cost/Price Estimate must be completed prior to release of the ITN.
- b. Advertising/Notification of Interested Parties
 - 1) The staff may, if time permits, advertise for potential providers to establish a list of interested respondents to which an ITN would be sent. This procedure can be implemented in the same manner as a specific ITN solicitation. It would establish a list of "eligibles".
 - 2) If such a list as mentioned above is not established, The Region will, or, in addition to the above list, The Region may, for at least one weekend, solicit responses to specific ITNs by advertising those ITNs for 3-5 days in a major newspaper having a circulation within the Region. 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 Region 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.
- c. Review of Responses is conducted by an outside independent committee made up of Board members who are assigned by the Executive Director to review and rate the proposals in accordance with criteria established in the ITN. Those individual ratings will be averaged and combined into a Committee report which will be made available to the Board/Consortium for



- their review and selection of service providers. A cost price analysis will be part of the independent review;
- d. Contract Approval - Staff will negotiate a final contract with the selected provider(s). Once an acceptable contract has been negotiated, staff will have the contract executed by the Contractor and then by the Executive Director. In no event shall contract services be authorized to begin prior to the execution by both parties of the full contract document;
 - e. Failure to Negotiate:
 - 1). If staff determines that negotiations are at an impasse, they will advise the contractor and schedule an appeal before the Region Executive Committee. The staff will notify the contractor, in writing of the impasse and the date of their appeal hearing. Staff will prepare a written report outlining the area(s) where they feel an impasse exists and the reason for the staff position. The contractor will have an opportunity to discuss its position during the appeal hearing;
 - 2). The hearing will be scheduled within ten work days of the declaration of an impasse. The decision of the Region Executive Committee is final.

Documentation of Procurement Actions

- a. All procurement actions will include documentation which will include the request for purchase, all telephone/written quotes received, in writing, from the appropriate number of firms, an emergency or sole source/proprietary purchase approval (if applicable), and a purchase order. Receiving reports or other vendor related delivery documents will be maintained to include a signature of the person receiving the goods or services. Copies of formal bid documents will also be made part of the procurement file. These will be held by the Finance Department;
- b. In the case of Federal training services, originals and copies of the ITNs can be maintained separately from the procurement files and records in the Finance Office files;
- c. Contract Files will be maintained by the Contract Specialist, and will, as a minimum, contain the following: original signed Contract, copy of signed ITN Proposal, copy of all correspondence concerning the contract to include monitoring reports, copy of all contract



modifications, copy of all cost/price analysis, and reference to location of copy of ITN and any ITN supporting documentation;

- d. ITN Procurement Files will be maintained by the Office Manager and as a minimum, will contain the following: original ITN; Bidder's List; copy of ITN distribution letters; copy of Cost/Price Analysis; copy of request for Legal Notice, and copies of actual Legal Notices when received; original of each ITN received; copies of all correspondence transmitted or received regarding the ITN; and reference to all applicable files filed elsewhere.

Third Party Contracts or Subcontracts are not allowed, unless specifically approved, in writing, by the Region.

(Cost/Price Analysis) Cost Reasonableness Standards for Procurement of Employment and Training Services:

The Act and regulations require that costs be necessary and reasonable for the proper and efficient administration of grant programs. In accordance with 20 CFR 627.420 (e)(2), a cost or price analysis will be performed in connection with every procurement action, including contract modifications which affect the contract monetarily. Cost and price estimating is the process of determining, in advance, what the reasonable and fair asking price for goods and services should be. All costs will be reviewed for reasonableness.

- a. The method and degree of analysis depends upon the facts surrounding the particular procurement and pricing situation, but at a minimum, The Region will perform an independent cost or price estimates before receiving bids or proposals (competitive procurements of a purchase in excess of \$25,000). All procurements, regardless of the dollar amount being spent, must include an appropriate analysis of the reasonableness of costs and prices;
- b. The Region will perform whatever analysis is appropriate to the particular procurement action. A price analysis alone is allowed under limited circumstances (such as when the reasonableness of price can be established based upon a comparison of catalogue prices or a comparison of prices from an adequate number of suppliers of a commercially available off-the-shelf product.) A price analysis is required whenever a cost analysis is done;
- c. An independent cost and/or price estimate will be performed for each and every procurement action whose costs exceed (or are expected to exceed) the \$25,000 aggregate threshold for



small purchases. This is not required for purchases which fall below the \$25,000 aggregate level for small procurements;

- d. Cost and price estimates must be documented, in writing, and must be performed by someone who has no financial interest in the outcome of the procurement. The Region will use the CERTIFICATE OF CURRENT COST OR PRICING DATA Form and the COST/PRICE ANALYSIS WORKSHEET Checklist included in this policy to document such cost and/or price estimates having been done. PRICE ANALYSIS refers to the Total Price without regard to the individual specifics involved in assembling the Total Price. COST ANALYSIS refers to the Individual Elements that come together to make up the Total Price.

The Executive Director has the authority to amend contract wording that does not increase or decrease the overall monetary value of the contract.

(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)

CSFC presently operates Career Centers in Columbia and Gilchrist Counties. The Columbia County offices provide services to the residents of Columbia and Union Counties while the Gilchrist County office provides services to the residents of Dixie and Gilchrist Counties. Each Career Center is a full service center providing WIOA (Adult, Dislocated Worker and Youth), Welfare Transition (WT) / Temporary Assistance for Needy Families (TANF), Wagner-Peyser (WP), Veterans, Reemployment Services and Eligibility Assessment (RESEA) and Reemployment Assistance (RA). Core, intensive and training services are provided at each Career Center by deploying program experts to augment permanent staff on a rotational basis from the central Career Center in Columbia County.

The major growth industries to date have been primarily corrections, law enforcement and emergency services sector; retail sales and customer service; and the healthcare industry. 60% of these jobs require at least a post-secondary vocational certificate or higher for entry into the occupation. The most current Supply/Demand Report provided by DEO LMI indicates that we have a surplus of skilled labor in all occupational sectors with the exception of the healthcare industry. We continue to focus



our recruiting and utilize our WIOA Adult/DW funding to enroll students into healthcare classes to address the current and projected needs of this vital sector. CSFC has contributed significantly to help the workforce of the Region move away from a primarily agricultural based economy over the past five (5) years. In order to continue this trend, industries which provide high-skill, high-wage jobs must continue to be nurtured and expanded.

- (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 occupations list (TOL) which include occupations identified locally or those set forth by the Department of Economic Opportunity. The TOL is reviewed annually and subject to modification as economic conditions change.



Workforce Development Area 7 - Columbia, Dixie, Gilchrist, and Union Counties							
Rank	SOC Code	HSHW	Occupational Title†	Annual Percent Growth	Annual Openings	2015 Hourly Wage Mean	2015 Hourly Wage Entry
1	414012		Sales Representatives, Wholesale and Manufacturing, Other	1.21	3,106	28.35	12.63
2	111021	HSHW	General and Operations Managers	1.69	2,689	60.69	31.21
3	433031		Bookkeeping, Accounting, and Auditing Clerks	1.59	2,641	17.07	11.88
4	472031		Carpenters	3.17	2,632	17.4	11.97
5	319092		Medical Assistants	3.2	2,145	14.44	11.65
6	131199	HSHW	Business Operations Specialists, All Other	1.63	2,117	32.08	18.65
7	493023		Automotive Service Technicians and Mechanics	1.33	1,943	18.88	11.89
8	471011	HSHW	First-Line Superv. of Construction and Extraction Workers	3.4	1,870	28.03	18.59
9	413021	HSHW	Insurance Sales Agents	1.28	1,633	33.11	17.61
10	119021	HSHW	Construction Managers	2.38	1,591	43.34	23.26
11	472111		Electricians	2.56	1,576	20.58	14.27
12	499021		Heating, A.C., and Refrigeration Mechanics and Installers	2.74	1,450	19.82	13.12
13	119141	HSHW	Property, Real Estate & Community Association Managers	1.51	1,316	26.93	14.56
14	491011	HSHW	First-Line Superv. of Mechanics, Installers, and Repairers	1.41	1,157	29.29	19.27
15	151151	HSHW	Computer User Support Specialists	2.06	1,060	22.14	14.28
16	232011	HSHW	Paralegals and Legal Assistants	2.73	1,025	23.89	16.16
17	131051	HSHW	Cost Estimators	3.78	1,016	28.14	16.84
18	151132	HSHW	Software Developers, Applications	2.3	1,014	41.53	26.36
19	332011	HSHW	Fire Fighters	1.37	1,001	25.57	15.46
20	472181		Roofers	2.68	1,000	15.49	11.63
21	436013		Medical Secretaries	3.42	865	14.91	11.84
22	472152		Plumbers, Pipefitters, and Steamfitters	2.72	865	18.96	12.91
23	151121	HSHW	Computer Systems Analysts	2.56	858	41.35	26.62
24	131031	HSHW	Claims Adjusters, Examiners, and Investigators	1.09	732	28.83	19.26
25	472051		Cement Masons and Concrete Finishers	4.63	728	16.07	11.86

(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 major growth industries to date have been primarily corrections, law enforcement and emergency services sector; retail sales and customer service; and the healthcare industry. 60% of these jobs require at least a post-secondary vocational certificate or higher for entry into the occupation. The most current Supply/Demand Report provided by DEO LMI indicates that we have a surplus of skilled labor in all occupational sectors with the exception of the healthcare industry. To support these



industries, CSFC has agreements with Corrections Corporation of America (CCA), Florida Gateway College, and local health services providers.

- (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)

CSFC works diligently with key industry partnerships by participating on educational committees, developing industry specific job fairs, and communicating with economic development boards identifying sectors of industry most advantageous for the region and its residents. CSFC has partnerships with Suwannee River Economic Council, Inc. and the Columbia County Economic Development Department by way of their membership on the CSFC Consortium. Please refer to the TOL in item (4).

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

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

The Region maintains continuous and ongoing contact with employers throughout the region through the Business Services staff. This professional and highly trained cadre regularly visits the employer worksites, carry on regular electronic dialog with the employers and carry out special symposiums and meetings throughout the year to identify the employer needs. The Region staff sits on the regional Manufacturers' Advisory Group and other economic development and business organizations.

Direct contact with customers is a priority responsibility for all the Region's employees. Currently, over one thousand (1,000) customers per month visit the Career Center facilities where staff has direct contact in providing information on availability of jobs, resume services, career counseling, Job Club, youth and adult basic remediation services and a wide variety of additional services that help the Region to continuously modify and improve programs to enhance the delivery of services.

The Region sponsors and participates in numerous community outreach events each month that literally reach thousands of residents of the four-county region. These events include job



fairs, direct support of youth events as well as professional speaking engagements at community-based and faith-based sponsored events.

Collectively, all of these efforts provide the Region with exhaustive data on the needs of both businesses and customers within our region.

As employers identify their requirements, the Region will continue to work with them to either bring skilled instructors to the worksite in order to facilitate mass instruction or will send designated employees to training providers, either within or outside the Region, for the required skills upgrade training. We provide employers with information on the Incumbent Worker Training Program and assist with filling out the requisite requests. The Region provides Employed Worker Training within the constraints of our limited budget to further assist in meeting the identified training requirements of the employers. The Region has placed information on our web site to remind employers of the Employed Worker Training and Incumbent Worker Programs as well as highlighting this information on our website at www.careersourceflcrown.com in our brochures, and by letter to area employers.

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

In addition to the process already described, Universal Customers are sent letters, e-mail blasts, and through RESEA we are able to provide in-depth counseling and job coaching that allows us to receive immediate feedback from the customer and tailor our products and services to meet those needs. Through our community outreach events, participation in Chamber meetings/mixers and attendance at economic development meetings throughout the Region we are continuously reviewing and assessing our services to the employers, schools and colleges. Our local Targeted Occupations List is revised annually based upon the input from the local employers so that our training resources are utilized to best meet the changing demands of the business community.

- C.** better coordinate workforce development programs and economic development; and

Our current trend is an evolution from a predominantly agricultural economy to a mixed economy with a predominance of healthcare, corrections/law enforcement/emergency



services and retail sales/services. It is anticipated that there may also be growth in logistics, freight, warehousing and manufacturing.

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

The Resource Rooms in each full-service one-stop center is equipped with computers that are available to our universal customers; some of these computers are designated for RA Claimants' priority 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 7. 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 both career centers.

In January 2016, Florida shifted to the Reemployment Services and Eligibility Assessment (RESEA). 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 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, and Prove It; group 'Job Ready' workshops; 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.

CSFC employs a number of Resource Room staff that are cross-trained and available to provide assistance to those customers receiving RA. 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

Any customer that visits a one-stop center seeking 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, CSFC 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 Section 134 (c) (3) (E) establishes a priority requirement with respect to funds allocated to a local workforce area for the Adult program. CSFC 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 Florida Crown 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.

LWDB 7's Priority of Service (POS) covers WIOA Adult and Dislocated Worker, WIOA Youth, Trade Adjustment Assistance (TAA), Wagner-Peyser, WT/TANF and SNAP.



To accomplish this prioritization, the needs for special client groups are assessed on a case by case basis and addressed by Career Managers. In the event a need cannot be addressed by the Career Manager, it is brought to the Board, through the Program Manager, to review and assess. In the event funding is limited, it will be based on the greatest need. Need is based on barriers to employment. If availability of other funds for targeted populations becomes available, those individuals meeting eligibility for the target population are transferred to that funding stream, freeing up regular formula funds to serve individuals with disabilities, veterans, older workers, recipients of public assistance (including Food Stamps, subsidized housing, Medicaid, etc.), unemployed, and other low income individuals.

Our Welfare Transition funds are used primarily to provide soft skills training and short term training leading to Certification. WIOA Adult and Dislocated Workers often utilize the soft skills training programs such as resume assistance, Microsoft Basic/Advanced and MoneySmart, to enhance their overall workforce skills while waiting for WIOA education and training funds to become available.

(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)

CSFC works with VocRehab, Florida Gateway College, Chambers/Economic Development, Experience Works, Dept. of Children and Families and the school districts to develop a skilled and ready workforce that can meet the employers' expectations. In the past four years, employers have not stated requirements for training as there is an oversupply of skilled workers throughout the Region.

The primary skill needs most identified by both applicants and employers is for soft skills training, which is short term in nature. The training provided by the Region consists of Job Club 1 and 2, MoneySmart, Dress for Success, Microsoft Basics and GED Prep. Job Club teaches such basics as getting up every morning, being at work on time, being respectful to supervisors and co-workers, and focusing on the job tasks. MoneySmart is taught by local banker representatives and provides information on why customers should have a bank/checking account, the responsibilities of credit cards, and the importance of repaying debt/becoming debt free. Dress for Success utilizes Women in Business to model appropriate business attire and explain the need for dressing appropriately in the workplace. Microsoft Basics is a basic introduction for those who have no computer skills and a brush up for those who have some computer skills. Working with the Adult Education Programs of the four (4) counties, our GED Prep utilizes TABE to identify the specific educational shortfall that is a



barrier to obtaining a High School Equivalency Diploma. Our GED Instructors focus specifically on the barriers identified by the TABE (such as fractions, decimals, basic skills deficient reading levels).

(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)

Each customer is provided a Regional Targeted Occupational List to select from for their choice. This is checked through our local monitoring.

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

The Region's Policy OPS-005-02 states, "Individual Training Accounts (ITAs) shall be utilized to provide training services to WIOA customers. The ITA will be developed after consultation with a Career Manager/Specialist. Limitations on ITAs exist regarding eligibility, program choice, coordination of funds, duration, support services, and needs based payments. Florida State Policy requires that fifty percent (50%) of all WIOA Adult and Dislocated Worker funds be allocated to Individual Training Accounts. Any deviation from this Policy will require a waiver from Workforce Florida."

The process in issuing an ITA is dependent upon the time of enrollment and how much training is needed to complete, tuition and books, and current amount owed if already enrolled in training. Qualifying costs under the 50 percent rule include all customer service costs associated with the ITA program such as tuition, fees, books, and other training services. Florida allows LWDBs to establish ITA limits and durations. See Supportive Services Policy (OPS-001-02).

A. Describe any ITA limitations established by the board

The total amount to be spent on any program, regardless of length, will not exceed \$9,000. If an ITA exceeds the limit, prior approval must be obtained from the Region's Executive Director before implementation.

B. Describe any exceptions to the use of ITA

The Region's Policy OPS-005-02 states, "Section 134 (d)(4)(B) requires the coordination of training costs with funds available under other Federal programs. To avoid duplicate



payment of costs when an individual is eligible for both WIOA and other assistance, including a Pell Grant, section 663.320(b) requires that program operators and training providers coordinate by entering into arrangements with the entities administering the alternate sources of funds, including eligible providers administering Pell grants. All sources of funds, excluding loans, shall be considered in determining a customer's overall need for WIOA funds. Participation in a training program funded under WIOA may not be conditioned on applying for or using a loan to help finance training costs." LWDB 7 provides non ITA funded Customized Training, which includes Employed Worker Training as a component of Customized Training, as funding permits consistent with WIOA requirements. LWDA 7 provides non ITA funded training including Employed Worker Training and Customized Training as funding permits consistent with WIOA requirements.

- (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)

CareerSource Florida Crown does not currently have a microenterprise training program. Entrepreneurial training is available through the Florida Small Business Development Center and referrals are available to LWDA 9.

- (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

There are no apprenticeships available in LWDA 7 at this time.

- (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)



The Region has a number of innovative initiatives and service delivery strategies to assist targeted populations. For youth, we utilize The Able Trust High School/High Tech grant in conjunction with our WIOA Youth dollars to engage youth with disabilities in year round after-school programs that focus on remediation, retention in school, graduation and successful transition into the workforce. Collectively, our Youth Programs serve both in school and out of school youth. All Youth Programs have a Summer Work Component. For the children of WT customers, we offer Pregnancy Prevention and Why Try. Why Try is a computer based program for the development of social skills for younger youth not eligible for the summer component.

On Eagles Wings is a Department of Corrections grant that allows this Region to operate 2 transitional houses for ex-offenders with substance abuse backgrounds. One house is for women and the other house is for men. The program focuses on transition from the incarcerated environment to re-establishment in society, followed by re-integration into the home environment and return to the workforce at a self-sufficiency wage while remaining drug free throughout.

This Region has operated a GED Program in conjunction with the Columbia County School District for over 10 years. This has enabled countless numbers of WT clients and WIOA out-of-school youth to obtain their High School Equivalency Diploma and enhance their opportunities for self-sufficiency employment. The Region has established 2 advanced state-of-the-art computer learning labs; 1 at Lake City and 1 in Trenton. These labs support the GED Programs, Job Club, MoneySmart and Microsoft Basic/Advanced, as well as all of the skills assessment testing (Ready to Work, CareerScope, Prove-It) as requested by the employers. Courses have also been developed with dedicated time set aside for seniors and veterans to learn basic and advanced computer skills and applications.

The Transitioning Incarcerated Veterans' Program (TIVP) was pioneered within this Region and has now been formally adopted by the State with TIVP's resident in many of the Region's. This program recognizes veterans as a unique target population within the incarcerated community. As veterans do not lose their benefits, regardless of their criminal past, they are entitled to workforce services on the same priority basis as other veterans. The TIVP officers visit the prisons regularly (this Region has 10 incarceration facilities within its boundaries) and the TIVP regularly visits incarceration facilities in the North Central Florida region. The purpose of the program is to advise the veterans to immediately contact the Career Centers upon release in an effort to help provide stabilization, prevent recidivism, facilitate re-integration into family and community, and to obtain self-sufficiency employment.

(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).

CSFC strives to maintain a quality workforce system that will be responsive to the needs of employers and job seekers. CSFC has developed partnerships which encourage coordination among community partners to pool financial and human resources to offer a mix of programs and services in a seamless and integrated manner to create the Career Center service delivery system.

All partners participate in a monthly Career Center meeting aimed at providing continuous improvement to the services offered at the Workforce Career Centers. Action plans will be initiated to address any concerns revealed in the meetings. All aspects of the Career Center System are examined on a continuous basis.

The hallmark of an effective and successful Career Center workforce delivery system includes ensuring the following:

- Universal Access to employment-related services in a seamless and integrated manner for all customers through the innovative efforts of the Board. This process is facilitated through a combination of physical location where providers are co-located in one central facility, and “virtual” connection of service providers through a computer network.
- Customer Choice to ensure easy access to information and services and customer friendly environment and helpful staff to provide information and assistance to customers
- Performance Driven Outcomes that promote high levels of accountability and high levels of customer satisfaction by ensuring that the services provided are of consistently high quality and performance standards are met. The process includes engaging in continuous improvement to ensure that customer expectations are exceeded.
- Integrated Funding through partner collaboration provides a comprehensive menu of services to customers, encourages coordination in planning, cost and resource sharing and funding opportunities.

(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)



The Region is a rural region, with limited employment opportunities. Employment opportunities in the Region for “living wage” jobs are very limited. Regional opportunities for “living wage” jobs lie primarily in the medical and correctional fields. The majority of employment opportunities pay less than the living wage, such as retail, hospitality, agricultural, and manufacturing fields. This region works closely with government entities, and other organizations, such as Women in Business, and local Chamber of Commerce, to strategize and implement strategic plans to draw new businesses to that area that will provide opportunities for youth to follow a “career ladder” through employment opportunities and education. Post-secondary educational opportunities are limited to Florida Gateway College, along with some private educational organizations. Neighboring regions provide additional education opportunities. Other educational opportunities for training or training assistance are with the Department of Education, Career Academies, Vocational Rehabilitation, in house work experience. These options are in financial reach of most of the youth due to being provided at no direct cost to the youth, or being an option with financial aid and assistance through the WIOA program. Successful providers of training activities in the Region include the local high schools, GED program, Florida Gateway College, and other local colleges depending on the program interest of the customer.

WIOA offers afterschool tutoring, study skills workshops on a weekly basis to try to prevent student dropout. LWDB 7 coordinates a summer work experience program with Able Trust/Vocational Rehabilitation which affords youth opportunities to gain occupational skills in field of interest. LWDB 7 also coordinates with Institution of Educational Leadership through the Able Trust, High School/High Tech in which weekly focus meetings are on researching current occupation desires, future college selections, leadership development and mentoring by peer to peer mentoring and adult mentoring for the current program year and follow-ups. Supporting services are provided by means of transportation assistance and attendance to workshops on weekly basis.

- 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



We make determination through observation and assessment. The tools used include TABE, My Career Shines and Prove-It. Once they are determined eligible, we refer them to the appropriate agencies for additional services and assistance.

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

Need for Additional Assistance (education) is defined as requiring additional assistance to complete an education program. The youth is (a) attending an alternative educational program/school; (b) is credit deficient, that is lacking credits required to obtain a high school diploma; (c) has educational achievement below expected levels, students are basic skill deficient in math, reading or language if their TABE scores are less than 8.9; (d) exhibits past or current attendance and/or discipline problems which may include involvement in the Department of Juvenile Justice or an Alternative School; (e) has unstable living conditions by currently being homeless, living with a family member, or being a foster child; and (f) may be on academic probation.



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

CareerSource Florida Crown has been involved in an ongoing review and improvement process building upon previously approved 5-Year Local Workforce Services Plans. The integration of all partner agencies into the planning process will be a priority of the planning design. The Region has partnerships with several community-based organizations (CBO) and faith-based organizations (FBO). All Participating partners are given the opportunity to provide verbal and written input into their portion of the plan. The direct participation and interaction of the Board and Consortium members ensures participation from the counties within the region. By combining these groups, the ideas, suggestions, and needs of those who work directly with customers and employers are an integral part of the planning process.

In order 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, all future plans will continue to be developed in conjunction with regional partners, economic development and business leaders, and education providers. The Region's committees, full Board and Consortium of Local Elected Officials continue to be part of the process through informal public meetings and formal development sessions. This process provides an opportunity for public comment and input into the development of all components of the plan. This forms the basis of the local approving authority for program plans, customer services and training, and service providers and contractors.

Requests for input are forwarded to all Board members, local Chambers of Commerce, Economic Developers, Community Colleges, County Commissions, County Managers, local labor unions and local school systems to solicit the widest possible input from stakeholders. Draft plans will be submitted for public comment and noticed on our website at www.careersourceflcrown.com, and local



newspapers. Notices of the availability of draft plans are sent to all interested parties of the Board and included Board/Consortium members as well as business and labor organizations represented on the Board. Comments are solicited and accepted by e-mail and formal letter. The comments received from the public, then become part of the final plan. Input on specialized areas such as education and labor are provided through dialog with our assigned Board members.

(2) Specific milestones and timelines for consultation with:

A. Other local workforce development boards

CSFC 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 the four counties when requested 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 March 2016 for their responses. The timeline given was until April 19, 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 March 2016 for their responses. The timeline given was until April 19, 2016.

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

The plan template has been available for review and comment since January 2016.



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 local plan was posted in draft form for public review and comment from March 21, 2016 through Tuesday April 20, 2016. A hard copy is also available in the administration office of CareerSource Florida Crown, 1389 US Highway 90 W., Suite 170, Lake City, FL.

- (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 30-day period for public comment was Monday, March 21 through Tuesday, April 20, 2016.

- (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).

Open public meetings of the board and consortium on March 8, 2016. Meetings with county School Superintendents on April 11, 2016, and Division of Blind Services Representatives on April 20, 2016.

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

No comments have been received at this time. Comments, if any, will be forwarded as directed.



SIGNATURE PAGE

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

Columbia

Dixie

Gilchrist

Union

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

Workforce Development Board Chair

Chief Elected Official

Signature

Signature

Name (printed or typed)

Title

Name (printed or typed)

Title

Date

Date



SIGNATURE PAGE

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

- Columbia
- Dixie
- Gilchrist
- Union

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

Workforce Development Board Chair

E. Todd Simpson

Signature

Chief Elected Official

Sharon Langford

Signature

E. Todd Simpson

Name (printed or typed)

Title

Sharon Langford

Name (printed or typed)

Title

April 22, 2016

Date

April 21, 2016

Date



ATTACHMENTS

Attachment A	Interlocal Agreement
Attachment B	By-Laws of Florida Crown Workforce Board, Inc.
Attachments C-F	OPS 001-02, 005-02, 009-02, and 011-02
Attachments G-P	Memoranda of Understanding
G	Corrections Corporation of America (CCA)
H	Florida Department of Education, Division of Blind Services
I	Florida Department of Education, Division of Vocational Rehabilitation
J	Experience Works
K	Florida Gateway College
L	Suwannee River Economic Council
M	Able Trust, Columbia County
N	Able Trust, Dixie County
O	Able Trust, Gilchrist County
P	Able Trust, Union County
Q	Adult Education, Columbia County
R	Adult Education, Dixie County
S	Adult Education, Union County



ATTACHMENT A

FLORIDA CROWN WORKFORCE BOARD, INC.

