

# CareerSource Gulf Coast

## Local Workforce Development Area 4

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## 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.

Bay County, Florida

Mr. William Dozier, Chair

Bay County Board of County Commissioners

840 W. 11<sup>th</sup> Street

Panama City, FL 32401

(850) 248-8140

[wdozier@baycountyfl.gov](mailto:wdozier@baycountyfl.gov)

Gulf County, Florida

Mr. Sandy Quinn, Chair

Gulf County Board of County Commissioners

1000 Cecil G. Costin, Sr. Boulevard

Port St. Joe, FL 32456

(850) 247-8870

[commissioner4@gulfcounty-fl.gov](mailto:commissioner4@gulfcounty-fl.gov)

Franklin County, Florida

Mr. Joseph "Smokey" Parrish, Chair

Franklin County Board of County Commissioners

33 Market Street, Suite 305

Apalachicola, FL 32320

(850) 653-8861

[smokey@franklincountyflorida.com](mailto:smokey@franklincountyflorida.com)

- 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 executed agreement that defines how the parties carry out the roles and responsibilities of the chief elected official.

(See attachment 1 - Interlocal agreements)

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

(See attachment 1 - Interlocal agreements)

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

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

Any member of the Board of Directors may be nominated as a candidate for any office of the Corporation with the following exception: only private sector representatives may be nominated as candidates for the office of Chairperson.

Nominations for membership shall be as follows:

**Private Sector Appointments:** Private sector appointments shall include representatives of business in the local area, who: are owners of businesses, chief executives or operating officers of businesses, or other business executives or employers with optimum policymaking or hiring authority; represent businesses, including small businesses, or organizations representing businesses described in this clause, that provide employment opportunities that, at a minimum, include high-quality, work-relevant training and development in in-demand industry sectors or occupations in the local area; and are appointed from among individuals nominated by local business organizations and business trade associations. A majority of the members of the local board shall be representatives of business in the local area as described in paragraph 107 (b) (2) (A) (i-iii), WIOA.

**Education Appointments:** Education representatives shall be appointed in accordance with the Workforce Investment and Opportunity Act, 113-128, which states that each local board shall include representatives of entities administering education and training activities in the local area and shall include a representative of eligible providers administering adult education and literacy activities under title II; shall include a representative of institutions of higher education providing workforce investment activities (including community colleges). 107 (b) (2) (C) (i, ii) WIOA. School Superintendents will serve on the Workforce Board until the expiration of their term with the respective School Board or until resignation. One School Superintendent will serve as a Board member and the position will rotate between the three counties' superintendents on an annual basis.

**Labor Appointments:** Representatives of labor organizations shall include representatives of labor organizations (for a local area in which employees are represented by labor organizations), who have been nominated by local labor federations, or (for a local area in which no employees are represented by such organizations) other representatives of employees and also shall include a representative, who shall be a member of a labor organization or a training director, from a joint labor-management apprenticeship program, or if no such joint program exists in the area, such a representative of an apprenticeship program in the area, if such a program exists. Labor representatives will serve on the Workforce Board until the expiration of their position with their respective labor organization or until resignation. 107 (b) (2) (B) (i, ii), WIOA.

**Economic Development Appointments:** Shall include a representative of economic and community development entities. Economic Development positions will serve on the Workforce Board until the expiration of their county positions as Economic Development Council representatives. 107 (b) (2) (D) (i) WIOA.

**Mandatory Partners:** Representatives shall include an appropriate representative from the State employment service office under the Wagner-Peyser Act (29 U.S.C. 49 et seq.) serving the local area and shall also include an appropriate representative of the programs carried out under Title I of the Rehabilitation Act of 1973 (29 U.S.C. 720

et seq.), other than section 112 or part C of that title (29 U.S.C. 732, 741), serving the local area. 107 (b) (2) (D) (ii, iii) WIOA.