RWB Region 7



INTERLOCAL AGREEMENT

August 30, 2011

INTERLOCAL AGREEMENT

Affirming the Region 7 Workforce Consortium

THIS AGREEMENT entered into in six (6) duplicate originals by and between the following parties: Columbia County, Dixie County, Gilchrist County and Union County, political subdivisions of the State of Florida (hereinafter referred to as "Consortium") for the purpose of establishing a Regional Workforce Board (hereinafter referred to as "RWB") comprised of Columbia, Dixie, Gilchrist and Union Counties pursuant to Federal Public Law 105-220, the Workforce Investment Act, effective August 6, 1998, and the State of Florida Workforce Innovation Act of 2000, (hereinafter collectively referred to as "WIA"), and Florida Senate Bill 2156, Government Reorganization of 2011, and for the purpose of establishing an integrated management and control structure for providing job training, job placement and related benefits services.

WITNESSETH:

WHEREAS, Federal Public Law and the Laws of the State of Florida mandate a unified training system that will increase employment, retention of employment and earnings by participants and, as a result, improve the quality of the workforce, reduce welfare dependency, and enhance productivity and competitiveness; and

WHEREAS, WIA requires the Governor to designate Regional Workforce Boards to promote the effective delivery of job training services and further provides that a consortium of general purpose local governments may constitute such an area; and

WHEREAS, the Board of County Commissioners (hereinafter "BOCC") of each of the parties to this agreement desires that its county be included in a regional job training program to avail its citizens of the benefits of WIA; and



WHEREAS, the Governor has designated the parties to this Agreement as an RWB for the purposes of WIA; and

WHEREAS, WIA requires the establishment of an RWB to provide policy guidance for, and exercise oversight with respect to, activities under the job training program for its workforce development region in partnership with the general purpose local governments (County Commissions) within its RWB; and

WHEREAS, the BOCC of each of the parties to this Agreement desires that the RWB created hereby be known as the Florida Crown Workforce Board, Inc. (hereinafter referred to as FCWB); and

WHEREAS, it is the responsibility of the BOCC of each county in the RWB to appoint members to FCWB in accordance with WIA; and

WHEREAS, it is the responsibility of the BOCC of each county in the RWB to approve a WIA Plan, select a grant recipient, fiscal agent and administrative entity; and

WHEREAS, the purpose of the RWB is to develop local workforce development policies and strategies; oversee the management and administration of those policies and strategies; and maintain maximum flexibility to develop an approach which consolidates the delivery of workforce development strategies into a comprehensive, customer-centered system; and

WHEREAS, the WIA Plan must be approved and submitted jointly by FCWB and the Region 7 Workforce Consortium (Dixie, Columbia, Gilchrist and Union County Commissions);

NOW, THEREFORE, the parties, to implement the terms and conditions of WIA, hereby agree as follows:

1. Establishment of Region 7 Workforce Consortium

There is hereby established a multi-jurisdictional arrangement among the four member counties hereto for the express purpose of collectively carrying out the individual responsibilities of each county to this Agreement under the WIA. The Consortium shall



consist of one member, designated from each of the BOCCs from the four member counties, each voting as an individual entity.

2. Identification of Counties to this Agreement

Each of the counties to this Agreement is a county of the State of Florida, and as such is for general purposes political subdivisions which have the power to levy taxes and spend funds, as well as general corporate and police powers. This governing body of each of the counties to this Agreement is its BOCC and each party to this Agreement is identified as follows:

**Board of County Commissioners
Columbia County, Florida**

**Board of County Commissioners
Dixie County, Florida**

**Board of County Commissioners
Gilchrist County, Florida**

**Board of County Commissioners
Union County, Florida**

No later than December 31st of each year, the BOCC of each member county shall notify FCWB and the other BOCC members of their respective county representative, whose term shall begin the succeeding January 1st and continue for one (1) year or until their successor is appointed.

3. Geographical Area to be Served by this Agreement

The geographical areas which will be served by this Agreement are the entire geographical areas of each of the four (4) member counties, which are legally described in Florida Statutes.

4. Agreement Not Prohibited by Law

State or local law does not prohibit this Agreement.

5. Responsibilities of Consortium



Authority is hereby delegated to individual Consortium members by their respective County Commissions to carry out the following:

- A. Appoint the members of FCWB, in accordance with Public Law 105-220, which will serve the functions described in Section 117(d) of WIA; and
- B. Enter into an agreement designating the grant recipient, an entity to administer the WIA and a fiscal agent, as described in Section 117(d) of WIA;
- C. Review and approve the WIA Plan for submission to the Governor; and
- D. Serve as the agency for last resort for disallowed costs; and
- E. To perform any other appropriate duties necessary for the accomplishment of and consistent with the purpose of this Agreement and WIA.

6. Affirmation, Composition, and Appointment of the Regional Workforce Board (RWB)

The FCWB is constituted in accordance with the requirements of WIA. The minimum FCWB membership shall number seventeen (17). Thereafter, the number of members of the RWB shall be determined by the Consortium, but must remain compliant with WIA.

- A. The Consortium shall appoint nine (9) business members, two (2) each from Dixie, Gilchrist and Union counties and three (3) from Columbia County, for fixed terms who may serve thereafter until their successors are appointed. Terms of FCWB members shall be one-third for one (1) year, one-third for two (2) years and one-third for three (3) years. Columbia County's third seat shall be for a one (1) year term. Any vacancy in the membership of FCWB shall be filled in the same manner as the original appointment. Any member of FCWB may be removed for cause in accordance with procedures established by FCWB. If a county does not fill a vacancy within three (3) months, FCWB shall notify the Consortium who may fill such vacancy from any of the member counties for a one (1) year term at which time the vacancy shall revert back to the eligible county.
- B. A majority of FCWB shall be representative of the private sector who shall be owners of businesses, chief executives, or operating officers of businesses or professional organizations,



and other business executives or employers with optimum policymaking or hiring authority.

- C. The chairman of FCWB shall be a representative of the private sector and shall be selected by the membership of FCWB.
- D. The private sector representatives on FCWB shall be selected in the following manner: Nominations for the private sector seats shall be submitted to the Consortium by local business organizations including local Chambers of Commerce, merchants associations, professional organizations, area business associations, etc., with an informational copy sent to FCWB. The nominated member must be compliant with WIA.
- E. The importance of minority and gender representation shall be considered when appointments are made to any committee established by the RWB.
- F. Members may be dual hatted wherever appropriate; i.e., a business member who is prominent in a community-based organization or one that is prominent in a regional economic development organization may also be counted as a community based representative or economic development representative, respectively.
- G. Eight (8) board members are specified in WIA.

The following members are not nominated by the four (4) respective County Commissions but are seated as specified in WIA:

- (1) Designated representative of the regional community college;
- (2) A Public Superintendent of Gilchrist, Columbia, Dixie or Union County on a two year rotational basis;
- (3) An economic development representative nominated by the primary economic development agency of any of the four counties;
- (4) Vocational Rehabilitation representative nominated by the Dept. of Education or other rehabilitation agency;
- (5) Children and Families representative nominated by Florida Department of Children and Families, Sub-district encompassing Columbia, Dixie, Gilchrist, and Union Counties;



- (6) Representative nominated by the Senior Community Service Employment Program or other activity receiving funding under The Senior Community Service Employment Act;
- (7) A representative of organized labor one (1) as appointed by their respective labor organizations; and
- (8) A Community/faith-based/Veterans organizations;

7. Quorum and Voting

At all meetings of the Consortium a majority of the total current membership of the consortium shall comprise a quorum for the transaction of business. At all meetings of the Consortium at which a quorum is present, all matters shall be decided by majority vote of the members.

8. No Local Funds Required of Counties

No funds will be provided from the treasuries of any of the parties to this Agreement for implementation of WIA, it being the intent, hereof, that all funding of WIA shall be accomplished entirely by grants pursuant to WIA and any other available State or Federal grants.

9. Duration of Agreement

This Agreement shall have the duration equal to the period that the RWB designation remains in effect for the geographical area identified herein. Any parties to this agreement may withdraw from this Agreement by passing a resolution to such effect and providing thirty (30) days written notice to the other parties to this Agreement.

10. Conflict Resolution

WIA mandates that a partnership exist that requires mutual agreement on certain matters. Any disputes between the partners to this Agreement shall be resolved by mutually satisfactory negotiation. It is understood that in accordance with WIA the failure to resolve any dispute to



the mutual satisfaction of all parties regarding the FCWB's Board membership, submission of the Plan, or designation of an administrative entity/grant recipient shall result in forwarding of the unresolved matter to the Governor of the State of Florida for resolution.

11. Effective Date

This Agreement and any amendments hereto shall be effective between and among each county passing a resolution adopting this Agreement and any amendments thereto and upon filing said Resolution of Adoption and this Agreement and any amendments thereto with the Clerk of the Circuit Court in their respective county.

12. Amendment(s)

It is agreed that no modification, amendment or alteration of the terms or conditions contained herein shall be effective unless contained in a written document executed with the same formality and of equal dignity herewith.

13. Notice

Whenever a party desires to give notice unto the other, thirty (30) days notice must be given in writing sent by registered United States mail with Return Receipt Requested, addressed to the party for whom it is intended and the place last specified for giving such notice in compliance with the provisions of this paragraph. For the present, the parties designate the following as the respective place or giving notice to:

Columbia County

**Chairman, Columbia County
Commission
PO Box 1529
Lake City, Florida 32056-1829**

Dixie County

**Chairman, Dixie County Board of
County Commissioners
PO Box 2600
Cross City, Florida 32628**



Gilchrist County

**Chairman, Gilchrist County Board of
County Commissioners
PO Box 37
Trenton, Florida 32693**

Union County

**Chairman, Union County Board of
County Commissioners
15 NE 1st. Street
Lake Butler, Florida 32054**

14. Performance

The performance of Columbia, Dixie, Gilchrist and Union counties of any of their obligations under this Agreement shall be subject to and contingent upon the availability of funds.

15. Survivability

If one section, subsection or part of this Agreement is found to be invalid in its compliance with the enabling Florida Statute, or is contested and successfully challenged in a court of law or other legal forum, then in any said event only that section, subsection or part that has been affected by such proceedings shall be changed or deleted and the remainder of this Agreement shall maintain its full force and effect and shall remain legally binding on all parties hereto.



ATTACHMENT B

BY-LAWS OF FLORIDA CROWN WORKFORCE BOARD, INC.

Reviewed/Adopted with no change 06/25/13

ARTICLE I CREATION AND AUTHORITY

Section 1.1 In accordance with the provisions of the Workforce Investment Act (WIA) of 1998 and the Florida Workforce Innovation Act of 2000, there is created the Florida Crown Workforce Board, Inc. This entity is created as a regional workforce board pursuant to that certain Interlocal Agreement which established the Florida Crown Workforce Consortium and was adopted by the Florida Crown Workforce Board and by the counties of Columbia, Dixie, Gilchrist and Union in June 1999 and recertified in June 2002.

Section 1.2 Florida Crown Workforce Board, Inc. shall have the authority to perform any and all duties necessary, including the hiring of staff, to accomplish the functions and purposes of the Acts described above, other applicable state or federal legislation, and Interlocal Agreements.

ARTICLE II DESIGNATION

Section 2 The Regional Workforce Board shall mean Florida Crown Workforce Board, Inc., for the purposes of these By-Laws.

ARTICLE III PURPOSES

Section 3.1 A purpose of the Regional Workforce Board is to provide oversight and policy guidance. The oversight would relate to Board Administration, workforce services, universal career counseling, economic development, one-stop career center, service accessibility, program compliance, accountability and performance outcomes with respect to workforce training activities for youth and disabled, economically disadvantaged, underemployed or unskilled adults.

Section 3.2 A further purpose is to develop a comprehensive regional workforce plan for the region and obtain the public input and Consortium approval of the plan with respect to workforce development activities that incorporate state strategic components.

Section 3.3 Additionally, the purpose is to insure that comprehensive review, monitoring and evaluation of workforce programs occur on a regular basis.



ARTICLE IV EOGRAPHIC REGION

Section 4 The geographic service delivery area to be served by the Regional Workforce Development Board shall include the counties of Columbia, Dixie, Gilchrist and Union (the workforce delivery region).

ARTICLE V MEMBERSHIP

Section 5.1 Composition of the Regional Workforce Board: The composition of the Regional Workforce Board shall meet the requirements set forth in Section 117 of the Workforce Investment Act (Pub. Law No. 105-220).

Section 5.2 Membership Nominations and Appointments: Members of the Regional Workforce Board shall be approved by the Florida Crown Workforce Consortium from nominated individuals. All appointments shall be subject to final certification by the Governor. Private sector nominations, and the individuals selected by the Florida Crown Workforce Consortium from such nominations, shall reasonably represent the industrial and demographic composition of the business community. Whenever possible, at least one-half (1/2) of such business and industry representatives shall be representatives of small business (50 employees or less), including minority business.

Section 5.3 Terms of Appointment: Members shall be appointed for fixed and staggered terms and may serve until their successors are appointed, Terms of the Regional Workforce Board shall be one (1), two (2) and three (3) years. Any vacancy in the membership of the Regional Workforce Board shall be filled in the same manner as the original appointment.

Section 5.4 Termination of Membership:

- A. Although membership on the Board is strictly voluntary, members are expected to give due consideration to the impact of their presence or absence on the Board before voluntarily terminating their membership. Members are encouraged to give a minimum of thirty (30) days notice of their impending resignation.

- B. Members may be removed from the Board as follows:
 - 1. For Cause - members may be removed with or without cause by the affirmative vote of a majority of the Board of Directors at a meeting at which a quorum is present. The following shall be grounds for removal for cause:
 - Disclosure of confidential information
 - Misuse of position
 - Failure to disclose conflict of interest
 - Felony conviction while a member of the Board
 - Refusal to perform or gross neglect in performance of Board duties



- Other causes as may be determined by the Board
- Failure to sign Code of Ethics and other Board Member documents

2. Resignations

- Voluntary resignations shall be those occurring when a member, for his or her own reasons, elects to leave Board membership and gives due notice of such intent.
- Involuntary resignations (de-facto resignations) shall occur when a member misses one-half of the regularly scheduled Board or Board Committee/Council meetings in a twelve (12) month period. An involuntary resignation may be set-aside at the request of the member followed by a majority vote of the Board.

ARTICLE VI OFFICERS, EXECUTIVE COMMITTEE, AND STAFF

Section 6.1 Officers: The officers of the Regional Workforce Board shall include the Chairperson, Vice-Chairperson, Secretary and Treasurer.

The **Chairperson** shall be selected from among members of the Regional Workforce Board who are representatives of the private sector [WIA Section 117(b)(5)]. The Chairperson shall perform all duties incident to the office of Chairperson, inclusive of signing of all Regional Workforce Documents, representing the Regional Workforce Board and presiding at all Regional Workforce Board meetings.

The **Vice-Chairperson** shall act for the Chairperson in the absence of the Chairperson or at the direction of the Chairperson. The Vice-Chairperson may be selected from any sector. In the event that the Chairperson is unable to complete his/her entire term, the Vice-Chairperson will exercise all the powers and authority of the Chairperson while retaining the Vice-Chairmanship in order to comply with WIA Section 117(b)(5).

The **Secretary** shall perform the duties incident to the office, which shall include keeping, or causing to be kept, appropriate minutes of all Board meetings.

The **Treasurer** shall perform all duties incident to the office, which shall include the presentation of relevant financial information to the Board.



Section 6.2 Executive Committee: The officers of the Regional Workforce Board and five (5) at-large Board Members shall constitute the Executive Committee. The Chairperson of the Regional Workforce Board shall serve as the Chairperson of the Executive Committee. The Executive Committee shall be empowered to act, as *necessary*, on behalf of the full membership of the Board, provided that any such action taken by the Executive Committee pursuant to this authority shall be placed on the Regional Workforce Board agenda to be voted upon at the next Board meeting.

Section 6.3 Election and Terms of Officers and Executive Committee:

Officers and Executive Committee members shall be elected by a majority of the members of the Regional Workforce Board present and voting at an announced meeting to elect officers and executive committee members. The term of office for the executive committee members shall be for two (2) years, commencing the 1st day of July and concluding on the 30th day of June of the following year provided, however, that the officers and executive committee members may serve until their successors are elected. Officers may serve no more than two (2) consecutive terms. Election of officers will be by ballot, no nominations are required. Any member of the Board, in good standing, may be written in as a candidate for any of the Board positions.

Section 6.4 Officers and Executive Committee Vacancy: In the event that an Officer or Executive Committee member resigns or cannot complete his/her term of office, the Chairperson shall appoint a member of the Board to fill the unexpired term, with the appointment to be voted upon at the next Regional Workforce Board meeting, In the event that the Chairperson resigns or for any reason cannot complete his/her term of office, the Vice-Chairperson shall assume the rights and responsibilities of the Chairperson.

Section 6.5 Executive Director: The Executive Director shall serve as the Chief Executive Officer (CEO) of the Corporation. As the CEO, the full responsibility for staff, daily operations, administration, planning, programming, budgeting, policy development and implementation, security, contract monitoring, and management information systems are part of the contracted job responsibilities. The CEO shall serve as a non-voting member of the Board of Directors and provide staff support for all functions and activities of the board, including policy implementation. The CEO is authorized to sign for the corporation in matters related to the daily operation of programs, contracts, purchases, leases, or other business matters necessary to carry out the duties and responsibilities of the position.



ARTICLE VII MEETINGS AND QUORUM

Section 7.1 Meeting Procedures:

- A. The Regional Workforce Board shall meet on a regular schedule established by the Board of Directors.
- B. A written notice of any Regional Workforce Board meeting shall be forwarded to each member prior to the meeting. The notice shall specify the time, date, location, and agenda for the meeting.
- C. Minutes shall be kept of all meetings, shall be available to the public, and shall be reviewed and approved at the regular scheduled Regional Workforce Board meeting.
- D. The Regional Workforce Board meetings shall be publicly announced, open and accessible to the general public, in accordance with applicable Florida Statutes.
- E. Discussions and participation in meetings shall be limited to Agenda Items and to members of the Regional Workforce Board and its staff. The following exceptions will be applied:
 - (1) regularly scheduled agenda items that call for reports or participation by non-members; and (2) at the discretion of the Chairperson, comment(s) or other participation by the public deemed relevant to the Agenda Item under consideration by the Regional Workforce Board and (3) additional items may be added to the agenda upon a vote of the majority of the members present at the beginning of the meeting.
- F. When parliamentary procedures are not covered by these By-Laws, Robert's Rules of Order, as revised, shall prevail.

Section 7.2 Each member of the Regional Workforce Board, including officers, shall have one (1) vote on all matters under consideration by the Board. A Board member may not participate in discussions or vote on any matter under consideration by the Board that would provide a direct financial benefit to the Board member, his immediate family, employer, or any organization of which he is a Board or staff member. Such conflicts of interest must be stated publicly prior to the commencement of any discussion on the matter under consideration.

Section 7.3 A quorum for any meeting (with the exception of the Executive Committee), of the Regional Workforce Board shall consist of one-quarter (1/4) of the current voting membership, inclusive of the Chairperson. In particular, any position vacated for any reason shall not be included as part of the total number of the current voting membership for the purpose of determining a quorum until such time as any position vacated has been filled. A motion shall be passed or defeated by a majority of those members voting at a meeting where a quorum has



been established. A quorum for the Executive Committee will consist of one-third (1/3) of the current membership, inclusive of the Chairperson. It is the policy of FCWB that contracts will not be let with seated Board members or their families.

Section 7.4 Members, whenever unable to attend a Board meeting in person or by teleconferencing, may vote in absentia via e-mail to the Board's Operations Manager/Executive Secretary as long as the vote is cast after receipt of a meeting agenda, prior to the Board meeting, and a conflict of interest does not exist. Votes made in absentia shall be counted at the time the vote is taken at a meeting with a quorum present provided e-mails contain the following: the date of the meeting, the voting agenda item, a statement that the voter does not have a conflict of interest with the agenda item, the vote in terms of "yes" or "no", or "abstain", and the official electronic signature of the Board Member. Such votes shall be read into the public record.

ARTICLE VIII COMMITTEES

Section 8.1 Standing Committees: The Regional Workforce Board may establish such Standing Committees as are deemed necessary to perform the specific functions of the Regional Workforce Board. These Committees shall be advisory to the Regional Workforce Board, except that they may, with specific authorization, act on behalf of the Regional Workforce Board.

Section 8.2 Committee Appointments: The Chairperson of the Regional Workforce Board shall have authority to appoint members of the Regional Workforce Board to serve on all Committees subject to the approval of the Executive Committee. Membership on all Standing Committees shall be for one (1) year. Members of the Regional Workforce Board who are also employees of public sector organizations may delegate other employees of the public sector organization to attend Committee meetings and cast advisory votes. The preceding sentence shall not apply to meetings of the Executive Committee.

Section 8.3 Ad Hoc Committees: Ad Hoc Committees may be established by the Chairperson to deal with matters of particular or immediate concern. Ad Hoc Committees shall be composed of members of the Regional Workforce Board with their number and representation determined by the Chairperson. An Ad Hoc Committee shall be advisory to the Regional Workforce Board and shall terminate upon satisfactory completion of the task for which it was originally appointed.

Section 8.4 Nominating Committee: The Personnel Committee shall serve as the Nominating Committee. Additional members may be appointed by the Chairperson at his discretion with appropriate representation from each County of Region 7, when feasible. The Committee shall bring forth a slate of nominees for Chairperson, Vice-Chairperson and Secretary/Treasurer to be considered at the June meeting of the Regional Workforce Board. The Committee will review and nominate new Board members to fill vacancies that may occur throughout the year. The



Committee will forward proposed candidates to the Executive Committee after conducting appropriate background investigations.

ARTICLE IX COMPENSATION AND EXPENSES OF MEMBERS

Section 9.1 Members shall receive no compensation for their services, but shall be reimbursed for traveling expenses while engaged in specific activities on behalf of the Regional Workforce Board. Such reimbursement shall be made by the administrative entity and grant recipient for the Region 7 Regional Workforce Board following the submission of appropriate documentation by the Board member and in accordance with the provisions of applicable Florida Statutes and Board policy.

ARTICLE X RESOLUTION OF CONSORTIUM DISAGREEMENTS

Section 10 In the event of a disagreement between the Regional Workforce Board and the Florida Crown Workforce Consortium, the Chairperson and Vice-Chairperson shall be empowered to negotiate the matter on behalf of the full membership of the Regional Workforce Board to the mutual satisfaction of both parties, provided that any such resolution shall not be effective until approved by the full membership of the Regional Workforce Board.

ARTICLE XI LEGAL STATUS

Section 11.1 Nothing in these By-Laws shall be construed to take precedence over Federal, State or local laws and regulations, or to limit or constrain the rights and obligations of the units of local government party to the interlocal Agreement creating the Regional Workforce Board.

Section 11.2 All matters not specifically designed or delegated herein shall be subject to the action of the Regional Workforce Board.

ARTICLE XII AMENDMENTS

Section 12 These By-Laws may be amended or repealed by affirmative vote of two-thirds (**2/3**) of the membership present and voting thereon, after notice, which shall specify or summarize the changes proposed to be made. Such notice shall be mailed to the Regional Workforce Board members prior to the meeting at which such amendment or repeal is acted upon.

ARTICLE XIII ENACTMENT AND REVIEW PROVISION

Section 13.1 The By-Laws shall become effective upon approval by the Regional Workforce Board. Such approval shall require a two-thirds (**2/3**) vote of the membership present and voting



thereon at a meeting of the Regional Workforce Board after notice of the meeting and purpose thereof has been mailed to the membership.

Section 13.2 The By-Laws shall be reviewed by the Executive Director on an annual basis in June of each year. Comments, changes or updates shall be presented to the Board of Directors as required.

These By-Laws have been reviewed and approved on the 25th day of June, 2013 by Florida Crown Workforce Board, Inc.

APPROVED:

John Chastain, Executive Director



ATTACHMENT C

CAREERSOURCE FLORIDA CROWN POLICY

POLICY TITLE: SUPPORTIVE SERVICES

POLICY NUMBER: OPS-001-02

DATE EFFECTIVE: JULY 1, 2013

DATE REVISED: JULY 31, 2015

APPLICATION

CareerSource Florida Crown (CSFC) employees, contractors, providers and customers. Due to the ITA Reserve issue imposed by the Legislature, there are no ITA funds for supportive services in FY 2015-2016 for WIOA Adult/Dislocated Workers; however, funds may be available from non-ITA funds.

PURPOSE

To set forth corporate policy regarding supportive services provided under the Workforce Innovation and Opportunity Act (WIOA), Welfare Transition Program (WTP), Wagner-Peyser and Veterans Programs, and the Florida Workforce Legislation (SB 2050).

POLICY

Supportive services are defined as those services or activities provided either directly to, or on behalf of, job seekers which are necessary to reduce or eradicate barriers to obtaining or retaining employment (excluding training). Each of the primary funding sources administered by CSFC has its own definitions and parameters associated with supportive services. While it is the intent of CSFC to interpret such legislative diversity broadly in an effort to ensure needed services are available to customers, all laws, regulations and formally issued written policies associated with specific funding sources are to be followed should such conflict with this policy. Further, nothing in this policy should be interpreted to affect the assignment of costs to appropriate cost categories regardless of the inclusion or non-inclusion of a service or activity as a supportive service in this policy.

It is the policy of CSFC not to discriminate against any employee or applicant for employment because of race, religion, color, age, sex, LGBT, marital status, political affiliation or belief, national origin, disabilities or Vietnam Era and Special Disabled Veteran's status.

CSFC adheres to certain principles, which should guide decisions regarding supportive services. Specifically:



- CSFC believes that workforce development programs should lead focus on job attainment, but not at the expense of human resource development. As such CSFC supports a long-term view of a customer's employment prospects.
- Supportive services should be viewed individually and creatively to enable customers to fully participate in education and training activities contained in his/her employment plan/career plan.
- Decisions regarding appropriate support should, to the fullest extent possible, be made by the staff person most familiar with the customer. Rationale for decisions should be well documented in the customer's employment plan.
- Supportive service expenditures should be based on careful consideration of Region 7's economic reality and social values.

CSFC, through its core One-Stop and core youth provider(s), offers assistance to enable customers to participate in universal as well as more intensive services. WTP customers may receive supportive services for up to two years following program exit.

ELIGIBILITY: TO QUALIFY TO RECEIVE SUPPORTIVE SERVICES A CUSTOMER MUST

- Demonstrate a need that will prevent him/her from successfully accessing, accepting, or retaining employment;
- Be unable to afford the cost associated with addressing the need;
- Not duplicate any existing or potential funding support;
- Be unable to secure the needed service elsewhere; and
- Be determined eligible for one or more CSFC funding sources.

Eligibility for the Workforce Innovation and Opportunity Act (WIOA) customers will be assessed based on the annualized family income not to exceed 200% of the LLSIL Non-Metro standard or the Poverty Level for youth per LLSIL and Poverty Guidelines attached. Additionally, customers must be unable to find suitable employment with existing skills and/or academic credentials as evidenced through unsuccessful placement while actively participating in both core and intensive services offered through the One-Stop Career Center system, excluding youth where the established poverty income level guidelines will be followed.