Other Appointments: May include representatives of community based organizations that have demonstrated experience and expertise in addressing the employment needs of individuals with barriers to employment, including organizations that serve veterans or that provide or support competitive integrated employment for individuals with disabilities; may also include representatives of organizations that have demonstrated experience and expertise in addressing the employment, training, or education needs of eligible youth, including representatives of organizations that serve out-of-school youth; may include representatives of local educational agencies, and of community-based organizations with demonstrated experience and expertise in addressing the education or training needs of individuals with barriers to employment; may include representatives of agencies or entities administering programs serving the local area relating to transportation, housing, and public assistance; may include representatives of philanthropic organizations serving the local area; and each local board may include such other individuals or representatives of entities as the chief elected official in the local area may determine to be appropriate. 107 (b) (2) (B) (iii, iv) (C) (iii) (D) (iv, v) E, WIOA 113-128; (CSGC by-laws, Pg. 6, #3, attachment 2)

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

**Terms of Office:** In order to comply with regulations, the initial appointment of Board members shall be staggered terms of one (1) to three (3) years. The initial appointment shall be as follows with all succeeding appointments to be for a term of three (3) years.

<b><u>INITIAL TERMS OF BOARD MEMBERS</u></b>	
<b><u>Bay County</u></b>	
Private Sector	1, 2 & 3 years
Education	1 year
Labor	1 year
Economic Development	1 year
CBO	1 & 2 years
<b><u>Franklin County</u></b>	
Private Sector	1, 2 & 3 years
Economic Development	1 year
Education	1 year
CBO	1 year
<b><u>Gulf County</u></b>	
Private Sector	1, 2 & 3 years
Education	1 year

Labor	1 year
CBO	3 years

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

In accordance with Section 107 (a), WIOA, a Local Workforce Development Board (LWDB) shall be certified by the Governor. LWDB vacancies will occur on a routine basis. Any vacancy shall be filled in the same manner as the original appointment in accordance with Section 107 (b) (1), WIOA 113-128. CareerSource Florida staff shall be advised of any changes in membership. Every effort will be made to fill vacancies within 45 days.) (CSGC by-laws, Pg. 5, last paragraph, attachment 2)

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

Board members who are statutorily designated members of the Board pursuant to WIOA may, at the Board member's discretion, appoint a permanent designee to serve on the Board in the Board member's absence, subject to the Board's acceptance of the designee by regular vote. The Board member shall retain the right to attend and vote (except for non-voting members) at any and all regular meetings, but the permanent designee, once accepted by the Board, may, in the Board member's absence, attend and vote (except for those non-voting members) at any and all meetings. Such attendance and voting by the designee, shall be as if the Board member attended and voted himself/herself for all By Law attendance and voting requirements, including, but not limited to, establishing a Board quorum.

Members of the Board or their approved permanent designees that represent organizations, agencies, or other entities shall be individuals with optimum policy making authority within the organizations, agencies, or entities. A majority of the members of the local board shall be representatives described in paragraph (2) (a) (1) above. The importance of minority and gender representation shall be considered when making appointments to the Board. (CSGC by-laws, Pg. 5g, attachment 2)

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

Regular meetings of the Corporation shall be announced electronically, and be held each month unless otherwise provided by the Board of Directors. The meetings will be video and teleconferenced between a site in Bay County and a site in Gulf or Franklin County that will be designated and noticed prior to the Board meeting. A calendar of times and sites of the regular meetings shall be distributed among all members of the Board of Directors in a timely manner. (CSGC by-laws Page 9, #3, attachment 2)

- 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,

The Board of Directors shall meet in accordance with the provisions set forth in Article VII of these By-laws. It shall be the duty and responsibility of each Board member to attend the meetings, and any three consecutive unexcused absences, as determined by the Board, shall be deemed as sufficient reason for replacement of the Board member incurring such absences, unless such member is appointed specifically by law. Non-mandated Board members must attend 50 percent of the scheduled meetings in a six-month period. (CSGC by-laws, Page 3, Sect. 1, 2<sup>nd</sup> paragraph, attachment 2)

CareerSource Gulf Coast's membership (by statute) is made up of workforce system stakeholders. Our diverse board membership includes arrange of employers who actively act as our ambassadors for our vision and help to broker relationships within our LWDA. They act as brand ambassadors to other employers who I turn support our activities and events.