For grants that may be obtained by CSFC, income eligibility amount may be adjusted at the discretion of the Board.

Customers eligible under this provision must:

- a. Not be in default on any student loan;
- b. Not be eligible to receive other training assistance (i.e. Pell grant, scholarships) or, if received, the additional funding is not sufficient to cover training costs;
- c. Through assessment be determined to be appropriate for and able to complete the chosen employment training program;
- d. Select a training program that is linked to a demand occupation with job demand in the local area and make a commitment to seek employment in the field once trained; and
- e. Select a training provider from the CSFC approved list or Florida Eligible Training Provider List.
- f. Give evidence that they have the financial resources to cover all other living expenses and complete the training period without support from CSFC; and,



- g. Receive a favorable recommendation from One-Stop Provider for approval by CSFC.

Eligibility for supportive services must be established by the Career Manager/Specialist to include a prerequisite of a 2.0 grade average for current/previous semester for already enrolled students prior to acceptance into the program. Training services are not to commence prior to approval being obtained. No supportive service will be paid retroactive to the approval date.

LOCAL DEFINITION OF YOUTH BARRIER (6TH):

Definition of Additional Barrier to Employment for Youth

Additional barrier to employment for youth is defined as a youth who:

- (a) Has no vocational/employment goals or poor work history; having more than two employers within a 12 month period or having only one employer resulting in termination or having no employment at all for a 12 month period.
- (b) Has been fired from a job in the last six calendar months;
- (c) Requires additional assistance to complete an educational program; additional assistance will include tutoring programs and/or GED remediation.
- (d) Requires additional assistance to secure and hold employment; additional assistance will include job preparation classes and/or mentoring.

Definition of Need for Additional Assistance (education)

Requires additional assistance to complete an education program is defined as an individual who is:

- (a) Attending an alternative educational program/school;
- (b) Credit deficient; lack of credits required to obtain a high school diploma.
- (c) Educational achievement is below expected levels; students are basic skill deficient in math, reading and language. (TABE scored less than 8.9)
- (d) Exhibits past or current attendance and/or discipline problems; involvement in Juvenile Justice or Alternative School
- (e) Has unstable living conditions; currently homeless, living with a family member, or foster child.
- (f) Is on academic probation.



· ***Definition of Need Local Youth 5% Window Policy***

Up to five percent (5%) of the WIOA applicants may be served without documentation to support low income eligibility.

Additional barrier to employment for youth is defined as a youth who:

1. has no vocational/employment goals or poor work history;
2. has been fired from a job in the last six calendar months;
3. requires additional assistance to complete an educational program;
4. requires additional assistance to secure and hold employment.

AVAILABLE ASSISTANCE:

A. UNIVERSAL CUSTOMER (WP)

Universal customers/walk-ins most commonly fall under the Wagner-Peyser program (WP). As such, they are entitled to the full range of core services to include orientation, resume preparation, provision of LMI, E-Choice testing, job search and job referrals. They may be referred to GED classes, as appropriate.

Individuals must be determined eligible for a specific program prior to receiving supportive services.

Supportive services shall not be provided to customers who have been found eligible but do not agree to participation or to follow his/her employment plan.

Effective July 1, 2012 Reemployment Assistance (RA) claimants are required on a weekly basis to make contact with three (3) potential employers and provide this information via



internet/EFM during their bi-weekly certification for benefits. If the claimant is not able to make at least three (3) employer contacts in a week, they may meet with a One-Stop representative and do their three (3) searches to satisfy this requirement for that week.

B. Eligible Applicants

Supportive services shall not be provided to customers determined eligible but who have not yet been entered into the State system.

Up to five percent (5%) of the WIOA youth applicants may be served without documentation to support low income eligibility.

In the event an older youth (age 18-21) who was initially served with adult funds is to be served as a youth, documentation of low income status AND the presence of an allowable barrier must be documented prior to the expenditure of youth funds, unless the 5% window is used.

In that case, one of the 5% window barriers must be documented.

Local policy pertaining to high school youth enrollment requires basic skills testing at eligibility - assessed by generally accepted standardized or criterion-referenced tests (such as TABE) or school records.

Local policy criteria for participating high school youth eligibility for those with a documented disability – priority given towards participation in after-school tutoring activities to include enrollment in Florida High School/High Tech.

C. WIOA Registrants and WTP Participants

Supportive services shall be available to customers who are determined eligible and are actively participating. This will be based on need and availability of funds. Due to the ITA Reserve issue imposed by the Legislature, there are no ITA funds for supportive services in FY 2015-2016 for WIOA Adult/Dislocated Workers; however, funds may be available from non-ITA funds.

Types of General Limitations and Assistance:

Supportive services encompass a broad array of services:

Limitations:



- Medical services, devices or prescriptions otherwise payable under federal, state or personal insurance programs are specifically prohibited under the WIOA and WT programs. Prior approval from the CSFC Executive Director or designee is required before medical services can be provided under all other CSFC funding (except where specifically required by the approved training program).
- Medical or therapeutic exams or second opinions required to determine psychological, emotional or physical limitation related to program participation or employment, and follow up consultations required to develop plans to accommodate such limitations, are not considered medical services for the purpose of this policy nor are they included in the financial limitations discussed below.
- Goggles and protective eyewear required to participate in a training program or accept employment are not included in the financial limitations discussed below.

Assistance:

- Uniforms, boots and other protective clothing and footwear required to participate in a training program or accept employment (See the financial limitations discussed below).
- Books, materials and non-expendable supplies required to participate in a training program are included as part of the ITA and are not supportive services for WIOA customers. For employed customers, a Verification of Employment reflecting date employment commences as well as a statement from the employer stating that the tools are required for employment is to be attached to the Purchase Order. Career Manager/Specialist must include justification for the purchase. (See the financial limitations discussed below).
- Relocation assistance for families, including dislocated workers, who have significant barriers to finding and retaining employment in moving to communities where they have obtained verifiable employment at a self-sufficiency wage or to aid victims of domestic violence who would benefit from reduced probability of further incidents through relocation. Due to the ITA Reserve issue imposed by the Legislature, there are no ITA funds for supportive services in FY 2015-2016 for WIOA Adult/Dislocated Workers; however, funds may be available from non-ITA funds.

To the extent possible CSFC attempts to find supportive services vendors through a competitive procurement process to streamline the authorization process. Where pre-identified vendors are not available, a cost and service availability comparison is required and must be documented.

Supportive services include, but are not limited to:

- Transportation (mileage, gas vouchers, taxi, and bus passes).
- Eye care to correct vision problems. Elective surgery or cosmetic products such as sunglasses are prohibited.
- A maximum of \$100 will be allowed for books and non-expendable supplies for WT customers.
- Education and Training Programs are limited to a total cost of \$9,000 over two (2) years.
- Academic programs may not exceed the established State cost per course hour, including fees, for State Colleges.
- Dental-care for WT customers to correct minor deficiencies, which impact employment prospects. Elective cosmetic treatments such as braces are prohibited.
- Outer clothing (maximum \$75.00) and footwear (maximum \$50.00) for employment as outlined in writing by the employer, hair care (maximum \$15.00), and personal appearance/hygiene products for adequate presentation at job interviews, work or a training environment (maximum \$10.00). For requests other than work-related clothing requirements, an explanation of need must be attached to the Purchase Order. For employed customers, a Verification of Employment reflecting date employment commences



- and starting salary is to be attached to the Purchase Order. Career Manager/Specialist must include justification for the purchase. The foregoing applies to non-ITA Customers only.
- Family or personal mental health or substance abuse counseling.
 - One-time housing assistance up to One Thousand Dollars (\$1,000.00) per customer to stabilize the household including security deposits, rent, mortgage payments, and utilities for WTP customers.
 - Domestic abuse counseling.
 - Vehicle repair costs in excess of the value of the vehicle, on vehicles more than seven (7) years old, or vehicles with significant wear require the prior approval of the CSFC Executive Director or designee. For all vehicle repairs exceeding five hundred dollars (\$500.00), approval must be obtained from the Program Manager and Project Director or CSFC Operations Officer. All repairs must be at an established vehicle repair facility by an ASE or similarly certified technicians employed by a repair facility registered under FS 559.904
 - Driver and vehicle licensing, tag and title. Personal liability insurance (PIP) (deposit only).
 - Transitional childcare.
 - Specialized assistance not otherwise specifically listed herein required to participate in training or to accept or retain employment.
 - One (1) time payment of fee for the ACT test for WIOA eligible youth participants not eligible for waivers.

Supportive services are limited to \$1,600 per program year or funding year per customer. Due to the ITA Reserve issue imposed by the Legislature, there are no ITA funds for supportive services in FY 2015-2016 for WIOA Adult/Dislocated Workers; however, funds may be available from non-ITA funds. Annual expenditures in excess of this limit require the prior approval of the CSFC Executive Director or designee who may elect to increase the ceiling for individual customers in the event of extraordinary circumstances. All WIOA supportive services must be identified in the Individual Training Agreement (ITA).

Gas Card Calculation:

Gas cards for existing WIOA Adult/Dislocated Workers, in increments of twenty dollars (\$20.00) each, will be distributed based upon a calculation of ten cents (\$.10) per mile (200 miles = \$20.00). Mileage will be determined based upon MapQuest or similar mapping program and a copy of the printout must be placed in the customer file along with Attendance Sheets reflecting the dates. Due to the ITA Reserve issue imposed by the Legislature, there are no ITA funds for supportive services in FY 2015-2016 for WIOA Adult/Dislocated Workers; however, funds may be available from non-ITA funds.

WIOA Youth attending an after-school program will receive one (1) twenty dollar (\$20.00) gas card weekly for attendance at a minimum of two (2) classes per week (remaining in class for a minimum of one hour each class) weekly. Proof of attendance must be placed in the customer's file.

WT participants will receive one (1) twenty dollar (\$20.00) gas card for sixty-six (66) or more participation hours every two weeks, with a minimum of thirty-three (33) hours required each of those two weeks. Proof of attendance must be placed in the customer's file.



Youth Incentives: Pays for youth goals attained for basic skills, work readiness and/or occupational skills. For all youth who are determined to be basic skills deficient, which shall be defined as having reading, math or language assessment scores at or below the 9th grade level, or having failed the FCAT exam, basic skills instruction will be a required component. The Test for Adult Basic Education (TABE) or any other testing approved by CSFC shall be administered to determine basic skills deficiency. To meet goal attainment from TABE testing for incentive payment(s), the customer must improve a minimum of one (1) subject by .5 grade level. TABE tests may only be administered three (3) times per participation year.

Vehicle Repair: The geographic reality of Region 7 necessitates creative strategies related to transportation. Repairs shall only be made on a vehicle owned by the customer except in rare instances where the customer has unrestricted written access to a vehicle owned by another member of the immediate household.

All vehicle repairs require a written estimate from ASE or similarly certified technicians employed by a repair facility registered under FS 559.904. Vehicle repairs are restricted to those affecting the safe functioning of the vehicle. Routine maintenance (oil changes and wiper blades) or non-essential components such as audio, climate control (unless accompanied by a doctor's statement documenting health circumstances) and auto body repairs are prohibited.

All estimates require a written diagnosis by an independent specialist selected by CSFC to determine the cost/benefit of projected repairs against the value of the vehicle. Projected repair costs are defined as the cost of the required repairs plus an estimate of costs associated with likely imminent repairs. Projected repair costs in excess of the value of the vehicle, on vehicles more than seven (7) years old, or vehicles with significant wear require the prior approval of the CSFC Executive Director or designee. For all vehicle repairs exceeding five hundred dollars (\$500.00), approval must be obtained from the Program Manager and Project Director or CSFC Operations Officer.

Customer Travel: Career Managers/Specialists will determine, by individual case, the need for travel assistance/compensation. The customer must be participating in an approved activity and must provide proper backup documentation prior to receiving additional travel assistance. Any travel assistance expended for Medical Verification must be approved by Career Manager/Specialist.

Travel assistance will not be issued to Welfare Transition customers on Level 2 or above Sanction.

Relocation Reimbursement: Due to the ITA Reserve issue imposed by the Legislature, there are no ITA funds for supportive services in FY 2015-2016 for WIOA Adult/Dislocated Workers; however, funds may be available from non-ITA funds.

Reimbursement of relocating costs will be available to WIOA Dislocated Worker (DW) customers who meet the following criteria. For WTP customer relocation assistance see OPS-011-02.

- **WIOA Dislocated Worker:**
 - Relocation assistance will be up to \$3,000 and will not include deposits.
 - Customers must provide a letter of intent to hire from employer.
 - Suitable employment at a self-sufficiency wage is defined as 80% of layoff wage replacement for Dislocated Workers or the Lower Living Standard as defined by the Federal Guidelines, whichever is greater.



- Reimbursement will be for essential utilities (sewer, water, gas and electricity for one month of billing within the first three months and based on verification of the customer is still actively employed via employer).
- Reimbursement for one month of rent within the first three months of verifiable employment with the employer.
- Any remaining funds may be used to pay for moving vans/trailers with providing three quotes of this expense.
- Participation in the relocation reimbursement program is available to the customer one time only.

Prioritization of Services:

- Veterans will receive priority of service. All staff will provide services to Veterans. Veterans need not be served only by LVER or DVOP staff.
- Severely injured military members and their families, disabled veterans, veterans of all wars, Florida National Guard members and Military Reservists and families of military members killed in action will also receive priority of service. This includes eligible spouses, including widows and widowers, as defined in the State regulations in 38.U.S.C. 101 and section 2(a) of the JVA (38 U.S.C. 4215[a]).
- Consistent with Section 134(d)(4)(G)(iv) of the Workforce Innovation and Opportunity Act, individuals age fifty-five (55) and older are added to the list of hard-to-serve populations and shall be given prioritization of services.
- Support Services - Child care, Transportation, Barrier Identification, background checks. Due to the ITA Reserve issue imposed by the Legislature, there are no ITA funds for supportive services in FY 2015-2016 for WIOA Adult/Dislocated Workers; however, funds may be available from non-ITA funds.
- Transitional Services - CSFC provides services up to 24 months from the last grant recipient check.
- Incentive Payments - Summer Youth program – use stipend to keep in educational program.

Clients are to be provided services in accordance with the limits stated within this policy and availability of funds.

Each Career Manager/Specialist will be provided and must maintain an updated copy of this policy at all times.

A copy of the above prioritization of services will be posted in a public accessible area in each Career Center located in Region 7.

Board Staff Quality Assurance personnel will review and ensure Board policies are being implemented.

Cancellation of Supportive Services: This statement of policy and some or all categories of supportive services under it may be cancelled or changed, in whole or in part, by CSFC at any time and without notice, effective immediately or at such time as CSFC may determine. Exceptions may be made to this policy by CSFC when doing so is in the best interest of CSFC or its customers. No contractor or service provider of CSFC is authorized to offer assistance



different from or in addition to the assistance described in this statement of policy, except as such authority may be expressly granted in writing and does not conflict with this statement of policy.

Work Experience: Work Experience is provided through the WIOA Youth Program, when funding permits. CSFC also provides Work Experience programs through specialized State funded grants.

Customized Training: Customized Training is provided as funding permits. Customized Training is offered to employers and employees as a layoff aversion strategy.

OTHER DEFINITIONS:

UNDEREMPLOYED: A displaced homemaker and others who fall under the definition of underemployed are defined in Region 7 as: A person who is not self-sufficient and may be a first-time jobseeker or is employed, but not in the capacity of expertise and preferment, whether in terms of compensation, hours, or level of skill and experience. While not technically unemployed, the underemployed may be working in employment not commensurate with the individual's demonstrated level of educational attainment. This will be verified and documented by Case Managers by reviewing education history, career assessments, interview with customer, paystubs, UC records, the Work Number and self-attestation financial records for the self-employed. Case Notes will be entered in the State's MIS and copies of all documentation will be placed in file.

INCOME MAINTENANCE: CSFC has defined income maintenance as a worker who is a dislocated worker who is employed, but not in the capacity of expertise and preferment, and is working below a self-sufficiency wage.

SUBSTANTIAL LAYOFF: Region 7 has defined a substantial layoff for Region 7 to be twenty-five (25) workers or more.

SELF-SUFFICIENT WAGE FOR ADULTS/DISLOCATED WORKERS/WELFARE TRANSITION: Suitable employment at a self-sufficiency wage is the Lower Living Standard as defined by the Federal Guidelines or 80% of layoff wage replacement for Dislocated Workers, whichever is greater.

DISPLACED HOMEMAKER: A displaced homemaker and others who fall under the definition of underemployed are defined in Region 7 as: A person who is not self-sufficient and may be a first-time jobseeker or is employed, but not in the capacity of expertise and preferment, whether in terms of compensation, hours, or level of skill and experience. While not technically unemployed, the underemployed may be working in employment not commensurate with the individual's demonstrated level of educational attainment. This will be verified and documented by Case Managers by reviewing education history, career assessments, interview with customer, paystubs, UC records, the Work Number and self-attestation financial records for the self-employed. Case Notes will be entered in the State's MIS and copies of all documentation will be placed in file.

ACTION

All CSFC employees, contractors, providers and customers will adhere to this policy.

Approved: *Robert Jones, MPA*
Robert Jones, Executive Director



LOWER LIVING STANDARD INCOME LEVEL AND POVERTY GUIDELINES FOR 2015

FAMILY UNIT SIZE	70% LLSIL METRO	70% LLSIL NON-METRO	100% LLSIL METRO	100% LLSIL NON-METRO
1	(8982)	(8,961)	12,831	12,802
2	14,717	(14,681)	21,024	20,972
3	20,199	(20,149)	28,856	28,784
4	24,937	24,873	35,625	35,533
5	29,432	29,353	42,046	41,932
6	34,422	34,327	49,175	49,038
7	39,412	39,301	56,304	56,144
8	44,402	44,275	63,433	63,250
	For each additional person in a family above eight, add \$4,990 per person in the Metro areas.	For each additional person in a family above eight, add \$4,910 per person in the Non-Metro areas.	For each additional person in a family above eight, add \$7,129 per person in the Metro areas.	For each additional person in a family above eight, add \$7,015 per person in the Non-Metro areas.

The RWBs which contain the following counties are required to use the Metro data: Escambia, Santa Rosa, Okaloosa, Bay, Gadsden, Leon, Clay, Duval, Nassau, St. Johns, Alachua, Marion, Flagler, Volusia, Lake, Orange, Osceola, Seminole, Brevard, Polk, Hernando, Hillsborough, Pasco, Pinellas, Manatee, Sarasota, Charlotte, Lee, Collier, Martin, St. Lucie, Palm Beach, Broward and Miami-Dade. The remaining RWBs must use the Non-Metro figures.

Where the poverty level for a particular family size is greater than the corresponding LLSIL figure, the Metro or Non-Metro figure is indicated in parentheses.

The 100 percent table for the LLSIL may be modified to calculate any locally determined values for prioritizing service or eligibility (i.e. 200 percent of LLSIL would multiply the 100 percent value times 2 for the appropriate family size).



ATTACHMENT D

CAREERSOURCE FLORIDA CROWN POLICY

POLICY TITLE: WIOA INDIVIDUAL TRAINING ACCOUNT (ITA)

POLICY NUMBER: OPS-005-02

DATE EFFECTIVE: MAY 17, 2002

DATE REVISED: August 31, 2015

APPLICATION

CareerSource Florida Crown (CSFC) employees, contractors, providers and customers.

PURPOSE:

To establish procedures for the usage of Individual Training Accounts (ITAs).

POLICY:

Individual Training Accounts (ITAs) shall be utilized to provide training services to WIOA customers. The ITA will be developed after consultation with a Career Manager/Specialist. Limitations on ITAs exist regarding eligibility, program choice, coordination of funds, duration, support services, and needs based payments. Florida State Policy requires that fifty percent (50%), of which we have a twenty-five percent (25%) waiver of all WIOA Adult and Dislocated Worker funds be allocated to Individual Training Accounts. Any deviation from this Policy will require a waiver from Workforce Florida. Nothing in this policy can be used to discriminate because of race, color, religion, sex, LGBT, gender reassignment, national origin, age, disability, political affiliation or belief, and for beneficiaries, applicants, and participants only, citizenship status. CSFC complies with the ADAAA and Title VI and Title VII of the Civil Rights Act of 1964, Title IX of the Education Amendments of 1972, and Sections 504 of the Rehabilitation Act of 1973, as amended, 29 U.S.C. 794 and as related to WIOA Title I-financially assisted programs and activities.

ELIGIBILITY

WIOA Section 134 (d)(4)(B) limits the use of WIOA funds for training services to instances when there is no or inadequate grant assistance from other sources available to pay for training costs. Prior approval by appropriate authority is necessary before any funds are expended.



Trade Affected Workers will be provided assisted core services and referred to the local TAA Coordinator for core and intensive services.

PROGRAM CHOICE

Section 663.310 requires that, to receive training, an individual must select a program of services directly linked to occupations in demand in the area, based on performance information provided by the Career Center or Partner. The Targeted Occupation Listing is derived from the Occupation Forecasting Conference and can be located in the Five-Year Workforce Plan. A State generated list of eligible providers along with performance information shall be made available to customers through the Career Center. Customers, following assessment and consultation with a Career Manager/Specialist, may select a program based on the Targeted Occupation List mentioned above for which there is a job supply, and may select an appropriate training vendor from the CSFC Approved Training Vendor Listing (also included in the Five Year Workforce Plan) or the State Approved Training List. Career Managers must justify with a Case Note that they have counseled the Customer and that they have met the prerequisite requirements.

COORDINATION OF FUNDS

Section 134 (d)(4)(B) requires the coordination of training costs with funds available under other Federal programs. To avoid duplicate payment of costs when an individual is eligible for both WIOA and other assistance, including a Pell Grant, section 663.320(b) requires that program operators and training providers coordinate by entering into arrangements with the entities administering the alternate sources of funds, including eligible providers administering Pell grants. All sources of funds, including scholarships and excluding loans, shall be considered in determining a customer's overall need for WIOA funds. Participation in a training program funded under WIOA may not be conditioned on applying for or using a loan to help finance training costs.

The primary focus of our customer training and support funds shall be directed at employed worker services, with the remaining customer funds focused on High Skill/High Wage short duration training programs. Part-time, employed students, who are traditionally not eligible for Federal Financial Aid, shall be given priority for training services.

When the financial aid package together with the funds requested from the regional workforce development board are in excess of the required funds needed to meet the direct training and supportive service needs of the customer, the CSFC staff shall review and approve such a request.

Section 663.320(c) permits a WIOA customer to enroll in a training program with WIOA funds while an application for Pell Grant funds is pending, but requires that the local workforce investment area be reimbursed for the amount of the Pell Grant used for training if the application is approved. All sources of funds, including scholarships and excluding loans, shall be considered in determining a customer's overall need for WIOA funds. Participation in a training program funded under WIOA may not be conditioned on applying for or using a loan to help finance training costs. Since Pell Grants are intended to provide for both tuition and other education-related costs, the Rule also clarifies that only the portion provided (with Pell funds) for tuition is subject to reimbursement.

It is important to note that the Pell Grant is not school-based; rather, it is a portable grant for which preliminary eligibility can, and should, be determined before the customer enrolls in a particular school or



training program. The application for determining eligibility and ultimately the amount of the grant, should be readily available at all Career Centers for assistance in the completion of these "gateway" financial aid applications (should remain with the training institutions).

DOCUMENTATION

It is mandatory that Career Managers/Specialists must document, each academic year, through the use of:

- the customer's financial aid award letter,
- a copy of the customer's training budget (referred to as the Cost of Attendance budget) developed by the training vendor,
- statements on the ISS that WIOA funds are awarded in coordination with other financial assistance.

All of the items listed above are necessary to document fund coordination.

In the cases where a program is not eligible for Pell/HEA or other financial aid assistance, documentation shall be in the form of correspondence on the training vendor's letterhead or a form letter signed by an agent of the training vendor that specifies that Pell/HEA funding is not available and that the customer is/is not eligible for any other assistance that the vendor has available. The letter must include the specific program/programs for which there is no funding and be signed by a school official responsible for Pell/HEA or other financial aid assistance.

Fund coordination shall be referenced on the ISS as stated above. During the period that a Financial Aid Application has been filed, and the award letter or customer budget developed by the training vendor is unavailable, the following documents shall serve as "interim" documents demonstrating fund coordination:

- An actual or electronic copy of the Financial Aid Application,
- An actual or electronic copy of the SAR (Student Aid Report),
- Any institutional forms provided by the training vendor.

Any of the above documents can be supplied. These documents serve only as interim documents, until such time that the Financial Aid Award letter is generated and on file.

LOCATION OF DOCUMENTS

All of the documents needed to demonstrate fund coordination will be located in the customer case files at the Career Centers.

REQUESTING AN ITA

When it has been determined that a customer will benefit from training services and an ITA is developed, the Career Manager/Specialist will complete the following in the customer case file:

- The budget
- The WIOA Application (MIS) and eligibility documentation
- The WIOA Enrollment/Status Change Notice (MIS) and any documentation
- All parts of the Individual Service Strategy (ISS)
- The required fund coordination documents as listed above (or interim documents):
 - √ the customer's financial aid award letter



- ✓ a copy of the customer's training budget (referred to as the Cost of Attendance budget) developed by the training vendor,
- ✓ statements on the ISS that WIOA funds are awarded in coordination with other financial assistance

Once received the budget will be approved and forwarded to Finance. All fund coordination documents will be placed in the customer's file. The WIOA Enrollment/Status Change Notice (*MIS*) should reflect the current status of the Pell application (*field 30*) and only include Pell Grant dollar amounts (*field 31*) when an award letter has been received.

These documents shall be forwarded together. The budget/ITA will not be considered for approval in the instances of incomplete documentation.

Once the financial aid award letter is received by the customer and forwarded to the Career Manager/Specialist, it shall be forwarded to the customer's file for inclusion. At this time the WIOA Enrollment/Status Change Notice (*MIS-2*) will be completed indicating the Pell grant status (*field 30*) and actual award (*field 31*) as evidenced on the award letter. These two items shall be forwarded together.

DURATION

ITAs will be limited in duration to a time period necessary to receive a two-year degree or certification (A.S., Certificate) and will be utilized when all other funding options have been exhausted.

It is the intent of this policy to ensure that each customer who is determined eligible has the opportunity for training. This opportunity for training includes a commitment to a specific training program that includes the completion of the training and employment in a related field as a final goal.

The demand for training is always greater than the funding available. Ensuring that CSFC pays for training for an individual only one time will insure that someone else will have the opportunity to receive training. Each customer shall be limited to one ITA unless conditions exist which prohibit the completion of the agreed upon program. The CSFC's Executive Director shall grant approval of the issuance of an additional ITA.

At the point of eligibility determination it is the responsibility of the Career Manager/Specialist to determine whether or not the client has received training from CSFC through JTPA or WIOA in the past.

We have made an agreement with the customer to provide them training and they have concurred through their ISS and scholarship contract. If they have failed to live up to their responsibilities to attend training, or otherwise self-terminated their participation, we do not have a continuing responsibility. If they have completed but do not desire to work in the area of training, they must seek other training without WIOA funded training assistance.

FISCAL POLICY FOR COVERED COSTS

The Career Manager/Specialist shall work with the WIOA customer to calculate the total funding resources available as well as to assess the full "education and education related costs" (training and supportive services costs) incurred if the customer is to complete the chosen program. This also ensures both that duplicate payments of training costs are not made and that the amount of WIOA funded training is not reduced by the amount of Federal student financial assistance in violation of 20 U.S.C. 1087uu.



The CSFC/WIOA funds should be used to cover expenses that cannot be covered through other funding sources. Other funding sources should be used to cover those “cost of attendance” needs, which cannot be funded through the CSFC or WIOA.

Due to the above, the CSFC funds should in most cases be prioritized to cover those costs of tuition, books and fees required for the training program. The customer will be made aware of the board's right to amend the ITA based on changes in other available training resources. Should funding permit, licensing/testing costs and other materials or equipment may be considered.

The exact mix of funds should be determined based on the availability of funding for either training costs or supportive services, with the goal of ensuring that the costs of the training program the customer selects are fully paid and that necessary supportive services are available so that the training can be completed successfully. This determination should focus on the needs of the customer; simply reducing the amount of WIOA funds by the amount of Pell Grant funds is not permitted.

The Occupational Skills Training expenses are submitted when the invoices are received from the training provider. These consist of tuition, books and fees paid for each client. These expenses are tracked in our accounting system specifying the Program Code (Adult – 10, DW – 12), the Cost Categories (Tuition Short-Term – 5110, Tuition Long-Term – 5111 and Books/Education - 5121).

The WIOA Staff tracks ITA expenses through an Excel spreadsheet that summarizes total expenditures year to date in comparison to the budget cap.

NOTE: FUNDS PER INDIVIDUAL CUSTOMER ARE CAPPED AT \$9,000.00.

The total amount to be spent on any program, regardless of length, will not exceed \$9,000. If an ITA will exceed the \$9,000 2-year limit, prior approval must be obtained from CSFC's Executive Director before implementation.

BOOKS

Books may be purchased through the ITA.

OTHER TRAINING COSTS

Those materials necessary for successful completion of the course not already covered by other sources (with the exception of books) can be provided via Purchase Order.

SUPPORT SERVICES

Support Services will be based on the availability of funds.

RECORDING ITA INFORMATION

When an ITA is established on behalf of an eligible WIOA client, ITA information must be recorded in Employ Florida Marketplace (EFM) in the client's training activity record. Required information includes:

- Name and address of training provider;
- Training occupation code and title; and
- ITA training amount awarded.



Effective July 1, 2012, to implement legislative change, there is established a State ITA cost category that includes the following five sub-expenditure/sub-cost categories for awards using WIOA Adult and Dislocated Worker funds allocated to a regional workforce board. The following will be either a Direct Charge or an Indirect Charge in MIP to WIOA Adult/DW funding streams.

1. Occupational skills training (OST): P.L. 105-220, s. 134(d)(i) (Direct)

- Classroom training through eligible providers (including training for non-traditional employment). Allowable costs include tuition, books, and fees for individuals participating in classroom training.

2. Other training services and activities through eligible providers or employers: P.L. 105-220, s. 134(d)(ii)-(ix) (Direct)

- On-the-Job Training (OJT)
- Programs that combine workplace training with related education, which may include cooperative education programs
- Workplace training programs operated by the employer
- Skill upgrading and retraining
- Entrepreneurial training
- Job readiness training
- Adult education and literacy activities in combination with the previous services
- Customized training (employed worker training) conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training.

Allowable costs include any tuition, books, and fees for participants in any eligible training activity that includes a classroom based component. Allowable costs may also include LWDB expenditures for work-based training such as OJT, skill upgrading and retraining, customized training, employed and incumbent worker training.

3. Work Experience and Internships (WE&I) (Direct)

- Subsidized employment and other employer provided training activities. Allowable costs include subsidized wages or stipends for participants in work experience or internships.

4. Training Program Management (TPM) (Indirect)

- Staff costs directly related to developing, implementing, or coordinating authorized training programs (not services to individuals) identified in bullets 1-3 above. Also included is any staff costs associated with developing, implementing, or coordinating regional training for eligible clients participating in training programs leveraged through other grants. "Other grants" may include US Department of Labor, Temporary Assistance for Needy Families and Pell grants. Staff



costs are limited to salaries and benefits.

5. Training Case Management (TCM) (Indirect)

- Staff expenditures directly related to case management and job placement services for clients in training (not clients seeking training). This includes staff expenditures associated with the provision of support services to individuals while they are in training. Staff costs are limited to salaries and benefits.

It should be noted that:

- The State ITA cost category and its five sub-cost cost categories only apply to expenditures funded under the adult or dislocated worker grants.
- The time that a staff member spends providing core and intensive services to an individual prior to their enrollment in training must be charged to core or intensive services as appropriate. These amounts are estimated by the Program Manager as we have no mechanism in place to capture this data to its exact amount.

SUPPORTIVE SERVICES COSTS RELATED TO THIS COST CATEGORY AND ITS SUB-COST CATEGORIES ARE NOT INCLUDED IN THE STATE ITA DEFINITION AND ARE NOT TO BE INCLUDED IN THE EXPENDITURES REPORTED UNDER THIS COST CATEGORY AND ANY OF ITS SUB-COST CATEGORIES.

ACTION

All CSFC employees, contractors, providers and customers will adhere to this policy.

Approved: *Robert Jones, MPA*
Robert Jones, Executive Director



ATTACHMENT E

CAREERSOURCE FLORIDA CROWN POLICY

POLICY TITLE: ON THE JOB TRAINING PROGRAM POLICY (OJT)

POLICY NUMBER: OPS-009-02 DATE EFFECTIVE: MARCH 3, 2003

DATE REVISED: August 31, 2015

APPLICATION:

CareerSource Florida Crown (CSFC) employees, contractors, providers.

PURPOSE:

On-The-Job Training (OJT) is intended to be used as a transitional tool to assist the customer in completing his/her development to unsubsidized employment.

An employer conducts OJT in a work environment designed to meet the training needs of an individual by providing instruction and supervision that could not be as effectively provided through other training approaches. OJT leads to employment opportunities that enable the customer (trainee) to become economically self-sufficient and leads to occupational development and upward mobility.

ABBREVIATIONS:

ED	Executive Director
OJT	On-The-Job Training (Work Experience)
CM/S	Career Manager/Specialist
DF	Director of Finance
OM	Operations Manager
CSFC	CareerSource Florida Crown

RESPONSIBILITY

A. CareerSource Florida Crown:



1. CSFC will develop OJT employment positions, evaluate prospective employers and negotiate the terms of the OJT.
2. CSFC will ensure that the negotiated contract and the implementation of such contract comply with all applicable federal/state regulations. The OJT contract will be monitored at least once during the contract period by the CSFC Contract Monitor in accordance with CSFC monitoring procedures.
3. A member of the CSFC staff representing case management will visit the worksite for the purpose of technical assistance, counseling, monitoring and evaluation at a minimum of two (2) weeks after placement of the customer (trainee), and every two (2) weeks thereafter during the contract period in conjunction with payroll. If the minimum retention period stated in the OJT Agreement is sixty (60) days or longer, a CSFC representative will continue monthly visits until the end of the retention period. The CSFC representative will maintain appropriate case notes for entry into the client's file.
4. CSFC will maintain a log of executed contracts. The value of OJT contracts issued cannot exceed the OJT Budget for that Program, Grant, etc., without the approval of the OM, DF and ED.

OJT Employer:

1. The employer who enters into an OJT contract must abide by all the provisions of the OJT program which are incorporated by reference, and made a part of the contract.
2. CSFC will only negotiate cost-reimbursable OJT contracts with an employer. The employer will submit a bi-weekly invoice for payment to the CSFC/DF. The invoice shall include copies of time sheets and pay sheets for each employee.
3. During the training period, the Employer will inform CSFC of any worksite problems that are not satisfactorily resolved between the Trainee and the Employer.
4. During the training period, the Employer will pay a minimum salary of fourteen dollars and fifty cents (\$14.50) per hour to Trainee. CSFC will not pay FICA or benefits paid to the trainee.



5. OJT will be limited to the time required for the trainee to become proficient in the training occupation but will not exceed ninety eighty (90) days, forty (40) hours per week maximum).

B. OJT Trainee:

1. The Trainee will put forth his/her best efforts to acquire all skills set forth in the Training Outline and to fulfill all work requirements.
2. During the training period, the Trainee will inform CSFC of any worksite problems that are not satisfactorily resolved between the Trainee and the Employer.

POLICY

- A. All OJT Trainees must be determined program eligible by CSFC and enrolled prior to beginning OJT.
- B. The Trainee may not be charged a fee for placement with an Employer.
- C. Written OJT terms of agreement/requirements, under which trainees are enrolled, will be made and entered into between the Employer, the Trainee and CSFC. Copies of the terms will be provided to the CSFC Contract Monitor.
- D. OJT is permitted for occupations which are consistent with the Trainee's capabilities and training needs. OJT is not appropriate for:
 1. Occupations in which wages are dependent on a commission, piece work or an incentive; and/or
 2. Seasonal occupations; and/or
 3. Professional occupations requiring a license; and/or
 4. Individuals on lay-off from the same or any substantially equivalent job or the employer has terminated any regular employee or otherwise reduced its workforce with the



intention of filling the vacancy with an OJT participant.

5. Occupations which require no training;
 6. OJT reimbursement to employers will not exceed more than 50% of the trainee's wages and the training will not exceed ninety (90) days.
- E. OJT programs will be negotiated in both the public and the private sectors.
- F. In establishing OJT programs with a prospective employer, CSFC will negotiate to reimburse the Employer only the extraordinary costs associated with training participants and compensation in accordance with the lower productivity of trainees.
- G. CSFC will negotiate to reimburse the Employer for training costs which do not exceed the equivalent of fifty percent (50%) of the wages paid to the Trainee for the duration of the contract up to a maximum reimbursement of thirteen dollars (\$13.00) per hour.
- H. That reimbursement applies only to a maximum of forty (40) hours per week. The minimum reimbursable hours per week for adults is thirty (30) hours, fifteen (15) hours per week for youth, and for persons with disabilities the minimum number of hours per week is negotiable based on the trainee's capabilities. Overtime hours will be reimbursed, but only based upon the base salary, not overtime multipliers. (1997 Waiver Approval eliminates the requirements for employers to track non-regular payments and paid holidays separately.)
- I. Wage increases for OJT Trainees which the Employer agrees to implement during the training period will be included in the terms of the contract.
- J. CSFC will not negotiate a contract with an Employer who is involved in a labor dispute, has employees in active layoff status, or is in violation of Davis-Bacon Labor practices.
- K. CSFC will negotiate a contract with an Employer who is covered by a collective bargaining agreement only with the concurrence of the bargaining agent involved.
- L. No contract will be negotiated, or Trainee placed, with an employer that discriminates in its training or hiring practices because of race, color, sex, national origin, religion, physical or mental disability, political beliefs or affiliations, age, or because of their participation in Federal Grant Programs.



- M. CSFC will ensure that the Employer provides the Trainee, at the Employer's expense, with all fringe benefits that are provided to the Employer's other similarly situated employees; for example, health insurance, vacations, sick leave and retirement benefits.
- N. CSFC will negotiate contracts with Employers that provide all employees with workers' compensation or other fully comparable insurance prior to the execution of the contract. Appropriate documentation of such insurance must be provided to CSFC at the time the contract is executed.
- O. CSFC will not negotiate a contract if the implementation of that contract would displace any current employee, or infringe upon the promotional opportunities of any current employee.
- P. CSFC will not negotiate a contract with an Employer that has relocated from another area in the United States within the last 120 days, if, by relocating, any employees experienced a layoff.
- Q. The period of reimbursement to the employer under an OJT agreement shall not exceed ninety (90) days or 520 hours of training. Should the participant's hours be less than full time and the total hours worked at the end of the 6 month period is less than 500 hours, that participant may remain in OJT until 499 hours have occurred.
- R. Trainees will be placed in OJT only after assessment, testing and counseling indicate a need for and ability to benefit from the training specified in the contract Training Outline.
- S. Trainees will begin training under a contract only after eligibility has been established and a contract has been signed between the CSFC/ED and the employer.
- T. CSFC may provide Trainees with supportive services (based on availability of funds) not available from other sources that are needed to enable them to successfully complete training.
- U. A listing of special tools, books and supplies must be provided to CSFC prior to employment by the employer. The CM/S negotiating the contract will identify and prepare a request to the CSFC Contract Monitor for consideration and/or approval. Allowances for tools must have prior written justification and approval of the OM or ED.
 - a. An agreement must be prepared between the Employer and the customer (trainee) concerning care and disposition of the tools should the customer (trainee) not be employed following training.



- b. A clothing allowance may be approved based on need and a justification that without the appropriate clothing the customer (trainee) would face further barriers to employment.

- V. The CM/S will evaluate the progress and quality of training on a regular basis.

- W. OJT Contracts may be made with businesses and agencies who are represented on the CSFC Board of Directors provided that all policies included herein are followed and provided the CSFC member does not influence the site selection or participant intake process. CSFC members must abstain from voting on any issue brought before CSFC in which a conflict of interest may exist or appear to exist.

- X. An Employer deemed to be abusing the OJT program will be examined in the following instances:
 - 1. High turnover of personnel;
 - 2. Not retaining Trainee at the end of training and/or within the minimum retention period; or
 - 3. Any reported failure to pay the Employee properly, etc.

Should any of the foregoing occur:

- 1. The CM/S will notify the OM in writing of the problem(s) encountered and recommendations suggested.

 - 2. A management decision will be made whether to monitor the observation further and/or if an investigation is needed.
- C. Management recommendations may include but are not limited to:**
- 1. Advise the customer of their rights;
 - 2. Use the Employer with limitations;
 - 3. Counsel with Employer and develop a corrective action plan;
 - 4. Follow up within a specified time frame to insure corrective action has been taken;
 - 5. Cease contractual relationships with the Employer, and/or any other sanctions/corrective actions authorized by law.



D. CSFC will track and assess the employers' records of training and entry into unsubsidized employment. At a minimum, the system should track the following:

1. Dates participants entered OJT training and unsubsidized employment.
 2. Participant's beginning training wage.
 3. Identification of employer.
 4. Date of completion of training and/or entry into unsubsidized employment.
 5. Participant's employment status at the 26th week following training if still employed with OJT training employer.
 6. Reason participant left if not still employed with OJT employer at the 26th week follow-up.
-
7. An assessment shall be made by CSFC staff periodically, but not less than once every six months for each employer to determine the success rate of the employer. At a minimum the assessment must include:
 - a) Identification of the OJT employer.
 - b) Number of OJT participants enrolled.
 - c) Number of successful placements.
 - d) Number of participants with neutral terminations (death, participant quitting, participant fired for cause, etc.
 - e) Adjusted enrollment: The number of participants enrolled minus the number of neutral terminations.
 - f) The percentage of successful participants: the number of successful participants divided by the number of adjusted enrolled.
 - g) The percentage of unsuccessful participants: the number of unsuccessful participants divided by the number of adjusted enrollment.
 - h) The percentage of successful participants with hourly wage losses.

E. General:

1. The OM or CM/S will conduct an evaluation of the prospective employer.
2. NOTE: The OM or CM/S must determine that the Employer can provide the necessary training and a commitment to retain the Trainee.
3. The Trainee must have a need for training in this occupation based on the past work and training history. If the Trainee has related training or experience, a written rationale for training needs, approved in advance by the OM must be placed in the case file with a copy to the OM prior to execution of the contract.



4. The routing system for executing the contract is as follows:
 - a. The CM/S will negotiate the contract ensuring that all guidance contained herein is adhered to. The CM/S will present the proposed contract to the CSFC/ED.
 - b. Once approved the CSFC/ED, or CM/S preparing the contract will create three (3) originals for signature.
 - c. An official of the Employer manually signs and dates the three (3) original contracts in the appropriate space.
 - d. The Trainee signs and dates the three (3) original contracts in the appropriate space.
 - e. After the Employer and Trainee have signed the Contract, it is forwarded to the OM and then the DF for review.
 - f. The DF will:
 - 1). insure funds are available in the program;
 - 2). encumber such funds as necessary;
 - 3). initial Contract to acknowledge fund availability approval and
 - 4). forward to ED for final approval and signature.

APPLICATION:

All CSFC employees, contractors and providers will adhere to this policy.

Approved: *Robert Jones, MPA*
Robert Jones, Executive Director



ATTACHMENT F

CAREERSOURCE FLORIDA CROWN POLICY

POLICY TITLE: WELFARE TRANSITION PROGRAM (WTP) AND TEMPORARY ASSISTANCE FOR NEEDY FAMILIES (TANF)

POLICY NUMBER: OPS-011-02

DATE EFFECTIVE: April 23, 2003

DATE REVISED: September 4, 2015

APPLICATION

Customers, Career Managers/Specialists, Supervisors, Program Managers and all other CareerSource Florida Crown (CSFC) staff who work with WTP/TANF program participants.

PURPOSE

For the assurance of compliance with all Federal and State guidelines and regulations, as applicable, to workforce programs.

DEFINITIONS:

CSFC – CareerSource Florida Crown

WIOA – Workforce Innovation And Opportunity Act

WTP – Welfare Transition Program

TANF – Temporary Assistance to Needy Families Program

PROGRAM PURPOSE:

It is the purpose of the WTP to prepare workers for employment.

1. Referral and Eligibility - The Florida Department of Children and Families (DCF) shall determine eligibility for WTP participants, and will refer eligible participants to Career Center Supervisors through electronic alert. Supervisors will review and assign these alerts (called Case To Do's) on a daily basis. Services will be provided to enable eligible participants to obtain employment leading to economic self-sufficiency. Although DCF customers residing outside of our four-county region have the option to choose a CSFC office within our region, CSFC can only provide universal services (resource room) to



these customers. All customers residing within our region will receive a full range of services, including supportive services, depending on available funding.

Timeliness of customer contact after receiving incoming '**Alert**' from the DCF is no later than five (5) working days.

2. Orientation shall be provided to all eligible WTP participants either on-line or individually, as circumstances require. The orientation will stress at least four major points: (1) the benefits and advantages of working, (2) personal responsibility, (3) the temporary nature of cash assistance, and, (4) available Career Center services. The information must include the rules WTP participants must adhere to in order to be eligible to continue receiving cash benefits and in order not to be sanctioned or to have their case closed. CSFC staff shall also describe services available to participants from other Providers and Career Center Partners. Orientation shall be offered at all Career Center locations. Orientation shall be provided to customers who obtain employment as well as those referred for more intensive services. All contact between case manager and customer while in program must be entered into OSST at time of contact.

3. Individual Responsibility Plan (IRP) – An IRP shall be made available to all Welfare Transition participants. An IRP is required for everyone receiving Temporary Cash Assistance (TCA). IRPs will be initiated, completed and reviewed within thirty (30) days of the receipt of the new case, reopen or transfer "to do" and preferably within fourteen (14) days. Steps to Self Sufficiency will be updated at a minimum of once every thirty (30) days and preferably at the time an update becomes necessary. The IRP will be reprinted for Customer signature every ninety (90) days. A Case Note is to be entered by the Career Manager after review of the IRP with the participant and additional Case Notes entered when any appropriate updates are made to the IRP.

- a. CSFC staff shall provide assessment, screening and a review of job readiness criteria to determine whether a WTP participant should be referred for individualized job development and career management or other intensive services. CSFC staff shall ensure that initial assessments are conducted on all individuals to be referred for intensive services. Information collected during the initial assessment shall be recorded in the electronic and/or hard copy files. Initial assessments must assess all required elements outlined in federal law which are the participant's skills, employability and work experience and may include TABE testing, Applicant Self-Assessment and Interest Survey for the development of an Individual Responsibility Plan (IRP). E-Choices may be used, if necessary, but is not required.
- b. Assessment is to be carried out with a specific purpose – the development of customized IRP's, or in the case of deferred participants, Alternative Plans. The basic elements required in an IRP are: identifying the activities the participant is required to complete, identifying the number of hours a participant is required to complete in each activity, identifying the anticipated end dates or completion dates of activities, identifying services provided to participants, education and employment short and long term goals, barriers and steps to self-sufficiency which will be updated monthly. Commencing August 2011,



an end-of-month entry is to be made on each customer's IRP summarizing whether or not they met their monthly requirements with their Career Manager. Case Notes are to continue to be entered at the time of each appointment with the customer that sets forth the next appointment date.

Prior to July 1, 2011, paper Customer Assessment forms signed by the customer and placed in the file was sufficient in conjunction with the information entered on the IRP. From July 1, 2011 forward, the paper Customer Assessment form will no longer be accepted and assessment information should all be entered on the appropriate OSST screens. In the event the State database system is not operational, paper assessments/IRP may be completed but must be entered into the State database as soon as it becomes operational again.

- c. A participant in a work activity may also be encouraged to enroll in and attend a course of instruction required to increase literacy skills to a level necessary for obtaining or retaining employment, provided that the combination of activities does not exceed 40 hours per week.
- d. State Reporting System IRP will be used as well as local tools.

4. Countable Activities – Federal law requires that the State meet a specified participation rate each fiscal year in order to receive federal funding. In order to meet the federal work participation rate, each individual must be engaged in a countable work activity for at least the minimum number of hours required per week.

Countable work hours and participation for Welfare Transition Program customers may be waived during a declared emergency.

CSFC staff shall be responsible for the provision of the following WTP approved work activities, as applicable, in accordance with State, Federal and Local rules and regulations:

- a. Work Registration
- b. Orientation and Assessment
- c. Case management and Tracking
- d. Individual Responsibility Plans/Alternative Plans
- e. Job Search Assistance
- f. Job Readiness Assistance/Employment Preparation (Job Club)
- g. Life Skills Enrichment Workshops
- h. Community Service Work Experience (CWEP)
- i. Vocational Education or Training
- j. Unsubsidized or Subsidized Employment
- k. GED Preparation or Literacy Education
- l. Work Supplementation
- m. On-the-Job Training (OJT)
- n. Work Experience Combined with Education
- o. Customized Training /Job Skills Training
- p. Job Development, Job Placement and Follow Up
- q. Coordination with Domestic Violence Agencies on Safety Plans
- r. Relocation Assistance
- s. Post-Employment Services



- t. Education services related to employment for participants 19 years of age or younger (restricted to those who do not have a high school diploma or High School Equivalency Diploma, and the activity shall be coordinated with School-to-Work activities).
- u. Attendance at a high school or GED program for participants 19 years of age or younger; and
- v. Providing child care services for another Welfare Transition participant who is participating in Community Service Work Experience.

In the event a WTP participant is work ready but could simultaneously benefit from job-related seminars, substance abuse counseling, domestic violence counseling, including a safety plan (refer to local community provider for development of safety plan and other related services) or mental health counseling and/or education, these services may be provided in conjunction with work or assignment to a work activity. CSFC staff shall document any such determinations and shall make appropriate referrals for these additional services.

WTP participants who are work ready shall be placed in Job Search and Employment Preparation as a countable activity is limited to **four consecutive weeks in a rolling 12 months or 120 hours in a rolling 12 months if the parent is a single parent with a child under the age of 6 and 180 hours in a rolling 12 months for all other families.**

Job Search and/or Job Readiness, as a countable activity is limited to no more than four (4) consecutive weeks.

WTP Participants who are not "job ready" **shall not be referred to employers**, but rather, shall be assisted in overcoming their identified barriers to employment and will be placed in other countable activities, including training.

5. Projecting Employment Hours – Hours of participation can be projected for paid activities for up to six (6) months based on ***documented actual hours*** of work during a participant's first full pay cycle and receipt of a closure alert from Florida.

Career Manager shall verify actual hours of employment from documentation that includes:

- a. Proof of employment with wage rate and hours;
- b. Pay stubs;
- c. Timesheets;
- d. Copies of checks; and/or



- e. Other payment forms submitted by the work eligible individual.

Case Notes will be entered on projected hours of employment to include:

- The job for which hours are being or were projected;
- The date documentation of a full pay cycle was received;
- The number of hours on the documentation and the number of hours to be projected; and
- The duration (list start and end dates) in which the hours are being projected.

A paystub may reflect that a participant worked an odd number of hours for a particular pay cycle. For instance, the participant is paid bi-weekly and the paystub reflects that they worked 91 hours for the two week period. It is not appropriate to round 45.5 hours to 46 for each week. 46 hours must be entered for one week and 45 hours for the other. The hours entered for the second week would be the hours projected for each week thereafter (45).

6. Exemptions from Work Activity Requirements – Individuals are required to participate in a Welfare Transition work activity as a condition of continued eligibility for Temporary Cash Assistance unless they meet an exemption. Provider is to alert DCF when an exemption is granted upon receipt of required documentation.

The Region defines good cause as a good reason for not complying with assigned activities/appointment, returning required documentation as verified with corroborating documentation such as, but not limited to, medical/legal documentation for self or children, incarceration, death in the immediate family or hospitalization of self or children.

Each individual must participate in an appropriate countable activity for no more than the maximum hours allowable under federal law. Deferred participants will be assigned appropriate activities under an Alternative Plan. Medically deferred customers are required to provide an updated Medical Verification form signed by their physician every ninety (90) days. The Medical Verification form is the only acceptable documentation for approved medical deferment within this program. CSFC can require forty (40) hours of participation per week, at the Career Manager/Specialist's discretion, based upon the activity assigned.

Transportation is not considered a "good cause" deferral for lack of participation in work activity requirements.



Work activity requirements for Welfare Transition Program customers may be waived during a declared emergency.

7. SUPPORTIVE SERVICES - CSFC STAFF WILL COORDINATE AND MANAGE THE PROVISION OF SUPPORT SERVICES WELFARE TRANSITION CUSTOMERS AND OTHER CUSTOMERS WHERE A FUNDING SOURCE ALLOWS. SUPPORT SERVICES MAY INCLUDE, BUT ARE NOT LIMITED TO CHILDCARE, TRANSPORTATION, CLOTHING AND CAR REPAIR (TIRE LIMIT \$300.00 MAXIMUM). SUPPORTIVE SERVICES WILL BE PROVIDED IN ACCORDANCE WITH THE CSFC SUPPORTIVE SERVICES POLICY #OPS-001-02.

8. Special WT Programs –CSFC staff has developed internal procedures in accordance with the State and WTP requirements in order to implement the following mandated programs/policies:

- A. Up-Front Diversion Program** - For WTP participants not needing on-going temporary cash assistance, but, to meet an immediate need such as unexpected shelter or utility payments, car repairs to continue employment or need for other services to alleviate the emergency and allow the person to obtain employment with a benefit paying company. A Verification of Employment letter is required. Participants applying for up-front diversion must have applied for TCA but not yet received their first month's benefits.

In the event that a WTP participant is **placed in unsubsidized employment by CSFC staff through up-front services**, CSFC staff shall continue to work with the participant through post-placement follow-up contacts and retention services.

Participants receiving up-front diversion may not receive cash assistance for three (3) months from the date of the up-front diversion payment. DCF can waive this time limit upon presentation of an emergency situation.

B. Relocation Program:

- Total reimbursement will not exceed \$3,000;
- Be a recipient of Temporary Cash Assistance who meets relocation eligibility criteria;
- Not likely achieve economic self-sufficiency in the current community or residence;
- Has secured a job in the community s(he) wants to relocate to which will provide increased wages or improved benefits or has a family support network that will contribute to job retention in another community;
- Wage rate must be comparable to the Lower Living Standard as defined by the Federal Guidelines
- Is a victim of domestic violence who will experience reduced incidents of further violence due to relocation; and/or
- Can obtain education or training directly related to the individual's employment or career advancement;
- Customer must relocate within twenty-one (21) days of payment except when domestic violence is claimed. In cases where domestic violence has been claimed, relocation is to be immediate;
- Case Managers will complete a 90-day follow-up using appropriate follow-up form or Case Note;



- Relocation Assistance is not limited but subsequent relocation applications must be evaluated.

Florida Statute 445.021 states families receiving Relocation Assistance may obtain TCC. Obtaining employment is a critical component of the Relocation Assistance process. Once the individual arrives in the receiving community and has requested services from the receiving Career Center, (s)he may receive 30 days of job search childcare if (s)he is not employed. The individual who receives Relocation Assistance and is not employed may receive TCC only if employment is obtained within 90 days after receipt of the Relocation Assistance.

C. Severance Program - A cash assistance severance benefit may be available to customers as an alternative to receiving on-going Temporary Cash Assistance for customers who are determined eligible. Those customers may receive up to a one-time, lump-sum payment of \$1000 in lieu of on-going cash assistance payments and continue to receive Food Stamps, Medicaid, and child care, if eligible. Eligible customers:

- Are working and receiving earnings;
- Expect to remain employed for at least 6 months;
- Received TCA in Florida at least 6 consecutive months and must be eligible for ongoing TCA;
- Choose to receive a one-time, lump-sum payment;
- Provide employment and earnings information;
- Makes the request prior to receiving the last month of cash assistance;
- Sign an agreement not to apply for or accept cash assistance for 6 months, unless there is an emergency.

All requests for Upfront Diversion, Severance and Relocation are forwarded to the Executive Director for adjudication.

9. Transition Program:

A. Transitional Childcare: Transitional Childcare may be available for up to two (2) years (at the discretion of Gateway Coalition) to Welfare Transition participants who leave the WT program with employment, to applicants of TCA who are diverted from on-going cash assistance through Up-Front Diversion, and to Relocation Assistance recipients. Former recipients of TCA, Relocation Assistance recipients and diverted applicants of TCA must meet general eligibility criteria to receive TCC:

- Individuals must be employed;
- A child under the age of 19, included in the grant calculation, must remain in the home. This includes children who would be included in the grant except the child receives Supplemental Security Income (SSI); and
- The family's income must remain below 200% of the Federal Poverty Level at all times.
- The family has a need for TCC.

It is the customer's responsibility to follow up on Childcare Referrals. Under no circumstances will a Childcare referral be backdated.

B. Transitional Education and Training – In order to assist former recipients of temporary cash assistance who are working or actively seeking employment in continuing their



training and upgrading their skills, education, or training, support services may be provided for up to two (2) years after the family is no longer receiving temporary cash assistance. This does not constitute an entitlement to transitional education and training. If funds are not sufficient to provide services under this section, CSFC may limit or stop transitional education and training benefits.

While Transitional Education and Training must be job-related, it does not have to be related to the current employment. It may include training to improve job skills in an existing area of employment or may include training to prepare for employment in another occupation.

- C. Transitional Transportation** - Transitional Transportation (gas cards) can be used to assist former recipients of Temporary Cash Assistance in maintaining and sustaining employment. If funds permit, transportation may be provided for up to three (3) months after the participant is no longer in the program. This does not constitute an entitlement to transitional transportation. Transitional transportation assistance must be work or education related.

10. Individuals with Disabilities Program - CSFC staff shall refer WTP participants who may have disabilities that limit their work activity compliance to Vocational Rehabilitation. This service begins at Orientation with information provided by a representative from the Division of Vocational Rehabilitation (DVR), which is located at the Career Centers. Appointments can be immediately scheduled for a confidential interview to pre-screen the participant's potential need for specialized services that will assist them with identifying their capacity for obtaining economic self-sufficiency. DVR may require assessments to be completed to ascertain participant limitations. WTP participants must participate in these activities or comply with work activity requirements. CSFC career management staff must work closely with DVR to ensure those participants receive the appropriate services, including application to the Social Security Administration for benefits.

11. Request for Sanctions

CSFC staff will counsel welfare transition customers in accordance with State guidelines, prior to making any recommendations to the DCF to apply sanctioning.

- a. Non-compliance without good cause must be reported to the DCF through the One-Stop System Tracking (OSST) System in a timely manner.
- b. The DCF will take action to impose the penalty based on the penalty level entered under the Alternative Plan section of OSST.
- c. Notice of Failure to Participate and Possible Sanction Form 2290 will then be generated and must be mailed to the participant to let them know what they failed to do and when they failed to do it. Program staff must initiate the pre-penalty process at the time the failure occurs,



- including entry into the OSST system.
- d. The participant must be given ten (10) calendar days after the dated mailed on the Form 2290 to respond, with oral contact via telephone or face to face to be attempted, annotated in record, during the conciliation period.
 - e. If there is no response to the 2290 within ten (10) calendar days a sanction must be requested.
 - f. If the participant responds to the 2290 within ten (10) calendar days CSFC staff must counsel the individual regarding the consequences of noncompliance. A discussion regarding barriers to participation and needed services to remove these barriers should also take place. The counseling session can take place over the phone; however it must be documented in the case notes in the OSST System. A determination of good cause must be made at this time. An entry must be made in the case notes, which clearly states whether CSFC staff accepted their reason as good cause or not.
 - g. Program staff should ensure case notes are entered into the OSST System identifying interactions with participants.

12. Reporting Suspected TANF Fraud:

Federal regulations and Florida Statutes describe the process for reporting complaints and/or reports of criminal fraud and abuse.

Pursuant to Section 409.325/414.41, Florida Statutes, fraud is described as, "Any person who knowingly fails by false statement, misrepresentation, impersonation, or other fraudulent means, to disclose a material fact used in making a determination as to such person's qualifications or receive aid or benefits under any state or federally funded assistance program, or fails to disclose a change in circumstances in order to obtain or continue to receive under such program aid or benefits to which he is not entitled..., or who knowingly aids and abets another person in the commission of any such act...".

If it is suspected or becomes apparent that fraud has been committed, DCF shall be immediately notified as well as the Department of Law Enforcement at (850) 410-7001, when applicable.

13. All Family Participation Rate:

For the family to be included in the numerator of the all-family participation rate,

- At least one work-eligible parent must complete at least 130 hours in a combination of countable work activities. At least 87 hours in the month must be in a core or combination of core activities;



· **UNLESS**

- The family is a single parent family with a child under the age of six. The family will be included in the numerator of the all-family participation rate if the work-eligible parent completes at least 87 hours in a core or combination of core activities during the month.
- The family is a single parent family with a teen parent head of household that does not have a high school diploma or a High School Equivalency Diploma. The single parent will be included in the numerator if (s)he participates satisfactorily in a secondary program or 87 hours in education directly related to employment during the month.
- The family is a two-parent family with two teen heads of households that do not have a high school diploma or equivalency. The parents will be included in the numerator if the parents attend 87 hours per month in either education directly related to employment or in a secondary educational program.

A new Section 12, Two-Parent Family Participation Rate, is added to read:

14. Two-Parent Family Participation Rate:

If the family has two work-eligible parents, the family will be included in the denominator of the two-parent participation rate in addition to the all-family participation rate. *This does not include a two-parent family where one of the parents has a documented limitation to participation that will last greater than thirty (30) days and the documentation is indicated in the Department of Children and Families data entry system or the One-Stop Service Tracking (OSST) system.* The indicators in OSST are:

- Medical Deferral – Greater than 90 days; and
- Alcohol, Drug, Mental Health Deferral – Greater than 90 days.

The family will be included in the numerator as “participating” if the family complies for the minimum number of required hours based on the receipt of childcare and teen parent status. Hours of participation recorded for the two parents are combined for credit towards the two-parent participation rate.

- If the two-parent family receives subsidized childcare, the family must comply in at least 238 hours per month combined (shared between the parents) in countable work activities. At least 217 hours must be in a core or combination of core activities.
- If the two-parent family does not receive subsidized childcare, the family must comply in at least 152 hours per month combined (shared between parents) in countable work activities. At least 130 hours must be in a core or combination of core activities.
- If the two-parent family is made up of teen head of households (no high school diploma or High School Equivalency Diploma), the family is considered complying if **each** parent (regardless of the receipt of childcare) participates in at least 87 hours per month in education directly related to employment or in a secondary education program.

It should be remembered that two-parent families are included in the all-family participation rate as individuals. So, at least one of the parents must meet the minimum work participation requirements for the all-family rate.

15. Speakers of Other Languages:



Speakers of Other Languages - All assessments and tests are available in Spanish and Spanish-speaking personnel are on staff.

Translation Services shall provide for competent translation of written documents in a timely manner. Methods for providing these services include, but are not limited, to:

- a. Utilizing standard forms translated into the most regularly encountered languages for the service area.
- b. Accessing an Internet site containing standard forms translated into the languages most regularly encountered statewide.
- c. Utilizing computer translation programs when used and/or checked by a competent translator.
- d. By providing personal translators in the same manner as providing interpreters in Section VI(4)(A)(i-iv) subject to the same conditions stated in Section VI(4)(B-H). However this does not mean using interpreters as translators. Translator skills are different than interpreter skills and the provider should not assume that a competent interpreter is a competent translator. Before using an interpreter to translate, the provider should confirm that the interpreter is competent in translation skills.
- e. The extent of the provider's obligation to provide translation services can vary according to several factors, including, but not limited to, the nature of the services or benefits provided, the provider's size and resources, the number of LEP language groups and the size of each LEP language group within its service area, the nature and length of the document, the objectives of the program, the frequency with which translated documents are needed, and the cost of translation. The provider will be considered in compliance if it provides the following levels of translation services:
 - (i) LEP language group ratio is 10% or greater: For each LEP language group in which the eligible LEP clients constitutes ten percent or greater (<10%) or 3,000, whichever is less, of the total population in its service area of eligible clients likely to be served, it is desirable, though not mandatory, to translate all relevant written materials for LEP groups, including vital documents. At a minimum, all vital documents shall be translated. Translation of other documents may be done orally, at the provider's discretion, if needed. (However, see the exception in subparagraph 5(E)(iii) for groups equaling <10% but numbering less than 100.)
 - (ii) LEP language group ratio is 5% or greater: For each LEP language group in which the eligible LEP clients constitutes between five percent (5%) and less than ten percent (>10%) or 1,000, whichever is less, of the total population in its service area of eligible clients likely to be served, translate at a minimum, vital documents. Translation of other documents may be done orally, at the provider's discretion, if needed. (However, see the exception in subparagraph 5(E)(iii) for groups equaling 5%>10%, but numbering less than 100.)
 - (iii) LEP language group less than 100: Notwithstanding subparagraphs 5(E)(i & ii), for each LEP language group with fewer than 100 eligible clients within its service area likely to be served, no translation services need to be provided. However, the provider still needs to provide written notice in the languages of regularly encountered LEP language groups of the opportunity to receive competent spoken translation of vital documents. For infrequently encountered languages, LEP clients may be noticed orally of their opportunity to receive spoken translation of vital documents at the time interpreter services are initially provided or according to the exception found in subparagraph (4)(H)(iii)(c). Staff will ensure that an appropriate referral is made in the absence of translation services via the Career Center.



- f. CSFC staff will receive annual training as to the community resources available to address LEP as well as other limitations due to a disability (see Consultation Paper 2-1-1).

ACTION

All customers, Career Managers/Specialists, Supervisors, Program Managers and all other CSFC staff who work with WTP/TANF program participants will adhere to this policy.

Approved: *Robert Jones, MPA*
Robert Jones, Executive Director



ATTACHMENT G

**CareerSource Florida Crown
Region 07**

Employed Worker Training Agreement

with

**CCA Corporation
subrecipient [x] or vendor []**

Funding Sources: CFDA

- [] 93.558 Temporary Assistance for Needy Families
- [X] 17.258 WIOA Adult Program
- [] 17.260 WIOA Dislocated Workers
- [] 17.259 WIOA Youth Activities
- [] 17.258 ARRA WIOA Adult
- [] 17.259 ARRA WIOA Youth
- [] 17.260 ARRA WIOA Dislocated Worker
- [] 17.207 Wagner-Peyser
- [] 17.207 ARRA Wagner Peyser
- [] 17.207 ARRA Wagner Peyser Reemployment
- [] 17.225 Unemployment
- [] 17.225 Reed Act
- [] 17.804 Local Veterans' Employment Representative Program
- [] 17.801 Disabled Veterans' Outreach Program
- [] 17.235 Senior Community Service Employment Program
- [] 10.551 Food Stamps
- [] 17.253 Welfare-to-Work Grants (not applicable for 04-05)
- [] 17.255 WIOA Toll Free Help Line
- [] 17.266 Disability Navigator
- [] 17.801 Disabled Veterans' Outreach Program

January 22, 2016

EMPLOYED WORKER TRAINING PROGRAM AGREEMENT BETWEEN CAREERSOURCE FLORIDA CROWN AND CCA CORPORATION

This **AGREEMENT** is entered into between CareerSource Florida Crown (hereinafter referred to as “CSFC”), located at 1389 US Highway 90 West, Suite 170-B, Lake City, Florida 32055 and CCA Corporation (hereinafter referred to as “CCA”), located at Lake City Correctional Facility, 7906 E. Highway 90, Lake City, FL.

1. TERMS and CONDITIONS:

Due to a one-time allocation of funds from Workforce Florida, Inc. (WFI), CSFC is able to offer Employed Worker Training for a very short time period and based upon a first-come, first-served basis. CSFC will provide training assistance under the Employed Worker Training Program (EWT) as follows:

- **All personnel designated for training must meet WIOA eligibility requirements. CSFC will establish and certify eligibility of all personnel prior to their enrollment or receipt of any training.**
- **This training is for Correctional Officers training only and is not to be applied to any other ongoing contract or training that is presently underway at CCA. This training is necessary for employees to meet continuing education required by CCA.**
- **CSFC funds will be used for training of existing CCA personnel and is in the direct support of Florida economic development efforts.**
- **This training is required in order for existing CCA workers to retain employment that allows for economic self-sufficiency and to avoid lay off.**
- **CCA personnel funded under this agreement will be upgrading their skills and training.**
- **CSFC will reimburse CCA once employees have completed required training. The amount to be reimbursed for this training program will not exceed \$31,236.02 for fourteen (14) people. Wages during this period will not exceed \$77,750.40. Total amount of the contract will not exceed \$108,986.42.**
- **CSFC will work with CCA to establish program eligibility for all designated EWT personnel during mass or individual orientation (as desired by CCA. CCA agrees that employees designated for this training that cannot attend mass orientation will report to the CSFC Career Center for full registration before being accepted into the program.**

- Upon completion of the training CCA will provide CSFC with a completed '*Cost Allocation Sheet*' (see attachment) and proof of training completion and credential attainment.
- The '*Cost Allocation Sheet*' must be presented to the CSFC Accounting Technician no later than ten (10) working days after the completion of the training period.
- CSFC will reimburse CCA within fifteen (15) working days of receipt of a completed and approved '*Cost Allocation Sheet*.'
- Employer and/or Employee of the Employer as aforementioned in this *AGREEMENT* agree to forward all training documentation/certification relating to the training to CSFC.

This *AGREEMENT* shall commence on January 25, 2016 or the date on which this *AGREEMENT* has been signed by both parties; whichever is later. This *AGREEMENT* shall terminate no later than June, 2016.

The following number of participants and the costs for training allowed for this contract are: 14 participants \$108,986.42 total.

It is understood and agreed to by the Contractor that CSFC may use information regarding this *AGREEMENT* in its grant applications.

2. Termination:

a) Termination at Will:

This *AGREEMENT* may be terminated by either party upon no less than thirty (30) days notice, without cause. Said notice shall be delivered by certified mail, return receipt requested, or in person with proof of delivery, to the individuals identified

b) Termination for Breach:

Unless CCA breach is waived by CSFC in writing, the CSFC may, upon written notice of breach to CCA, terminate this *AGREEMENT* upon no less than seventy-two (72) hours notice. Said notice shall be delivered by certified mail, return receipt requested, or in person with proof of delivery. Waiver or breach of any provision of this *AGREEMENT* shall not be deemed to be waiver of any other breach and shall not be construed to be a modification of terms to the *AGREEMENT*.



3. Notice of Contact:

The name, title and address of the representative for the CSFC:

Elizabeth Wetherington, WIOA Program Manager or
Anna Mendoza, Project Director
CareerSource Florida Crown
1389 US Hwy. 90 West, Suite 170-B, Lake City, FL 32055
(386) 755-9026, ext. 3132

The name, title and address of the representative for CCA:

Larry Ford, Manager
CCA, Corporation
Lake City Correctional Facility
7906 E. Highway 90
Lake City, FL 32055
(386) 752-7202

In the event that either party designates a different representative following the execution of this **AGREEMENT**, notice of the name, title and address of the new representative will be rendered in writing to the other party and said notification attached to the original copies of the **AGREEMENT**.

This **AGREEMENT** contains all the terms and conditions agreed upon by both parties.

IN WITNESS thereof, the parties hereto have caused this **AGREEMENT** to be executed by their undersigned agreed upon by both parties.

CCA, Corporation
Lake City Correctional Facility

CAREERSOURCE FLORIDA CROWN

[Signature]
Authorized Employer Representative

[Signature]
Robert Jones

Larry Ford, Mgr, Human Resources
Name & Official Title

Executive Director
Official Title

1/22/16
Date

1/22/16
Date



ATTACHMENT H

Florida Crown Workforce Development Board

PAGE 1 of 3

November 9 2004
Date

**MEMORANDUM OF UNDERSTANDING
BETWEEN THE
FLORIDA DEPARTMENT OF EDUCATION,
DIVISION OF BLIND SERVICES AND
Florida Crown Workforce Development Board**

PURPOSE:

This Memorandum of Understanding (MOU) is entered into between the Florida Crown Workforce Development Board ("Center Partner") and the Division of Blind Services (DBS) (Partner Agency) for Region 7 One-Stop Center(s).

The purpose of this MOU is to establish an agreement between the above-mentioned entities concerning their respective roles and responsibilities for implementation of the provisions of section 121(c)(2) of Title I of the Workforce Investment Act of 1998.

This agreement is to coordinate resources to prevent duplication and ensure the effective and efficient delivery of workforce services in Columbia, Dixie, Gilchrist, and Union county(ies).

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

INTRODUCTION:

The Region 7 One-Stop Career Center(s), the Center Partner, and the Partner Agency enter into this agreement to ensure that the principles of the Workforce Investment Act of 1998 are implemented.

PERIOD OF PERFORMANCE:

This agreement shall commence on the date it is executed November 9, 2004 and shall remain in effect unless either entity notifies the other, in writing, that the agreement will be canceled or terminated. A 60-day notice shall be given prior to termination.

ATTACHMENTS:

- Attachment A: Regional One-Stop Center Directory
This attachment is for One-Stop Center contact information for the Center Partner's Regions.

SCOPE OF WORK:

It is the intent of the Florida Crown Workforce Development Board to participate in the One-Stop Career Center(s) as a Center Partner with the Division of Blind Services (DBS) (Partner Agency). In so doing, the partners agree to the following:

- 1) Informational Materials:
 - a. The informational materials will identify local points of contact, contact phone numbers, description of services, and web site address for prospective clients. The informational materials will be available in the following formats: regular print, large print, Braille, and electronic format on CD.
 - b. The Center Partner will identify the quantity of informational materials needed for each of the One-Stop Career Centers.
 - c. The Partner Agency will provide the specified quantities to the Center Partner
 - d. The Center Partner will distribute the informational materials to their respective One-Stop Career Centers in their regions as contained in Attachment A.
- 2) The Center Partner's respective One-Stop Career Centers will identify a client who is blind or visually impaired
- 3) The One-Stop Centers will provide the client an informational brochure, which refers client to DBS.

COST SHARING:

The Partner Agency will not be physically located in the One Stop Career Centers and therefore will not assume financial responsibilities for the day-to-day operational costs, i.e., utilities, phone service, etc.

The Partner Agency will assume the costs associated with supplying the informational brochures including printing and shipping to the Center Partner.

AMENDING/MODIFYING THE MOU:

- 1) The MOU can be modified by mutual agreement of Partner Agency and Center Partner. Any such modification will be preceded by written notice



of intent to modify and the purpose of such modification. All modifications shall be in writing and signed by both parties.

- 2) The MOU can be modified at any time to add additional one-stop partners who will sign the agreement in its current form at the time they are being added. All parties to the MOU will be notified in writing of additional parties joining the agreement.
- 3) Any party to the MOU can request a modification to the agreement by making such request in writing to the Center Partner. If such a request affects any other party to the agreement, the Center Partner will follow notification procedures specified in the #1 above for notifying the other parties in the event the modification request is to be approved.

CERTIFICATION:

By signing this agreement, all parties agree that the provisions contained herein are subject to all applicable, Federal, State and local laws, regulations and/or guidelines relating to nondiscrimination, equal opportunity, displacement, privacy rights of participants, and maintenance of records and other confidential information relating to one-stop customers.

By signatures affixed below, the parties specify their agreement:

Division of Blind Services

Florida Crown Workforce Development Board

By: *S. Craig Kiser*
Signature

By: *John Chastain*
Signature

Name: S. Craig Kiser
Typed

Name: John Chastain
Typed

Title: Director
Typed

Title: Executive Director
Typed

Date: 11/9/04

Date: 8 Nov 04

Division of Blind Services Contact

Florida Crown Workforce Development Board Contact

Name: Joe Pearson
Typed

Name: Robert B. Bush
Typed

Title: Sr. Management Analyst II
Typed

Title: Director of Administration
Typed

Phone: 850-245-0330

Phone: (386) 755-9026 ext. 3217



ATTACHMENT I

MEMORANDUM OF UNDERSTANDING

Florida Department of Education, Division of Vocational Rehabilitation

AND

Florida Crown Workforce Board, Inc.

I. Parties

THIS MEMORANDUM OF UNDERSTANDING (MOU) pursuant to 34 Code of Federal Regulations (CFR) 361.23 is entered into by and between the State of Florida, Department of Education, Division of Vocational Rehabilitation (DOE/DVR), with headquarters in Tallahassee, Florida (hereinafter referred to as the "Department"), and Florida Crown Workforce Board Inc.(FCWB), (hereinafter referred to as the "Partner");

II. Background

The Workforce Investment Act of 1998 is an affirmation of the work that has been done in Florida to build the workforce development system. The cornerstone of the Act is its One-Stop customer service delivery system. The One-Stop Career Center System assures coordination between the activities authorized in and linked to this Act.

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

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

III. Purpose

The purpose of this MOU is to promote maximum cooperation and operational collaboration between DOE/DVR and FCWB's One-Stop Career Center System. The FCWB One-Stop Career Center system and DOE/DVR will share information and services that are necessary to best serve the One-Stop Career Center customers and help them achieve their goal of employment.

IV. Partnership

Partnership will be demonstrated by the partner through continued cooperation and participation in the One-Stop System that has been developed and in future developments in Columbia, Dixie, Gilchrist and Union counties. Descriptions of participation are included with this MOU as attachments as follows:

- **Attachment A: Cost Sharing/Resource Sharing**

This attachment delineates what resources the partner will make available to the system, and the services DVR will provide at the One-Stop Service Center. Information is supplied in such a way as to make it possible to determine proportionate partnership.

- **Attachment B: Scope of Work**
This attachment describes the type of core services provided by the partner and how those services are integrated into the One-Stop System. This description may include information regarding staffing patterns, the referral process, hours, supervision and specific services that will enhance the One-Stop system.
- **Attachment C: Release of Information Form**
A universal release of information form is attached to this agreement for use within the One-Stop System. This information form may be used by all partners in an effort to reduce the duplication to our customers. This does not prohibit use of other release forms required by federal or state statutes or rules.
- **Attachment D: Partner Information – One Stop Center Cost Sheet**
The information in this attachment shall be adhered to by all partners under this agreement.

V. **Authority**

- A. The Partner represents that it is fully qualified and eligible to receive these funds to provide the services identified herein; and
- B. Both parties shall be governed by applicable State and Federal laws, rules and regulations.

The specific terms and conditions of this Memorandum of Understanding are as follows:

VI. **Effective Dates and Duration**

This MOU shall begin on the date on which the last party has signed the MOU, and shall end on April 30, 2017.

The length of this document's life is five (5) years with the provision that either party may terminate this agreement by giving a sixty (60) day written notice to the other party.

VII. **Payment Terms and Schedule**

The Partner shall be paid an amount not to exceed \$758.40 per month. An invoice will be provided on a monthly basis by the Partner and will be processed in accordance with the provisions in section 215.422 Florida Statutes.

VIII: **Audits**

The Partner shall be responsible for responding to applicable audit inquiries and/or audit findings identifying receipts or expenditures by the Partner of any funds transferred pursuant to this Agreement. The Partner shall be responsible for any repayments of funds appropriated due to disallowance and any penalties assessed.

IX: **Agreement Management**

The parties have identified the following individuals as MOU Managers. These individuals are responsible for enforcing performance of the MOU terms and conditions and shall serve as liaison/contact regarding issues arising out of this Agreement.



DEPARTMENT OF EDUCATION

Name: Monica Edwards
Title: Vocational Rehabilitation Administrator
Program Office: Division of Vocational Rehabilitation
Address: 2005 Old St. Augustine Road
Address: Building A
Address: Tallahassee, FL 32301
Phone: 850-245-3344
Fax: 850-245-3366
E-mail: monica.edwards@vr.fldoe.org

Florida Crown Workforce Board

Name: J.C. Chastain
Title: Executive Director
Address: 1389 US Hwy 90 West
Address: Suite 100
Address: Lake City, FL 32055
Phone: 386-755-9026
Fax: 386-752-6461
E-mail jc@flcrown.org

X: Modification

Modifications to the provisions of this MOU shall be valid only through execution of a formal written amendment to the MOU.

XI: Disputes

If a dispute shall arise with any participant within the Florida Crown Workforce Board, Inc. (FCWB) One-Stop Career Center System, the following shall be followed: Any dispute that cannot be resolved informally shall be reduced to writing and delivered to the Department's Assistant Deputy Commissioner, Finance and Operations or his/her designee. The Assistant Deputy Commissioner, Finance and Operations or his/her designee shall decide the dispute, reduce the decision to writing, and deliver a copy to the parties.

XII: Choice of Law

This Memorandum of Understanding will be interpreted under the laws of Florida and any dispute not resolved above can only be enforced in the appropriate forum in Tallahassee, Florida.

XIII. Standard Terms and Conditions

- A. Bills for fees or other compensation for services or expenses shall be submitted in detail sufficient for a proper pre-audit and post-audit thereof.
- B. Travel expenses will be reimbursed only if expressly authorized by the terms of the Agreement. Bills for any travel expenses shall be submitted in accordance with Chapter 2011-47, Section 70, Laws of Florida.
- C. The Department may unilaterally cancel this Agreement if the Partner refuses to allow access by members of the public to all documents, papers, letters and materials made or received in conjunction with the Agreement that are subject to Chapter 119, F.S., and are not exempt from public inspection by s. 119.071, F.S., or by other provisions of general or special law.

- D. The Deliverables specified in the Agreement must be received and accepted in writing by the Department's Contract Manager before the Partner is entitled to payment.
- E. To complete this Agreement, all services must be performed and/or goods received on or before the date(s) specified in the Agreement.
- F. The State of Florida's performance and obligation to pay under this contract is contingent upon an annual appropriation by the Legislature.
- G. Pursuant to Executive Order 11-02, the Partner will utilize the E-verify system established by the U.S. Department of Homeland Security to verify the employment eligibility of (a) all persons employed during the Contract term by the Partner to perform employment duties within Florida; and, (b) all persons (including subContractors) assigned by the Partner to perform work pursuant to this Contract.

Termination Based on Breach: The Department may terminate the Agreement if the Partner fails to 1) deliver the product within the time specified in the Agreement or any extension, 2) maintain adequate progress, thus endangering performance of the Agreement, 3) honor any term of the Agreement, or 4) abide by any statutory, regulatory, or licensing requirement. The Partner shall continue work on any work not terminated. If, after termination, it is determined that the Partner was not in default, or that the default was excusable, the rights and obligations of the parties shall be the same as if the termination had been issued for the convenience of the Department. The rights and remedies of the Department in this clause are in addition to any other rights and remedies provided by law or under the Agreement.

Termination Based on Convenience: The Department, by written notice to the Partner as outlined in Section VI, may terminate the Agreement in whole or in part when the Department determines in its sole discretion that it is in the State's interest to do so. The Partner shall not furnish any product after it receives the notice of termination, except as necessary to complete the continued portion of the Agreement, if any. The Partner shall not be entitled to recover any cancellation charges or lost profits.

Termination for Unauthorized Employment: The employment of unauthorized aliens by any Partner is considered a violation for § 274A(e) of the Immigration and Nationality Act. If the Partner knowingly employs unauthorized aliens, such violation shall be cause for unilateral cancellation of the Agreement.

Access to Records: The Partner shall grant access to all records pertaining to the Agreement to the Department's Inspector General, General Counsel and other agency representatives, the State Auditor General, the Office of Program Policy and Government Accountability, and the Chief Financial Officer.

Retention:

- a) Record copies will be retained five (5) fiscal years after completion or termination of the contract/lease/agreement provided applicable audits have been released.
- b) Duplicate copies will be retained until obsolete, superseded, or administrative value is lost.

The foregoing Standard Terms and Conditions apply only to the extent that they are not inconsistent with comparable terms and conditions as expressed in Exhibit I, "Memorandum of Understanding, Florida Crown Workforce Board Inc. and Department of Education, Division of Vocational Rehabilitation."



IN WITNESS HEREOF, the parties have caused this Memorandum of Understanding to be executed by and between them:

STATE OF FLORIDA
DEPARTMENT OF EDUCATION

By: Gerard Robinson

Printed Name: Gerard Robinson

Title: Commissioner

Date: 5/11/12

Approval by Department's Office of General Counsel
as to form and legality:

By: Edge McKay

Printed Name: Edge McKay

Title: Assistant General Counsel

Date: 5/4/12

PARTNER NAME

By: See next page _____

Printed for Contractor's _____

Title: signature. _____

Date: _____



IN WITNESS HEREOF, the parties have caused this Memorandum of Understanding to be executed by and between them:

STATE OF FLORIDA
DEPARTMENT OF EDUCATION

By: _____

Printed Name: Gerard Robinson

Title: Commissioner

Date: _____

Approval by Department's Office of General Counsel
as to form and legality:

By: _____

Printed Name: _____

Title: _____

Date: _____

PARTNER NAME

By: *John Chastain*

Printed Name: J.C. Chastain

Title: Executive Director

Date: 5/9/12

ATTACHMENT A

RESOURCE SHARING PLAN

I. Florida Crown Workforce Board will provide the following resources to the Division of Vocational Rehabilitation at the Lake City Facility:

- Conference rooms (Based upon availability)
- Telephone access
- Receptionist services

Florida Crown Workforce Board will provide the following resources to the Division of Vocational Rehabilitation at the Old Town facility:

- Office space.
- Office furniture
- Utilities
- Copier/fax systems
- Telephone access
- Receptionist

II. The Division of Vocational Rehabilitation (DVR) will provide the following resources to Florida Crown Workforce Board:

- DVR staff to provide DVR services at the One-Stop facilities
- Access to and coordination with other agencies and service providers
- Access to DVR guidance and procedural resources

Introduction

DVR is dedicated to helping Floridians with disabilities who want to work but whose physical, mental, or emotional impairments make it hard for them to secure and maintain gainful employment.

The Vocational Rehabilitation (VR) counselor determines if a person is eligible to receive services. The counselor works with all eligible people to assess their needs, develop a vocational rehabilitation plan, and follow-up on their success. The counselor works closely with employers, other agencies, and resources available to help individuals become rehabilitated and employed.

Services

Numerous services are available to help eligible persons become employed. Services are based on needs and determined by the individual and counselor. Some examples of services available are: vocational assessment, vocational counseling, vocational adjustment services, interpreter services, occupational equipment and tools, vocational training, employment assistance, rehabilitation technology, transportation, on-the-job training, physical aids, and medical and psychological treatment.

Community Employment Providers

In addition to in-house services, DVR will provide direct employment services and supported employment services through community rehabilitation programs. DVR will provide school-to-work transition services to students with disabilities in the school in the school system.

DVR will, as a key component of the One-Stop Career Center, coordinate an array of employment programs for individuals with disabilities with the larger workforce system in the local community.

Objectives

- A. To identify and serve individuals with physical or mental impairments who are receiving services through the One-Stop Career Centers and who are eligible for rehabilitation services under the Rehabilitation Act of 1973, as amended.
- B. To establish adequate procedures to ensure the delivery of appropriate services to potential workers with disabilities who receive services through the One-Stop Career Center.



ATTACHMENT B

SCOPE OF WORK

Florida Crown Workforce Board, in conjunction with federally required partners, such as DVR, as stated in 34 CFR 361.23, will provide the following services:

CORE SERVICES:

- Outreach and initial customer intake
- Initial orientation to include discussion of partner services
- Initial assessment of customer needs
- Eligibility determination for agency program services
- Provision of Labor Market Information
- Provision of information regarding job vacancy listings including job skill requirements and earnings
- Provision of information regarding the availability of supportive and partner services
- Provision of information regarding performance and costs for eligible training providers
- Unassisted access to job placement resources
- Referral to other appropriate workforce services or partners
- Other core services as determined by the Board and allowable as an eligible activity under the agency programs

INTENSIVE SERVICES:

- Comprehensive and specialized assessment of customer's needs
- Development of an appropriate intervention and service strategy to meet identified customer needs
- Group and specialized customer counseling
- Career planning
- Case management
- Staff assisted job placement
- Referral to other appropriate workforce services or partners
- Other intensive services as determined by the Board and allowable as an eligible activity under the agency programs

METHOD OF REFERRAL:

Services will be delivered by referral process among all partners participating in the One-Stop System. As appropriate, DVR will refer all customers to FCWB for work registration in One-Stop Management Information System (OSMIS). Placements may be shared among agencies as each partner specializes in distinct services. Job developers for all partners will network and discuss openings and potential customers for referral to these jobs. Job openings and job development services will be processed into OSMIS for all partner agencies to access. By using a shared placement concept, problem issues can be addressed to ensure non-duplication of services; otherwise, local employers will continue to be inundated from special interest groups which allows for confusion and duplication of services.

STAFFING PATTERN AND HOURS:

DVR as a partner, agrees to provide adequate staff to provide services during normal One-Stop business hours. In accordance with Federal law, employees of DVR will remain under the supervision of DVR and will cooperate with Partner's staff in the spirit of partnership. The One-Stop Service Provider Project Manager will serve as the overall coordinator and supervisor of all other personnel working in the One-Stop Center.

DVR SPECIFIC CONTRIBUTIONS:

Functions and Services to be provided

An assessment shall be provided, as appropriate, to determine eligibility for rehabilitation services. The assessment shall be sufficient to determine whether an individual has a physical or mental impairment which for such individual constitutes or results in a substantial impediment to employment, and such that they require vocational rehabilitation services to prepare for, engage in, or retain gainful employment. The assessment will also include, to the degree necessary, a comprehensive evaluation of pertinent medical, psychological, vocational, educational, and other factors related to an individual's impairment to employment outcomes.

- 1) Staffing: DVR will assign staff to the One-Stop Career Center. Designated office hours at the One-Stop site for the counselor will be determined and posted. DVR will share in the costs of participation at the One-Stop Center based on the approved Cost/Resource Sharing Plan (Attachment A).
- 2) Intake: The VR Counselor will schedule specific times to interview customers, process referrals, and conduct an assessment of each person referred to Vocational Rehabilitation and determine those eligible for rehabilitation.
- 3) Cross Training: DVR will provide to One-Stop Career Center staff training in the areas which will be critical to the success of the One-Stop Career Center. DVR will ensure that the mandates of the Rehabilitation Act of 1973, as amended in 1998, are carried out appropriately with the One-Stop Center.

DVR will ensure that such issues as informed customer choice and customer involvement are given emphasis as indicated in the Act and its amendments. DVR will serve as a resource to and a partner with employers in an effort to help them employ qualified workers with disabilities.

- 4) Services to Employers: DVR staff will provide, on request, employer consultant services such as referral of qualified applicants, assistance with Americans with Disabilities Act implementation, job-site accommodation, disability awareness training, accessibility reviews, job analysis, and other matters relating to managing disability in the workforce.
- 5) Case Management: Appropriate case records on each referral will be assembled as needed by the VR Counselor. VR services will be provided to eligible individuals based on individual requirements authorized by the VR Counselor and documented in the Individualized Plan for Employment.



ATTACHMENT C

UNIVERSAL RELEASE OF INFORMATION FORM
One-Stop Career Center System

Name: _____ Date of Birth: _____

Address: _____ City: _____ Zip: _____

Home Phone: _____ Work Phone: _____ Other: _____

Customer ID Number _____

Prior Names: _____

I hereby authorize all partners in the Florida Crown Workforce Board's (FCWB) One-Stop Career Center System to engage in verbal, written, facsimile, or computerized communication of information for the purpose of making me eligible for services or for identifying services or agencies to assist me. All pertinent records and information can be released including those regarding past, present, or future information or records that may be needed for eligibility determination, monitoring or follow-up purposes. This information may include, but shall not be limited to, educational records, public assistance records, credit history, health/physical status/records, income/employment information and vocational rehabilitation assessment or evaluation tools. It is my understanding that any information obtained by any partner in FCWB's One-Stop Career Center System will be held in strict confidence. I am aware that any information will be used in my best interest to provide ease of access to services. I also understand that any information in the possession of the Division of Vocational Rehabilitation or its contract providers will only be released in compliance with federal and state law.

Signature of Customer

Date

Witness Signature

Date



ATTACHMENT D

Partner Information – One Stop Center Cost Sheet

Partners: Department of Education, Division of Vocational Rehabilitation (DOE/DVR) and Florida Crown Workforce Board (FCWB)

Contact Person: Lydia C. Bush

Phone: (386) 754-1025

Physical Address: 35815 SE Highway 19, Old Town, FL 32680

Mailing Address: 1389 US Highway 90 West, Suite 100, Lake City, FL 32055

1. The terms of this agreement shall commence on the last date of signature and continue for a period of five (5) years with an expiration date of April 30, 2017, until revised or cancelled by either party. All services in the Memorandum of Understanding shall be provided.
2. DOE/DVR shall pay Florida Crown Workforce Board the sum of \$758.40 per month based upon 240 square feet in the Old Town One-Stop Center @\$37.92 annually per square foot. DVR shall be invoiced monthly. Payment shall be in accordance with 215.422, Florida Statutes. Any adjustment will be made with written documentation of the change. If DOE/DVR desires to cancel this agreement for its own reasons, written notice of such cancellation will be provided at least sixty (60) days prior to the effective date of such termination.
3. DOE/DVR shall make no unlawful, improper, or offensive use of the premises; nor assign or sublet any part of the premises without the written consent of FCWB, and DOE/DVR shall leave the premises at the end of the term in as good condition as they are now, with the exception of ordinary wear, decay, or damage by the elements.
4. Each partner shall insure its own interest as it may appear. FCWB shall not be liable for any injuries to the DOE/DVR, its agents, employees, clients, customers, guests or invitees sustained upon the property of FCWB.
5. Each partner shall provide insurance coverage in the event of theft, fire or natural disaster for their equipment, furniture, supplies, and other goods as needed. The insurance coverage shall carry the required minimum limits of liability of the partner. FCWB shall not be liable for the loss of property owned by DOE/DVR.
6. DOE/DVR shall utilize the premises and shall not be evicted or disturbed in possession of the premises so long as DOE/DVR complies with the terms of the agreement.



ATTACHMENT J

MEMORANDUM OF UNDERSTANDING THE FLORIDA CROWN WORKFORCE BOARD, INC. AND EXPERIENCE WORKS

I. PARTIES

This Memorandum of Understanding (MOU) is entered into by the Florida Crown Workforce Board, Inc. (hereafter referred to as "FCWB") and Experience Works.

The Workforce Investment Act of 1998 is an affirmation of the work that has been done in Florida to build the workforce development system. The cornerstone of the Act is its one-stop customer service delivery system. The one-stop system assures coordination between the activities authorized in and linked to this Act.

II. PURPOSE

The one stop system will allow for a central point of entry to job training programs, providing a "no wrong door" approach to service delivery. Anyone desiring services will have access to core employment related services maximizing consumer choice.

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

The purpose of this MOU is to promote maximum cooperation and operational collaboration between Experience Works and FCWB's One Stop Career Center System. The FCWB One Stop Career Center system and Experience Works will share information and services that are necessary to best serve the One Stop Career Center customers and help them achieve their goal of employment.

III. PARTNERSHIP

Partnership will be demonstrated by the partner through continued cooperation and participation in the One Stop System that has been developed and in future developments in Columbia, Dixie, Gilchrist and Union counties. Descriptions of participation are included with this MOU as attachments as follows:

- **Attachment A: Cost Sharing/Resource Sharing**

This attachment will delineate what resources the partner will make available to the system. This attachment will include costs associated with items such as personnel, rent, equipment etc. Information is supplied in such a way as to make it possible to determine proportionate partnership.

- **Attachment B: Scope of Work (How services are to be provided/methods of referral)**

This attachment will describe the type of core services that will be provided by the partner and how those services will be integrated into the One Stop-System. This description will include information regarding staffing patterns, the referral process, hours, supervision and specific services that will enhance the One Stop system.

- **Attachment C: Release of Information Form**

A universal release of information form is attached to this agreement for use within the One Stop System. This information form will be used by all partners in an effort to reduce the duplication to our customers.

- **Attachment D: Dispute Resolution**

Should any disputes require resolution the steps outlined in this attachment should be followed.

IV. PROVISIONS

As a partner of the Florida Crown Workforce Board, Inc., One Stop System we agree to demonstrate our partnership by the following:

1. The Workforce Investment Act of 1998 requires that follow-up be conducted for all customers who have received a core service for at least 12 months following their last service. Partners will assist with follow up by communicating customer numbers to the One Stop Operator, by providing necessary customer data, and by insuring the timely entry of information and corrections to the shared customer records.
2. Information on the customers using our services will be shared amongst the partners of the system through a Wide Area Network that will connect all partners' employees to a common intake system. This system will be provided by FCWB.
3. All partners will participate on the Continuing Improvement Committee (CIC) by designating a representative to serve on this committee. This designee will attend the bi-monthly meetings in an effort to help improve our services through evaluation and customer feedback.
4. The One Stop Operator designated by the FCWB is ACS State and Local Solutions. This Operator provides the staff and services to operate the One Stop System in all four counties. Partners in the One Stop system will cooperate and assist ACS in the One Stop system. Technical questions and customer service issues should be brought to the attention of ACS for quick and efficient resolution.
5. Partners will actively participate in any staff meetings conducted for the purpose of operation of the One Stop System or specific One Stop Career Centers.
6. In order for the "universal" customer to receive seamless services in a true One Stop environment it is imperative that all partners in the system understand each partner organization, their services and their goals. Each partner agrees to provide training to the other partners in the system. Each partner also agrees to attend training given by other organizations within the One Stop System. It is understood that all organizations participating need to achieve specific program goals, and that by supporting each other through training and team work, the One Stop System will result in increased goal achievement by all of the partners.
7. Partner agencies will be held accountable for performance as specified within their scope of work.

V. DURATION

Ongoing, the length of this document's life is indefinite with the provision that either party may terminate this agreement by giving a sixty day written notice to the other party.

VI. AMENDMENTS

Amendments to this agreement may take place at any time provided the amendment is in writing, is agreed upon by both parties, and is attached to the original MOU. Either party upon written notification of the change to the other party can effect simple and minor changes such as a change in the designation of a One-Stop Operator. Unless requested by the other party, these changes do not require formal modification of this Agreement.

VII. OVERSIGHT AND SUPPORT

Oversight and support for the MOU will be provided by the FCWB.

VIII. ASSURANCE STATEMENT

As a condition to a partnership under the Workforce Investment Act (WIA), partner assures, with respect to coordination and operation of WIA or activity and all agreements or arrangements to carry out WIA or activity, that it will comply fully with the nondiscrimination and equal opportunity provisions of the following laws: Section 188 of the Workforce Investment Act of 1998 (WIA); Title VI of the Civil Rights Act of 1964, as amended; Section 504 of the Rehabilitation Act of 1973, as amended; the Age Discrimination Act of 1975, as amended; Title IX of the Education Amendments of 1972, as amended; and with all applicable requirements imposed by or pursuant to regulations implementing those laws, including but not limited to 29 CFR Part 37. The United States has the right to seek judicial enforcement of this assurance.

In Witness Whereof, we have affixed our hands and seals this 2nd day of August, 2002.

Madaline Simpson
Experience Works
Partner's Name

[Signature]
Witness

By: [Signature]
Partner's Signature

[Signature]
Witness



Barbara Smith-Fischer
My Commission DB082842
Expires February 17 2006

[Signature]

Florida Crown Workforce Board, Inc.

By: [Signature]
John M. Chastain
Executive Director

[Signature]
Witness

[Signature]
Witness



ATTACHMENT K

Memorandum of Understanding between Florida Gateway College and CareerSource Florida Crown

Florida Gateway College (FGC) and CareerSource Florida Crown (CSFC) have opportunities to work together in a variety of ways to support the development of a highly qualified and skilled workforce for the North Florida region. Acknowledging this, these two entities agree to collaborate in the following ways to promote the best use of regional resources and acquisition of grant funds for additional training and educational support.

Florida Gateway College agrees to:

1. Provide active participation on the CSFC Board of Directors.
2. Include funding in grant applications for CSFC to provide tracking where required by a specific grant funding source at a rate determined in collaboration with the College prior to submission of each application.
3. Collaborate with CSFC on grant applications when appropriate and provide letters of support and other services, depending on the guideline requirements. This request may be initiated by FGC or CSFC.
4. Make available college program administration and faculty to share educational opportunities and college resources to individuals identified by CSFC. This may be on an individual or group level.
5. Arrange for CSFC to meet with current students being tracked in any grant-funded partnership to share resources provided through this agency in support of their agency goals, provided there are grant funds available to CSFC.
6. Partner in other opportunities as they arise during the year.

CareerSource Florida Crown agrees to:

1. Support individuals eligible for WIOA funding with tuition, books, and fees for participation in FGC programs; in accordance with CSFC Targeted Occupation List and as funding allows.
2. Support displaced workers with tuition, books, fees and other potential resources for participation in retraining courses, both credit and non-credit, at FGC; in accordance with CSFC Targeted Occupation List and as funding allows.
3. Provide an overview of services offered by CSFC to new students to determine if any are eligible for WIOA funding during program orientations.
4. Meet with students completing capstone courses in programs at FGC to assist in job placement upon graduation.
5. Provided there are collectible grant funds available to CSFC, then CSFC will track and provide reports to FGC of students receiving grant supported services awarded jointly to FGC and CSFC, as necessary according to the applicable grant and reporting conditions.



6. Collaborate with FGC on grant applications when appropriate and provide letters of support and other services, depending on the guideline requirements. This request may be initiated by FGC or CSFC.
7. Provide a private office for one-to-one meetings between CSFC clients who are also FGC students the second and fourth Tuesday of each month, except during college holidays.
8. Partner in other opportunities as they arise during the year.

Florida Gateway College and CareerSource Florida Crown agree to these stipulations, which are in effect beginning July 1, 2015 and end June 30th, 2016. The agreement will be reviewed and renewed on an annual basis.

Handwritten signature of Dr. Lawrence Barrett in black ink.

Dr. Lawrence Barrett
President
Florida Gateway College


4/4/16
Date

Handwritten signature of Robert Jones in blue ink.

Robert Jones
Executive Director
CareerSource Florida Crown

3/30/16
Date

ATTACHMENT L



Suwannee River Economic Council, Inc.
Post Office Box 70
Live Oak, Florida 32064

ADMINISTRATIVE OFFICE - PHONE (386) 362-4115
FAX (386) 362-4078
E-Mail: mattpearson@suwannececc.net



Memorandum of Understanding

The purpose of this Memorandum of Understanding is to document the mutually beneficial relationship between the Suwannee River Economic Council, Inc. and CareerSource Florida Crown. This Agreement is designed to encourage coordination of resources and services, and actively participate in the local recovery act effort that focuses on employment, job creation and retention.

Both parties agree to the following terms and conditions:

1. Provide wide range of innovative employment-related services and activities tailored to the specific needs of the community.
2. Use funds in a manner that meets the short-term and long-term economic and employment needs of individuals, families and the community.
3. Make meaning and measurable progress toward creating and sustaining economic growth and employment opportunities.
4. Aid in the identification and enrollment of eligible individuals and families in Federal, State, and local benefit programs.
5. Implement outreach activities that reach targeted population.
6. Use of marketing strategies that educate the public of program objectives.
7. Develop cooperative inter & intra agency strategies to provide comprehensive service package for participating individuals.
8. Work with employers who will support the creation of employment opportunities and sustaining economic growth.

I hereby agree to the terms listed above and will work to ensure that all involved staff members understand and comply with these conditions.

Signed by:		Signed by:	
BY:	Robert L. Jones	BY:	Matt Pearson
TITLE:	Executive Director	TITLE:	Executive Director
DATE:	7/27/15	DATE:	7/28/15

SERVING

BRADFORD - COLUMBIA - DOGWOOD - GULCHURST - HAMILTON - LAFAYETTE - LEVY - MADISON - PUTNAM - SUWANNEE - TAYLOR - UNION

"This institution is an equal opportunity provider and employer."

ATTACHMENT M

HSHT/General Rev. 7/15/15



MEMORANDUM OF AGREEMENT

16-10

BETWEEN

THE ABLE TRUST AND

CAREERSOURCE FLORIDA CROWN

This MEMORANDUM OF AGREEMENT ("Agreement"), by and between The Able Trust ("Foundation") and CareerSource Florida Crown ("Organization") takes effect on July 1st, 2015.

IT IS THEREFORE agreed between The Able Trust and CareerSource Florida Crown:

I. Purpose:

To fund the High School High Tech (HSHT) program in **Columbia County**, in the amount of Twenty-Two Thousand Dollars (\$22,000.00.) Funds disbursed are contingent upon the continuing availability of legislative funding and DVR contract approval. **Funding includes \$9,805 from The Able Trust and \$12,195 from the Florida Division of Vocational Rehabilitation appropriation for FY 2016.**

II. Scope of Work

A. Florida HSHT is designed to encourage students to pursue careers in the technical fields of science, technology, engineering and mathematics (STEM), but does not exclude other professional careers or artistic experience. The overall goals of Florida HSHT include:

1. Improving participation in education and vocational-related activities leading to increased employment opportunities for students with disabilities;
2. Increasing enrollment in postsecondary education/training, and
3. Increasing the graduation rate of students with disabilities

A general description of the HSHT program includes:

- Motivating students with all types of disabilities, ages 14-22 to graduate from high school and pursue their interests and potential in STEM-related careers
- Encouraging students interested in technology-related careers to aim for post-secondary education, degrees, and certificates in their chosen field
- Providing students with appropriate postsecondary (college/vocational and career planning) information and guidance based on current labor market information
- Enhancing life skills and opportunities for socialization
- Collaborating with business and industry to ensure students are acquiring competitive skills that are aligned with industry standards.

B. The Five Guideposts for Success:

The Guideposts for Success were developed in 2000 by the National Collaborative on Workforce and Disability for Youth and adapted by The Able Trust as the program structure for Florida HSHT. It is required that each local site incorporates activities that address all 5 Guideposts including:

Guidepost 1: School- Based Preparatory Experiences: This includes the activities and services undertaken by the youth while at the program site or collaborating education site such as a postsecondary education facility. The term “preparatory” is used to indicate the “getting ready” nature of the activities for the world of work experiences. Activities may include career assessments, interest inventories, independent living goals etc. It is presumed the preparatory experiences are conducted in a friendly and safe environment where youth feel accepted and nurtured by staff.

Guidepost 2: Career Preparation and Work-Based Learning Experiences: This includes activities that sequentially build work skills through on-the-job experiences including a structured internship (age and stage appropriate for student). Activities may include site visits and skill development workshops. In all cases the lessons learned during the work-based experiences should be reviewed back “home” in-program to ensure that youth are connecting what they are learning in school and in the program to what they are learning from the on-the-job experience.

Youth Development and Leadership: Every student should be exposed to personal leadership skills such as self-advocacy and self-determination as well as activities that build self-esteem, interpersonal skills, and teaming. Peer-centered activities promoting responsibility and other positive social behaviors are encouraged. Each student should have the opportunity to participate in a structured relationship with an adult such as informal/formal and individual/group mentoring. Based on a students’ interest, students should also be encouraged to take advantage of elite leadership opportunities such as the Youth Leadership Forum and student representation on Workforce Innovation and Opportunity Act (WIOA) Youth Councils and other advisory groups. Activities may occur during school or non-school hours as appropriate.

Connecting Activities: HSHT programs cannot be stand-alone efforts. It is necessary to connect with other institutions (e.g., sponsoring schools, postsecondary institutions, local workforce development organization, the services of the sponsoring organization and others) in order to provide the necessary support services for the student and to enrich the content of the program. The services listed are a mix of direct support and information about future needs such as independent living options. The arrangements will vary depending upon the needs of the student in the program.

Family Involvement & Supports: Family involvement is about promoting collaborative alliances with parents and families that will increase family participation in promoting the social, emotional, physical, academic, and occupational growth of youth, leading to improved post high school outcomes. Because of the diversity of family experiences and living situations in our current world, many youth require services and systems that recognize an expanded definition of “family”, which includes grandparents, relative caregivers, other relatives, non-relatives, and caring adults all of which takes into consideration unique cultural issues and practices. These

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systems need to promote a supportive network of family members, peers, mentors, and/or significant adults to be included in all aspects of life planning for the young person.

C. DOE/Division of Vocational Rehabilitation Connection

Each potential HSHT student shall obtain an enrollment package which contains at a minimum the following materials or their updates:

- The DOE/DVR, *A Guide for School to Work Transition Service* information Pamphlet
- An overview of The Able Trust/*DVR Florida High School High Tech Program goals and services*
- Contact information for the DOE/DVR unit office in the student's respective area.

The HSHT Local Site Coordinator[s] will follow up regarding the student's interest and contact with DOE/DVR.

D. Florida HSHT Annual Training

The Program Coordinator must participate in the Florida HSHT Annual Training which will be held on October 7-9, 2015 in Orlando, Florida. During the training, programmatic and financial reporting requirements will be distributed and basic standards for program activities will be reviewed. In addition, Program Coordinators will learn about innovative statewide and national transition resources, The Able Trust youth programs and will share best practices, achievements and lessons learned. It is the responsibility of the Organization to designate travel funds for the Annual Training in its local budget.

III. Deliverables:

A. Program Operations

1. Recruitment and orientation of a minimum of fifteen (15) students to participate in the HSHT program. This enrollment goal should be reached by December 31, 2015 to assure adequate opportunity for the students to gain from the HSHT experience.
2. A release of information from each student used for educational or promotional purposes of The Able Trust programs.
3. An annual student recognition event. This event may be a Kickoff Event, End of the Year Celebration, Summer Internship Recognition or a combination event (i.e. Disability Employment Awareness Month Activities). The local Program Coordinator will provide written notification of the event to Foundation executive management at least 30 days prior to the event.
4. Reports of any changes in HSHT staff and top executive of the organization to Foundation executive management **within two business days** of occurrence.
5. Specific criteria for students to meet in order to receive an internship placement (i.e. to be considered **Internship Eligible**). Examples include: attending a minimum of 75% of yearly HSHT activities, participating in an internship orientation, and completing at least one job shadowing experience prior to receiving an internship placement. The number of internship eligible students will be reported to the Foundation by May 10, 2016.
6. An active Business Advisory Council (BAC) that includes a minimum of 50% membership from the private business community. The BAC will meet at least two times within the contract year, at a



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3. Include the **total cost** of the HSHT Program associated with any additional Organization funds.
4. Name and contact information for person responsible for submitting the **fiscal report**:

Name: William Howard
Job title: Director of Finance
Telephone #: 386-755-9026 extension: 3221
Email: whoward@careersourceflcrown.com

Supervisor Name: _____
Supervisor Telephone#: _____ extension: _____
Supervisor Email: _____

Penalties: Non-performance of the above deliverables will result in the following penalties:

1. \$250 for each report not filed timely;
2. \$500 for non-attendance at the required annual program coordinators training;
3. Possible ineligibility for renewal consideration.

IV. Terms:

- A. This Agreement shall become effective upon budget approval and signing by both parties. The agreement will continue to be in effect for the FY unless terminated by either party upon thirty (30) days written notice to the other party at the stated address below. Further modifications, changes or amendments to this Agreement may be made by the Foundation and presented in writing and signed by the parties hereto.
- B. Compliance - The Foundation may perform on-site inspections of the project anytime during regular business hours or scheduled functions. The on-site visit may be completed by a board or staff member of the Foundation or any representative designated by the Foundation. The Foundation may conduct an audit of the project at any time during or after the completion of the project described in this Contract. Such audit shall include, but is not limited to financial records relating to the project funded and time/work completed on the project. Audits may include interviews with recipients of services.
- C. In the event of a breach of any promise, representation, warranty or agreement made by Organization under this Contract, or in the event that the Foundation believes that the Organization has not attempted to or cannot or will not complete the project described in its Grant Application, the Foundation shall be released from any and all obligation to provide the Funds or any undelivered portion thereof to the Organization. Upon any such occurrence, the Foundation shall be entitled to the immediate delivery of any unused funds by the Organization, as well as to the delivery of any personal property purchased with the funds by the Organization, and shall be entitled to pursue any other legal remedy available to it, resulting from the Organization's breach of this Contract.
- D. If any provision of this Agreement is amended by the parties, or held to be void or unenforceable in a court of competent jurisdiction, all other provisions shall remain in full force and effect.

V. Other Contract Conditions

- A. The Organization acknowledges that the Organization is not an agent or employee of the Foundation. The Organization agrees to indemnify and hold harmless the Foundation, its Board members and employees from any and all cost, loss, damage or expense (including reasonable

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attorney's fees) which may occur by virtue of the Organization's implementation of the proposed project to the extent authorized by law and without waving any rights under the State of Florida Sovereign Immunity Statute, Chapter 768 F.S.

- B. The Organization will acknowledge existing Foundation grants and/or those that will operate concurrently to this grant prior to the execution of this Contract.

VI. Contract Service Dates: The awarded contract will be from **July 1, 2015 thru June 30, 2016**

VII. Payments

Three payments will be made. The first payment is scheduled for August 15, 2015 in the amount of \$11,000 and is dependent on a returned signed MOA by August 1, 2015 with completed items A thru H below.

The second payment is scheduled for April, 2016 in the amount of \$10,000 and is contingent upon utilization of the first payment, demonstrated with complete and timely fiscal reports, sufficient enrollment of students and completion of program activities for the first half of the program year.

The third payment in the amount of \$1,000 will be paid within 30 days of receipt of the final reports due on July 10, 2016.

All payments are made subject to continuation of State of Florida funding.

The Foundation shall not be required to deliver any of the funds to the Organization until the Organization has complied with each of the following requirement or conditions:

- A. Submission of a signed contract.
- B. Provision of a budget reflecting the use of awarded funds for the travel, food, lodging and other needs for implementing the HSHT Program according to the Guideposts of Success of the program. The submitted budget is subject to review and approval by the Foundation.
- C. Provision of the **total cost** of the HSHT Program associated with additional Organization funds for the Foundation's internal purposes.
- D. Provision of the resumes of the individuals delivering the HSHT Program to youth with disabilities and verification of employment eligibility of those individuals (USCIS Form I-9).
- E. Provision of a copy of the most recently filed audit or completed Internal Revenue Service form 990.
- F. Provision of an outline of proposed activities for the program year which includes two or more activities for each of the Five Guideposts and expected results. Provision of criteria for determining students Internship Eligible.
- G. Provision of a list of the Business Advisory Council membership, tentative meeting dates, and projected goals of the BAC for the program year.
- H. Provision of a description for how additional funds and resources will be developed and/or maintained to ensure program sustainability.

VIII. Insurance

During the Agreement, including any renewals and extension, the Organization shall maintain at its expense, insurance coverage of such types and with such terms and limits as may be reasonably associated with the Agreement. Evidence of such insurance shall be provided to the Foundation in

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- minimum. The meetings, memberships and activities must be described in the required quarterly progress report.
7. Internships for a minimum of 50% of **Internship Eligible** students on an annual basis, only two of which may be at the host organization of the HSHT site. Each internship must meet the following minimum standards:
 - a. 2 weeks in duration and ideally up to 6 weeks;
 - b. Average of 10 hours a week and ideally 20 hours per week;
 - c. May occur during the school year if part of Career and Technical Education or other job development program; and
 - d. Ideally, will be paid by an Organization stipend, the employer, CareerSource, DVR, or other similar program. Exceptions to the internship standards may be granted based on individual and/or extenuating circumstances with prior approval of executive management of the Foundation.
 8. The opportunity for each active, enrolled student to participate in HSHT activities (i.e. workshops, group activities, site visits) or other events an **average** of two times per month for the contract year.
 9. Graduation of 80% of all active, enrolled seniors.
 10. Assistance, as requested by the Foundation, with exit interviews of HSHT graduating seniors.
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 12. Appropriate use of logos (The Able Trust, Vocational Rehabilitation, and Florida HSHT) on all promotional and educational materials, updated as needed and consistent with guidelines provided by the Foundation.
 13. Actively assisting Foundation in the distribution of communication materials from Foundation to students during the program year.

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3. Annual data at the end of the contract year including, but not limited to, outcome data of graduated seniors, number of students in the program, number of students obtaining an internship, number of students graduating from high school and/or advancing to the next grade level, number of students offered acceptance into college /vocational technical centers, number of students referred for Vocational Rehabilitation Services. End-of year updated contact list of all HSHT participants which includes name, address, email address, cell phone, and family contacts.
4. Supplemental materials with all quarterly, fiscal, and programmatic reports such as copies of receipts, invoices, salary paid, photographs and other listed materials.

B. Budget

1. The Organization must submit a budget for program expenses that totals at least \$22,000.
2. Florida DVR funds must be expended by June 30, 2016. All funds from the Foundation portion must be expended by July 31, 2016.



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writing from the covering insurance company, within 30 days of the effective date of the Agreement.

The following types of insurance are required:

- A. Commercial General Liability Insurance
- B. Workers' Compensation
- C. Employer's Liability (100,000/100,000/500,000 as minimum limits)

IX. Project Management:

The Foundation and the Organization designate their respective representatives, identified below for coordination, communication, and management of the Project.

Foundation:

Program Support and Reporting including but not limited to: Enrollment Forms, Monthly Narratives, Quarterly Reports and Annual Data

Allison Chase
VP, Youth Programs
The Able Trust 3320 Thomasville Rd, Suite 200, Tallahassee, FL 32308
Phone: 850-224-4493 allison@abletrust.org

Fiscal Reporting
Guenevere Crum
Senior VP
The Able Trust 3320 Thomasville Rd, Suite 200, Tallahassee, FL 32308
Phone: 850-224-4493 guenevere@abletrust.org

CONTACT INFORMATION FOR ORGANIZATION:

Name: Elizabeth Wetherington Position: Project Coordinator HS/HT
Address: 1389 US Hwy 90 W, Suite 170, Lake City, FL 32055
Telephone: 386-755-9026 extension: 3132
Email: emwetherington@careersourceflcrown.com

Name: Robert Jones Position: Chief Executive
Address: 1389 US Hwy 90 W, Suite 170, Lake City, FL 32055
Telephone: 386-755-9026 extension: 3222
Email: rljones@careersourceflcrown.com

X. This Agreement is non-transferable by Organization unless agreed in writing by Foundation.

IN WITNESS WHEREOF, the parties have signed this Memorandum of Agreement on the dates set forth below.

The Able Trust

By: Susanne F. Horant
Susanne F. Horant, President & CEO

Date: 8/7/15

Organization

By: Robert Jones
Title: Executive Director

Date: 7/29/15

ATTACHMENT N

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FLORIDA
High School HighTech

MEMORANDUM OF AGREEMENT
16-11
BETWEEN
THE ABLE TRUST AND
CAREERSOURCE FLORIDA CROWN

This MEMORANDUM OF AGREEMENT ("Agreement"), by and between The Able Trust ("Foundation") and CareerSource Florida Crown ("Organization") takes effect on July 1st, 2015.

IT IS THEREFORE agreed between The Able Trust and CareerSource Florida Crown:

I. Purpose:

To fund the High School High Tech (HSHT) program in Dixie County, in the amount of Twenty-Two Thousand Dollars (\$22,000.00.) Funds disbursed are contingent upon the continuing availability of legislative funding and DVR contract approval. **Funding includes \$9,805 from The Able Trust and \$12,195 from the Florida Division of Vocational Rehabilitation appropriation for FY 2016.**

II. Scope of Work

A. Florida HSHT is designed to encourage students to pursue careers in the technical fields of science, technology, engineering and mathematics (STEM), but does not exclude other professional careers or artistic experience. The overall goals of Florida HSHT include:

1. Improving participation in education and vocational-related activities leading to increased employment opportunities for students with disabilities;
2. Increasing enrollment in postsecondary education/training, and
3. Increasing the graduation rate of students with disabilities

A general description of the HSHT program includes:

- Motivating students with all types of disabilities, ages 14-22 to graduate from high school and pursue their interests and potential in STEM-related careers
- Encouraging students interested in technology-related careers to aim for post-secondary education, degrees, and certificates in their chosen field
- Providing students with appropriate postsecondary (college/vocational and career planning) information and guidance based on current labor market information
- Enhancing life skills and opportunities for socialization
- Collaborating with business and industry to ensure students are acquiring competitive skills that are aligned with industry standards.

B. The Five Guideposts for Success:

The Guideposts for Success were developed in 2000 by the National Collaborative on Workforce and Disability for Youth and adapted by The Able Trust as the program structure for Florida HSHT. It is required that each local site incorporates activities that address all 5 Guideposts including:

Guidepost 1: School- Based Preparatory Experiences: This includes the activities and services undertaken by the youth while at the program site or collaborating education site such as a postsecondary education facility. The term “preparatory” is used to indicate the “getting ready” nature of the activities for the world of work experiences. Activities may include career assessments, interest inventories, independent living goals etc. It is presumed the preparatory experiences are conducted in a friendly and safe environment where youth feel accepted and nurtured by staff.

Guidepost 2: Career Preparation and Work-Based Learning Experiences: This includes activities that sequentially build work skills through on-the-job experiences including a structured internship (age and stage appropriate for student). Activities may include site visits and skill development workshops. In all cases the lessons learned during the work-based experiences should be reviewed back “home” in-program to ensure that youth are connecting what they are learning in school and in the program to what they are learning from the on-the-job experience.

Youth Development and Leadership: Every student should be exposed to personal leadership skills such as self-advocacy and self-determination as well as activities that build self-esteem, interpersonal skills, and teaming. Peer-centered activities promoting responsibility and other positive social behaviors are encouraged. Each student should have the opportunity to participate in a structured relationship with an adult such as informal/formal and individual/group mentoring. Based on a students’ interest, students should also be encouraged to take advantage of elite leadership opportunities such as the Youth Leadership Forum and student representation on Workforce Innovation and Opportunity Act (WIOA) Youth Councils and other advisory groups. Activities may occur during school or non-school hours as appropriate.

Connecting Activities: HSHT programs cannot be stand-alone efforts. It is necessary to connect with other institutions (e.g., sponsoring schools, postsecondary institutions, local workforce development organization, the services of the sponsoring organization and others) in order to provide the necessary support services for the student and to enrich the content of the program. The services listed are a mix of direct support and information about future needs such as independent living options. The arrangements will vary depending upon the needs of the student in the program.

Family Involvement & Supports: Family involvement is about promoting collaborative alliances with parents and families that will increase family participation in promoting the social, emotional, physical, academic, and occupational growth of youth, leading to improved post high school outcomes. Because of the diversity of family experiences and living situations in our current world, many youth require services and systems that recognize an expanded definition of “family”, which includes grandparents, relative caregivers, other relatives, non-relatives, and caring adults all of which takes into consideration unique cultural issues and practices. These

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systems need to promote a supportive network of family members, peers, mentors, and/or significant adults to be included in all aspects of life planning for the young person.

C. DOE/Division of Vocational Rehabilitation Connection

Each potential HSHT student shall obtain an enrollment package which contains at a minimum the following materials or their updates:

- The DOE/DVR, *A Guide for School to Work Transition Service* information Pamphlet
- An overview of The Able Trust/*DVR Florida High School High Tech Program goals and services*
- Contact information for the DOE/DVR unit office in the student's respective area.

The HSHT Local Site Coordinator[s] will follow up regarding the student's interest and contact with DOE/DVR.

D. Florida HSHT Annual Training

The Program Coordinator must participate in the Florida HSHT Annual Training which will be held on October 7-9, 2015 in Orlando, Florida. During the training, programmatic and financial reporting requirements will be distributed and basic standards for program activities will be reviewed. In addition, Program Coordinators will learn about innovative statewide and national transition resources, The Able Trust youth programs and will share best practices, achievements and lessons learned. It is the responsibility of the Organization to designate travel funds for the Annual Training in its local budget.

III. Deliverables:

A. Program Operations

1. Recruitment and orientation of a minimum of fifteen (15) students to participate in the HSHT program. This enrollment goal should be reached by December 31, 2015 to assure adequate opportunity for the students to gain from the HSHT experience.
2. A release of information from each student used for educational or promotional purposes of The Able Trust programs.
3. An annual student recognition event. This event may be a Kickoff Event, End of the Year Celebration, Summer Internship Recognition or a combination event (i.e. Disability Employment Awareness Month Activities). The local Program Coordinator will provide written notification of the event to Foundation executive management at least **30 days** prior to the event.
4. Reports of any changes in HSHT staff and top executive of the organization to Foundation executive management **within two business days** of occurrence.
5. Specific criteria for students to meet in order to receive an internship placement (i.e. to be considered **Internship Eligible**). Examples include: attending a minimum of 75% of yearly HSHT activities, participating in an internship orientation, and completing at least one job shadowing experience prior to receiving an internship placement. The number of internship eligible students will be reported to the Foundation by May 10, 2016.
6. An active Business Advisory Council (BAC) that includes a minimum of 50% membership from the private business community. The BAC will meet at least two times within the contract year, at a

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- minimum. The meetings, memberships and activities must be described in the required quarterly progress report.
7. Internships for a minimum of 50% of **Internship Eligible** students on an annual basis, only two of which may be at the host organization of the HSHT site. Each internship must meet the following minimum standards:
 - a. 2 weeks in duration and ideally up to 6 weeks;
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 - d. Ideally, will be paid by an Organization stipend, the employer, CareerSource, DVR, or other similar program. Exceptions to the internship standards may be granted based on individual and/or extenuating circumstances with prior approval of executive management of the Foundation.
 8. The opportunity for each active, enrolled student to participate in HSHT activities (i.e. workshops, group activities, site visits) or other events an **average** of two times per month for the contract year.
 9. Graduation of 80% of all active, enrolled seniors.
 10. Assistance, as requested by the Foundation, with exit interviews of HSHT graduating seniors.
 11. Program sustainability through the pursuit of additional resources. Sustainability efforts will be reported in each quarterly report.
 12. Appropriate use of logos (The Able Trust, Vocational Rehabilitation, and Florida HSHT) on all promotional and educational materials, updated as needed and consistent with guidelines provided by the Foundation.
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1. HSHT Enrollment forms for every student and alumni enrolled in the HSHT program submitted quarterly on October 10, 2014, January 10, 2015, April 10, 2015 and July 10, 2015.
2. Quarterly program reports to document comprehensive program services each quarter and quarterly finance reports, both due on October 10, 2014, January 10, 2015, April 10, 2015 and July 10, 2015.
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4. Supplemental materials with all quarterly, fiscal, and programmatic reports such as copies of receipts, invoices, salary paid, photographs and other listed materials.

B. Budget

1. The Organization must submit a budget for program expenses that totals at least \$22,000.
2. Florida DVR funds must be expended by June 30, 2016. All funds from the Foundation portion must be expended by July 31, 2016.



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3. Include the **total cost** of the HSHT Program associated with any additional Organization funds.
4. Name and contact information for person responsible for submitting the **fiscal report**:

Name: William Howard
Job title: Director of Finance
Telephone #: 386-755-9026 extension: 3221
Email: whoward@careersourceflcrown.com

Supervisor Name: _____
Supervisor Telephone#: _____ extension: _____
Supervisor Email: _____

Penalties: Non-performance of the above deliverables will result in the following penalties:

1. \$250 for each report not filed timely;
2. \$500 for non-attendance at the required annual program coordinators training;
3. Possible ineligibility for renewal consideration.

IV. Terms:

- A. This Agreement shall become effective upon budget approval and signing by both parties. The agreement will continue to be in effect for the FY unless terminated by either party upon thirty (30) days written notice to the other party at the stated address below. Further modifications, changes or amendments to this Agreement may be made by the Foundation and presented in writing and signed by the parties hereto.
- B. Compliance - The Foundation may perform on-site inspections of the project anytime during regular business hours or scheduled functions. The on-site visit may be completed by a board or staff member of the Foundation or any representative designated by the Foundation. The Foundation may conduct an audit of the project at any time during or after the completion of the project described in this Contract. Such audit shall include, but is not limited to financial records relating to the project funded and time/work completed on the project. Audits may include interviews with recipients of services.
- C. In the event of a breach of any promise, representation, warranty or agreement made by Organization under this Contract, or in the event that the Foundation believes that the Organization has not attempted to or cannot or will not complete the project described in its Grant Application, the Foundation shall be released from any and all obligation to provide the Funds or any undelivered portion thereof to the Organization. Upon any such occurrence, the Foundation shall be entitled to the immediate delivery of any unused funds by the Organization, as well as to the delivery of any personal property purchased with the funds by the Organization, and shall be entitled to pursue any other legal remedy available to it, resulting from the Organization's breach of this Contract.
- D. If any provision of this Agreement is amended by the parties, or held to be void or unenforceable in a court of competent jurisdiction, all other provisions shall remain in full force and effect.

V. Other Contract Conditions

- A. The Organization acknowledges that the Organization is not an agent or employee of the Foundation. The Organization agrees to indemnify and hold harmless the Foundation, its Board members and employees from any and all cost, loss, damage or expense (including reasonable

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attorney's fees) which may occur by virtue of the Organization's implementation of the proposed project to the extent authorized by law and without waving any rights under the State of Florida Sovereign Immunity Statute, Chapter 768 F.S.

- B. The Organization will acknowledge existing Foundation grants and/or those that will operate concurrently to this grant prior to the execution of this Contract.

VI. Contract Service Dates: The awarded contract will be from **July 1, 2015 thru June 30, 2016**

VII. Payments

Three payments will be made. The first payment is scheduled for August 15, 2015 in the amount of \$11,000 and is dependent on a returned signed MOA by August 1, 2015 with completed items A thru H below.

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- A. Submission of a signed contract.
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Phone: 850-224-4493 guenevere@abletrust.org

CONTACT INFORMATION FOR ORGANIZATION:

Name: Elizabeth Wetherington Position: Project Coordinator
Address: 1389 US Hwy 90 W, Suite 170, Lake City, FL 32055
Telephone: 386-755-9026 extension: 3132
Email: emwetherington@careersourceflcrown.com

Name: Robert Jones Position: Chief Executive
Address: 1389 US Hwy 90 W, Suite 170, Lake City, FL 32055
Telephone: 386-755-9026 extension: 3223
Email: rljones@careersourceflcrown.com

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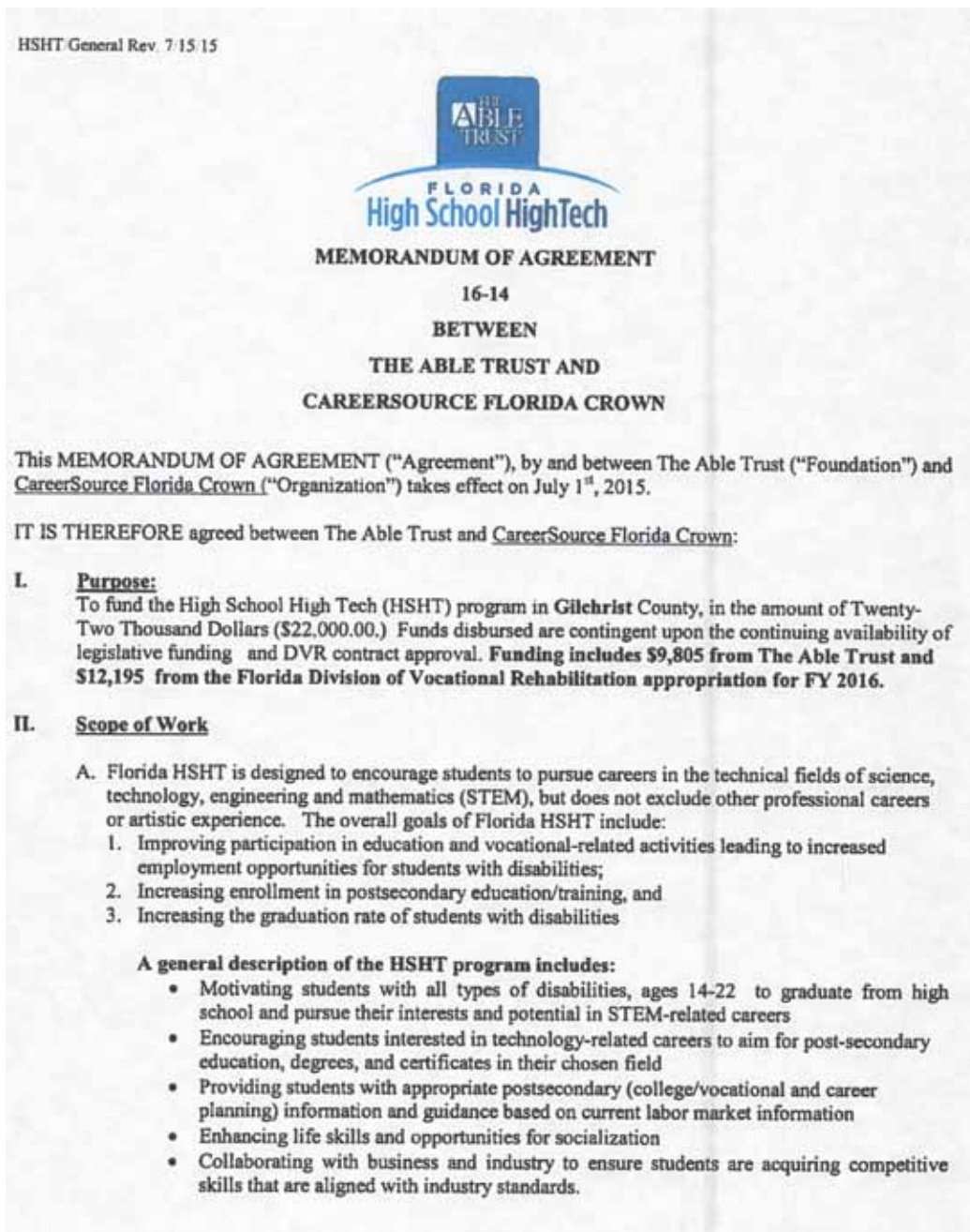
The Able Trust

By: Susanne F. Homant
Susanne F. Homant, President & CEO
Date: 8/7/15

Organization

By: Robert Jones
Title: Executive Director
Date: 7/29/15

ATTACHMENT O



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- 3. Include the **total cost** of the HSHT Program associated with any additional Organization funds.
- 4. Name and contact information for person responsible for submitting the **fiscal report**:

Name: William Howard
Job title: Director of Finance
Telephone #: 386-755-9026 extension: 3221
Email: bwhoward@careersourceflcrown.com

Supervisor Name: _____
Supervisor Telephone#: _____ extension: _____
Supervisor Email: _____

Penalties: Non-performance of the above deliverables will result in the following penalties:

- 1. \$250 for each report not filed timely;
- 2. \$500 for non-attendance at the required annual program coordinators training;
- 3. Possible ineligibility for renewal consideration.

IV. Terms:

- A. This Agreement shall become effective upon budget approval and signing by both parties. The agreement will continue to be in effect for the FY unless terminated by either party upon thirty (30) days written notice to the other party at the stated address below. Further modifications, changes or amendments to this Agreement may be made by the Foundation and presented in writing and signed by the parties hereto.
- B. Compliance - The Foundation may perform on-site inspections of the project anytime during regular business hours or scheduled functions. The on-site visit may be completed by a board or staff member of the Foundation or any representative designated by the Foundation. The Foundation may conduct an audit of the project at any time during or after the completion of the project described in this Contract. Such audit shall include, but is not limited to financial records relating to the project funded and time/work completed on the project. Audits may include interviews with recipients of services.
- C. In the event of a breach of any promise, representation, warranty or agreement made by Organization under this Contract, or in the event that the Foundation believes that the Organization has not attempted to or cannot or will not complete the project described in its Grant Application, the Foundation shall be released from any and all obligation to provide the Funds or any undelivered portion thereof to the Organization. Upon any such occurrence, the Foundation shall be entitled to the immediate delivery of any unused funds by the Organization, as well as to the delivery of any personal property purchased with the funds by the Organization, and shall be entitled to pursue any other legal remedy available to it, resulting from the Organization's breach of this Contract.
- D. If any provision of this Agreement is amended by the parties, or held to be void or unenforceable in a court of competent jurisdiction, all other provisions shall remain in full force and effect.

V. Other Contract Conditions

- A. The Organization acknowledges that the Organization is not an agent or employee of the Foundation. The Organization agrees to indemnify and hold harmless the Foundation, its Board members and employees from any and all cost, loss, damage or expense (including reasonable

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attorney's fees) which may occur by virtue of the Organization's implementation of the proposed project to the extent authorized by law and without waving any rights under the State of Florida Sovereign Immunity Statute, Chapter 768 F.S.

- B. The Organization will acknowledge existing Foundation grants and/or those that will operate concurrently to this grant prior to the execution of this Contract.

VI. Contract Service Dates: The awarded contract will be from **July 1, 2015 thru June 30, 2016**

VII. Payments

Three payments will be made. The first payment is scheduled for August 15, 2015 in the amount of \$11,000 and is dependent on a returned signed MOA by August 1, 2015 with completed items A thru H below.

The second payment is scheduled for April, 2016 in the amount of \$10,000 and is contingent upon utilization of the first payment, demonstrated with complete and timely fiscal reports, sufficient enrollment of students and completion of program activities for the first half of the program year.

The third payment in the amount of \$1,000 will be paid within 30 days of receipt of the final reports due on July 10, 2016.

All payments are made subject to continuation of State of Florida funding.

The Foundation shall not be required to deliver any of the funds to the Organization until the Organization has complied with each of the following requirement or conditions:

- A. Submission of a signed contract.
- B. Provision of a budget reflecting the use of awarded funds for the travel, food, lodging and other needs for implementing the HSHT Program according to the Guideposts of Success of the program. The submitted budget is subject to review and approval by the Foundation.
- C. Provision of the **total cost** of the HSHT Program associated with additional Organization funds for the Foundation's internal purposes.
- D. Provision of the resumes of the individuals delivering the HSHT Program to youth with disabilities and verification of employment eligibility of those individuals (USCIS Form I-9).
- E. Provision of a copy of the most recently filed audit or completed Internal Revenue Service form 990.
- F. Provision of an outline of proposed activities for the program year which includes two or more activities for each of the Five Guideposts and expected results. Provision of criteria for determining students Internship Eligible.
- G. Provision of a list of the Business Advisory Council membership, tentative meeting dates, and projected goals of the BAC for the program year.
- H. Provision of a description for how additional funds and resources will be developed and/or maintained to ensure program sustainability.

VIII. Insurance

During the Agreement, including any renewals and extension, the Organization shall maintain at its expense, insurance coverage of such types and with such terms and limits as may be reasonably associated with the Agreement. Evidence of such insurance shall be provided to the Foundation in



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writing from the covering insurance company, within 30 days of the effective date of the Agreement.

The following types of insurance are required:

- A. Commercial General Liability Insurance
- B. Workers' Compensation
- C. Employer's Liability (100,000/100,000/500,000 as minimum limits)

IX. Project Management:

The Foundation and the Organization designate their respective representatives, identified below for coordination, communication, and management of the Project.

Foundation:

Program Support and Reporting including but not limited to: Enrollment Forms, Monthly Narratives, Quarterly Reports and Annual Data

Allison Chase The Able Trust 3320 Thomasville Rd, Suite 200, Tallahassee, FL 32308
 VP, Youth Programs Phone: 850-224-4493 allison@abletrust.org

Fiscal Reporting

Guenevere Crum The Able Trust 3320 Thomasville Rd, Suite 200, Tallahassee, FL 32308
 Senior VP Phone: 850-224-4493 guenevere@abletrust.org

CONTACT INFORMATION FOR ORGANIZATION:

Name: Elizabeth Wetberington Position: Project Coordinator
 Address: 1389 US Hwy 90 W, Suite 170, Lake City, FL 32055
 Telephone: 386-755-9036 extension: 3132
 Email: emwetberington@careersourceflcrown.com

Name: Robert Jones Position: Chief Executive
 Address: 1389 US Hwy 90 W, Suite 170, Lake City, FL 32055
 Telephone: 386-755-9036 extension: 3222
 Email: rljones@careersourceflcrown.com

X. This Agreement is non-transferable by Organization unless agreed in writing by Foundation.

IN WITNESS WHEREOF, the parties have signed this Memorandum of Agreement on the dates set forth below.

The Able Trust

By: Susanne F. Homant
 Susanne F. Homant, President & CEO

Date: 8/7/15

Organization

By: Robert Jones
 Title: Executive Director

Date: 7/29/15

ATTACHMENT P

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MEMORANDUM OF AGREEMENT

16-34

BETWEEN

**THE ABLE TRUST AND
CAREERSOURCE FLORIDA CROWN**

This MEMORANDUM OF AGREEMENT ("Agreement"), by and between The Able Trust ("Foundation") and CareerSource Florida Crown ("Organization") takes effect on July 1st, 2015.

IT IS THEREFORE agreed between The Able Trust and CareerSource Florida Crown:

I. Purpose:

To fund the High School High Tech (HSHT) program in Union County, in the amount of Twenty-Two Thousand Dollars (\$22,000.00.) Funds disbursed are contingent upon the continuing availability of legislative funding and DVR contract approval. **Funding includes \$9,805 from The Able Trust and \$12,195 from the Florida Division of Vocational Rehabilitation appropriation for FY 2016.**

II. Scope of Work

A. Florida HSHT is designed to encourage students to pursue careers in the technical fields of science, technology, engineering and mathematics (STEM), but does not exclude other professional careers or artistic experience. The overall goals of Florida HSHT include:

1. Improving participation in education and vocational-related activities leading to increased employment opportunities for students with disabilities;
2. Increasing enrollment in postsecondary education/training, and
3. Increasing the graduation rate of students with disabilities

A general description of the HSHT program includes:

- Motivating students with all types of disabilities, ages 14-22 to graduate from high school and pursue their interests and potential in STEM-related careers
- Encouraging students interested in technology-related careers to aim for post-secondary education, degrees, and certificates in their chosen field
- Providing students with appropriate postsecondary (college/vocational and career planning) information and guidance based on current labor market information
- Enhancing life skills and opportunities for socialization
- Collaborating with business and industry to ensure students are acquiring competitive skills that are aligned with industry standards.

B. The Five Guideposts for Success:

The Guideposts for Success were developed in 2000 by the National Collaborative on Workforce and Disability for Youth and adapted by The Able Trust as the program structure for Florida HSHT. It is required that each local site incorporates activities that address all 5 Guideposts including:

Guidepost 1: School- Based Preparatory Experiences: This includes the activities and services undertaken by the youth while at the program site or collaborating education site such as a postsecondary education facility. The term “preparatory” is used to indicate the “getting ready” nature of the activities for the world of work experiences. Activities may include career assessments, interest inventories, independent living goals etc. It is presumed the preparatory experiences are conducted in a friendly and safe environment where youth feel accepted and nurtured by staff.

Guidepost 2: Career Preparation and Work-Based Learning Experiences: This includes activities that sequentially build work skills through on-the-job experiences including a structured internship (age and stage appropriate for student). Activities may include site visits and skill development workshops. In all cases the lessons learned during the work-based experiences should be reviewed back “home” in-program to ensure that youth are connecting what they are learning in school and in the program to what they are learning from the on-the-job experience.

Youth Development and Leadership: Every student should be exposed to personal leadership skills such as self-advocacy and self-determination as well as activities that build self-esteem, interpersonal skills, and teaming. Peer-centered activities promoting responsibility and other positive social behaviors are encouraged. Each student should have the opportunity to participate in a structured relationship with an adult such as informal/formal and individual/group mentoring. Based on a students’ interest, students should also be encouraged to take advantage of elite leadership opportunities such as the Youth Leadership Forum and student representation on Workforce Innovation and Opportunity Act (WIOA) Youth Councils and other advisory groups. Activities may occur during school or non-school hours as appropriate.

Connecting Activities: HSHT programs cannot be stand-alone efforts. It is necessary to connect with other institutions (e.g., sponsoring schools, postsecondary institutions, local workforce development organization, the services of the sponsoring organization and others) in order to provide the necessary support services for the student and to enrich the content of the program. The services listed are a mix of direct support and information about future needs such as independent living options. The arrangements will vary depending upon the needs of the student in the program.

Family Involvement & Supports: Family involvement is about promoting collaborative alliances with parents and families that will increase family participation in promoting the social, emotional, physical, academic, and occupational growth of youth, leading to improved post high school outcomes. Because of the diversity of family experiences and living situations in our current world, many youth require services and systems that recognize an expanded definition of “family”, which includes grandparents, relative caregivers, other relatives, non-relatives, and caring adults all of which takes into consideration unique cultural issues and practices. These

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systems need to promote a supportive network of family members, peers, mentors, and/or significant adults to be included in all aspects of life planning for the young person.

C. DOE/Division of Vocational Rehabilitation Connection

Each potential HSHT student shall obtain an enrollment package which contains at a minimum the following materials or their updates:

- The DOE/DVR, *A Guide for School to Work Transition Service* information Pamphlet
- An overview of The Able Trust/*DVR Florida High School High Tech Program goals and services*
- Contact information for the DOE/DVR unit office in the student's respective area.

The HSHT Local Site Coordinator[s] will follow up regarding the student's interest and contact with DOE/DVR.

D. Florida HSHT Annual Training

The Program Coordinator must participate in the Florida HSHT Annual Training which will be held on October 7-9, 2015 in Orlando, Florida. During the training, programmatic and financial reporting requirements will be distributed and basic standards for program activities will be reviewed. In addition, Program Coordinators will learn about innovative statewide and national transition resources, The Able Trust youth programs and will share best practices, achievements and lessons learned. It is the responsibility of the Organization to designate travel funds for the Annual Training in its local budget.

III. **Deliverables:**

A. Program Operations

1. Recruitment and orientation of a minimum of fifteen (15) students to participate in the HSHT program. This enrollment goal should be reached by December 31, 2015 to assure adequate opportunity for the students to gain from the HSHT experience.
2. A release of information from each student used for educational or promotional purposes of The Able Trust programs.
3. An annual student recognition event. This event may be a Kickoff Event, End of the Year Celebration, Summer Internship Recognition or a combination event (i.e. Disability Employment Awareness Month Activities). The local Program Coordinator will provide written notification of the event to Foundation executive management at least **30 days** prior to the event.
4. Reports of any changes in HSHT staff and top executive of the organization to Foundation executive management **within two business days** of occurrence.
5. Specific criteria for students to meet in order to receive an internship placement (i.e. to be considered **Internship Eligible**). Examples include: attending a minimum of 75% of yearly HSHT activities, participating in an internship orientation, and completing at least one job shadowing experience prior to receiving an internship placement. The number of internship eligible students will be reported to the Foundation by May 10, 2016.
6. An active Business Advisory Council (BAC) that includes a minimum of 50% membership from the private business community. The BAC will meet at least two times within the contract year, at a

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- minimum. The meetings, memberships and activities must be described in the required quarterly progress report.
7. Internships for a minimum of 50% of **Internship Eligible** students on an annual basis, only two of which may be at the host organization of the HSHT site. Each internship must meet the following minimum standards:
 - a. 2 weeks in duration and ideally up to 6 weeks;
 - b. Average of 10 hours a week and ideally 20 hours per week;
 - c. May occur during the school year if part of Career and Technical Education or other job development program; and
 - d. Ideally, will be paid by an Organization stipend, the employer, CareerSource, DVR, or other similar program. Exceptions to the internship standards may be granted based on individual and/or extenuating circumstances with prior approval of executive management of the Foundation.
 8. The opportunity for each active, enrolled student to participate in HSHT activities (i.e. workshops, group activities, site visits) or other events an **average** of two times per month for the contract year.
 9. Graduation of 80% of all active, enrolled seniors.
 10. Assistance, as requested by the Foundation, with exit interviews of HSHT graduating seniors.
 11. Program sustainability through the pursuit of additional resources. Sustainability efforts will be reported in each quarterly report.
 12. Appropriate use of logos (The Able Trust, Vocational Rehabilitation, and Florida HSHT) on all promotional and educational materials, updated as needed and consistent with guidelines provided by the Foundation.
 13. Actively assisting Foundation in the distribution of communication materials from Foundation to students during the program year.

A. Reporting

The Organization must submit to the Foundation:

1. HSHT Enrollment forms for every student and alumni enrolled in the HSHT program submitted quarterly on October 10, 2014, January 10, 2015, April 10, 2015 and July 10, 2015.
2. Quarterly program reports to document comprehensive program services each quarter and quarterly finance reports, both due on October 10, 2014, January 10, 2015, April 10, 2015 and July 10, 2015.
3. Annual data at the end of the contract year including, but not limited to, outcome data of graduated seniors, number of students in the program, number of students obtaining an internship, number of students graduating from high school and/or advancing to the next grade level, number of students offered acceptance into college /vocational technical centers, number of students referred for Vocational Rehabilitation Services. End-of year updated contact list of all HSHT participants which includes name, address, email address, cell phone, and family contacts.
4. Supplemental materials with all quarterly, fiscal, and programmatic reports such as copies of receipts, invoices, salary paid, photographs and other listed materials.

B. Budget

1. The Organization must submit a budget for program expenses that totals at least \$22,000.
2. Florida DVR funds must be expended by June 30, 2016. All funds from the Foundation portion must be expended by July 31, 2016.



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3. Include the total cost of the HSHT Program associated with any additional Organization funds.
4. Name and contact information for person responsible for submitting the fiscal report:

Name: William Howard
Job title: Director of Finance
Telephone #: 386-755-9026 extension: 3221
Email: bhoward@careersourceflcrown.com

Supervisor Name: _____
Supervisor Telephone#: _____ extension: _____
Supervisor Email: _____

Penalties: Non-performance of the above deliverables will result in the following penalties:

1. \$250 for each report not filed timely;
2. \$500 for non-attendance at the required annual program coordinators training;
3. Possible ineligibility for renewal consideration.

IV. Terms:

- A. This Agreement shall become effective upon budget approval and signing by both parties. The agreement will continue to be in effect for the FY unless terminated by either party upon thirty (30) days written notice to the other party at the stated address below. Further modifications, changes or amendments to this Agreement may be made by the Foundation and presented in writing and signed by the parties hereto.
- B. Compliance - The Foundation may perform on-site inspections of the project anytime during regular business hours or scheduled functions. The on-site visit may be completed by a board or staff member of the Foundation or any representative designated by the Foundation. The Foundation may conduct an audit of the project at any time during or after the completion of the project described in this Contract. Such audit shall include, but is not limited to financial records relating to the project funded and time/work completed on the project. Audits may include interviews with recipients of services.
- C. In the event of a breach of any promise, representation, warranty or agreement made by Organization under this Contract, or in the event that the Foundation believes that the Organization has not attempted to or cannot or will not complete the project described in its Grant Application, the Foundation shall be released from any and all obligation to provide the Funds or any undelivered portion thereof to the Organization. Upon any such occurrence, the Foundation shall be entitled to the immediate delivery of any unused funds by the Organization, as well as to the delivery of any personal property purchased with the funds by the Organization, and shall be entitled to pursue any other legal remedy available to it, resulting from the Organization's breach of this Contract.
- D. If any provision of this Agreement is amended by the parties, or held to be void or unenforceable in a court of competent jurisdiction, all other provisions shall remain in full force and effect.

V. Other Contract Conditions

- A. The Organization acknowledges that the Organization is not an agent or employee of the Foundation. The Organization agrees to indemnify and hold harmless the Foundation, its Board members and employees from any and all cost, loss, damage or expense (including reasonable

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attorney's fees) which may occur by virtue of the Organization's implementation of the proposed project to the extent authorized by law and without waving any rights under the State of Florida Sovereign Immunity Statute, Chapter 768 F.S.

- B. The Organization will acknowledge existing Foundation grants and/or those that will operate concurrently to this grant prior to the execution of this Contract.

VI. Contract Service Dates: The awarded contract will be from **July 1, 2015 thru June 30, 2016**

VII. Payments

Three payments will be made. The first payment is scheduled for August 15, 2015 in the amount of \$11,000 and is dependent on a returned signed MOA by August 1, 2015 with completed items A thru H below.

The second payment is scheduled for April, 2016 in the amount of \$10,000 and is contingent upon utilization of the first payment, demonstrated with complete and timely fiscal reports, sufficient enrollment of students and completion of program activities for the first half of the program year.

The third payment in the amount of \$1,000 will be paid within 30 days of receipt of the final reports due on July 10, 2016.

All payments are made subject to continuation of State of Florida funding.

The Foundation shall not be required to deliver any of the funds to the Organization until the Organization has complied with each of the following requirement or conditions:

- A. Submission of a signed contract.
- B. Provision of a budget reflecting the use of awarded funds for the travel, food, lodging and other needs for implementing the HSHT Program according to the Guideposts of Success of the program. The submitted budget is subject to review and approval by the Foundation.
- C. Provision of the **total cost** of the HSHT Program associated with additional Organization funds for the Foundation's internal purposes.
- D. Provision of the resumes of the individuals delivering the HSHT Program to youth with disabilities and verification of employment eligibility of those individuals (USCIS Form I-9).
- E. Provision of a copy of the most recently filed audit or completed Internal Revenue Service form 990.
- F. Provision of an outline of proposed activities for the program year which includes two or more activities for each of the Five Guideposts and expected results. Provision of criteria for determining students Internship Eligible.
- G. Provision of a list of the Business Advisory Council membership, tentative meeting dates, and projected goals of the BAC for the program year.
- H. Provision of a description for how additional funds and resources will be developed and/or maintained to ensure program sustainability.

VIII. Insurance

During the Agreement, including any renewals and extension, the Organization shall maintain at its expense, insurance coverage of such types and with such terms and limits as may be reasonably associated with the Agreement. Evidence of such insurance shall be provided to the Foundation in



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writing from the covering insurance company, within 30 days of the effective date of the Agreement.

The following types of insurance are required:

- A. Commercial General Liability Insurance
- B. Workers' Compensation
- C. Employer's Liability (100,000/100,000/500,000 as minimum limits)

IX. Project Management:

The Foundation and the Organization designate their respective representatives, identified below for coordination, communication, and management of the Project.

Foundation:

Program Support and Reporting including but not limited to: Enrollment Forms, Monthly Narratives, Quarterly Reports and Annual Data

Allison Chase The Able Trust 3320 Thomasville Rd, Suite 200, Tallahassee, FL 32308
 VP, Youth Programs Phone: 850-224-4493 allison@abletrust.org

Fiscal Reporting

Guenevere Crum The Able Trust 3320 Thomasville Rd, Suite 200, Tallahassee, FL 32308
 Senior VP Phone: 850-224-4493 guenevere@abletrust.org

CONTACT INFORMATION FOR ORGANIZATION:

Name: Elizabeth Wetherington Position: Project Coordinator
 Address: 1389 US Hwy 90 W., Suite 170, Lake City, FL 32055
 Telephone: 386-755-9026 extension: 312
 Email: ewetherington@careersourceflcrown.com

Name: Robert Jones Position: Chief Executive
 Address: 1389 US Hwy 90 W., Suite 170, Lake City, FL 32055
 Telephone: 386-755-9026 extension: 322
 Email: rljones@careersourceflcrown.com

X. This Agreement is non-transferable by Organization unless agreed in writing by Foundation.

IN WITNESS WHEREOF, the parties have signed this Memorandum of Agreement on the dates set forth below.

The Able Trust

By: Susanne F. Homant
 Susanne F. Homant, President & CEO

Date: 8/7/15

Organization

By: Robert Jones
 Title: Executive Director

Date: 7/29/15



**Columbia County School District Career and Adult Education
CareerSource Florida Crown
Interagency Collaboration/Letter of Agreement**

The Columbia County School District Career and Adult Education Program would like to continue our collaborative agreement for the fiscal year 2015-16 for provision of seamless and non-duplication of services.

Proposing Agency: Columbia County School District Career and Adult Education
Columbia County School District Career and Adult Education will gladly support CareerSource Florida Crown in the following ways:

1. Disseminate information and services to Adult Education students and additionally assist with enrollment process as requested.
2. Make client referrals to CareerSource Florida Crown programs as appropriate.
3. Maintain weekly oral and/or written communication about the progress of mutual participants in determining how to best serve students and evaluation of student progress.
4. Administer the TABE to students who qualify for CareerSource Florida Crown Programs.

Collaborating Agency: CareerSource Florida Crown

CareerSource Florida Crown agrees to the following in support of Columbia County School District Career and Adult Education:

1. Do on-site program presentations on a requested basis and provide program information as well as initial entry interviews as agreed.
2. Make client referrals to Adult Education/GED, Family Literacy services and English as a Second Language programs as appropriate.
3. Through Out-of-School Youth Program, accept class attendance and participation in CCAE programs (Morning and Evening).

We feel agencies working together better serve our community and strengthen the effectiveness of those involved. We look forward to this opportunity of networking.

<p>Proposing Agency: Columbia Career and Adult Education 409 SW St. Johns Street Lake City, FL 32025</p> <p><i>Jamara Crow</i></p>	<p>Collaborating Agency: CareerSource Florida Crown 1389 US Hwy, Suite 170-B Lake City, FL 32055</p> <p><i>Robert Jones</i></p>
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The Columbia County School District does not discriminate on the basis of race, color, national origin, gender, age, disability or marital status in its educational programs, services or activities, or in its hiring or employment practices. The district also provides equal access to its facilities to the Boy Scouts and other patriotic youth groups, as required by the Boy Scouts of America Equal Access Act.

Questions, complaints, or requests for additional information regarding discrimination or harassment may be sent to:

Nanagansell M. Smith
Columbia County School District
Equity Officer
(386) 755-8015



**Dixie County School District Career and Adult Education
Career Source Florida Crown
Interagency Collaboration/Letter of Agreement**

The Dixie County School District Career and Adult Education Program would like to continue our collaborative agreement for the fiscal year 2015-2016 for provision of seamless and non-duplication of services.

Proposing Agency: Dixie County School District Career and Adult Education
Dixie County School District Career and Adult Education will gladly support Career Source Florida Crown in the following ways:

1. Disseminate information and services to Adult Education students and additionally assist with enrollment process as requested.
2. Make client referrals to Career Source Florida Crown programs as appropriate.
3. Maintain weekly oral and/or written communication about the progress of mutual participants in determining how to best serve students and evaluation of student progress.
4. Administer the TABL to students who qualify for Career Source Florida Crown Programs.

Collaborating Agency: Career Source Florida Crown
Career Source Florida Crown agrees to the following in support of Dixie County School District Career and Adult Education.

1. Do on-site program presentations on a requested basis and provide program information as well as initial entry interviews as agreed.
2. Make client referrals to Adult Education/GED and Family Literacy programs as appropriate.
3. Through Out-of-School Youth Program, accept class attendance and participation in the Dixie District Schools Adult Education Program (Evening).

We feel agencies working together better serve our community and strengthen the effectiveness of those involved. We look forward to this opportunity of networking.

Proposing Agency:
Dixie County Career and Adult Education
16077 NE 15 Highway
Cross City, FL 32628
Maria A. Rami
[Signature]

Collaborating Agency:
Career Source Florida Crown
1389 US Hwy, Suite 170-B
Lake City, FL 32055
Robert Green
[Signature]

No person shall on the basis of race, color, religion, gender, age, marital status, sexual orientation, disability, political or religious beliefs, national or ethnic origin, or genetic information, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any education program or activity, or in any employment conditions or practices conducted by the School District, except as provided by law.



**Union County School District Adult Education
Interagency Collaboration/Letter of Agreement**

The Union County School District Adult Education Program would like to continue our collaborative agreement for the fiscal year 2015-16 for provision of seamless and non-duplication of services.

Proposing Agency: Union County School District Adult Education

Union County School District Adult Education will gladly support CareerSource Florida Crown in the following ways:

1. Disseminate information and services to Adult Education students and additionally assist with enrollment process as requested.
2. Make client referrals to CareerSource Florida Crown programs as appropriate.
3. Maintain monthly oral and/or written communication about progress of mutual students' clients in determining how to best serve the students and evaluation of student progress.
4. Administer the TABE to students who qualify for CareerSource Florida Crown Programs.

Collaborating Agency: CareerSource Florida Crown

1. Do on-site program presentations on a requested basis and provide program information as well as initial entry interviews as agreed.
2. Make client referrals to Adult Education/GED, Family Literacy, and English as a Second Language programs as appropriate.

We feel agencies working together better serve our community and strengthen the effectiveness of those involved. We look forward to this opportunity of networking.

Proposing Agency:

Union County School District-Adult Education
208 SE 6th Street
Lake Butler, FL 32054

By: Barry Sams
Barry Sams, Director

Collaborating Agency

CareerSource Florida Crown
13890 US Hwy 90 West, Suite 170-B
Lake City, FL 32025

By: Robert Gowan