Additionally, many community partners who are not board members are invited to, and participate in our board meetings. CareerSource Gulf Coast hosts an annual meeting of all stakeholders including all CEO, business, education, economic development, state and community organization partners to provide a report on our challenges and achievements for the year.

- vii. Any other conditions governing appointments or membership on the local board. In accordance with Section 107 (a) of WIOA, a Local Workforce Development Board (LWDB) shall be certified by the Governor. LWDB vacancies will occur on a routine basis. Any vacancy shall be filled in the same manner as the original appointment in accordance with Section 107 (b) (1) of WIOA. CareerSource Florida staff shall be advised of any changes in membership. Every effort will be made to fill vacancies within 45 days. CSGC by-laws, Page 5, last full paragraph, attachment 2)

- E. Provide a description of how the CEO is involved in the development, review and approval of the local plan and its two-year modification.

Each Board of County Commissions in our LWDA receives a board packet, including agenda for every CareerSource Gulf Coast board meeting. A county commissioner representing our largest county, Bay County, regularly attends every board meeting. The local workforce services plan process (including a timeline) is approved by the LWDB, and a draft plan is provided to both the LWDB and CEOs for input/feedback prior to the approval by the respective CEOs. Our three Board of County Commissions often have their attorneys review the plan. If there are questions related to the plan, county managers/administrators usually contact the executive director for clarification/feedback. In Bay County, the county manager meets with board staff to review the plan prior to approval by their Board of County Commission. If he determines that changes should be made to the plan, those are discussed and implemented as part of the development of the plan. Each county is involved in the development, review, and approval of the plan in a method that they prescribe and with which they are comfortable.

**(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.

CareerSource Gulf Coast Workforce Board – Region 4

Jennifer Conoley, Chair  
Gulf Power Company  
1230 E. 15<sup>th</sup> Street  
Panama City, FL 32405-6132  
Cell: (850) 527-0999  
[jconoley@southernco.com](mailto:jconoley@southernco.com)

- B. If applicable, identify the vice-chair of the Local Workforce Development Board by name, title, mailing address, phone number and email address. Identify the business or organization the vice-chair represents.

Ed Phelan  
Maritech Machine, Inc.  
1740 Sherman Avenue  
Panama City, FL 32405  
[ephelan69@gmail.com](mailto:ephelan69@gmail.com)

- C. Provide a description of how the LWDB was involved in the development, review, and approval of the local plan and its two year modification.

In the January 2018 meeting of the LWDB, the past workforce services plan was discussed with members to refresh them on the kinds of information that would be used in completing the modified LWDB plan due to the request by DEO. Board members were requested to give feedback and ideas regarding the development of the plan to staff. The workforce services draft plan will be provided to board members prior to the March meeting and will be reviewed, discussed and approved in the March meeting of the LWDB.

**(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); 20CFR 679.420

Gulf Coast State College was designated by the CEOs as the grant sub recipient/fiscal agent, selected to receive and disburse grant funds.

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

The administrative entity for LWDB 4 is the Gulf Coast Workforce Board, d/b/a CareerSource Gulf Coast. Board members selected and hired an Executive Director, who in turn hires staff. Some staff members are empowered to hire additional staff with approval of the Executive Director.



- 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 conflicts of interest interest as described in CareerSource Florida strategic policy 2012.05.24.A.2 – State and Local Workforce Development Board Contracting Conflict of Interest Policy.

Gulf Coast State College (GCSC) has been the fiscal agent for the Gulf Coast Workforce Board d/b/a CareerSource Gulf Coast since the Board was established in 1996 (See Attachment 1 – Interlocal Agreement). GCSC is also the One Stop Operator for the region’s full service job center, an arrangement reached through a competitive process. Part of the mission of GCSC is to provide education and training as a public institution. While there is no contractual agreement with GCSC to provide workforce training, clients may elect to obtain training funded through workforce dollars at GCSC (See Attachment 3 - One Stop Operator Contract). Local Workforce Development Board staff also provide career services as authorized by FS445.07 (6). A firewall exists as described in the Board’s Approved Request to Provide Direct Services (see org. chart below).



There are adequate “firewalls” between functions to prevent Conflict of Interest between the federal requirements for competitive procurement for One Stop Operator, frequently audited fiscal processes which are initiated by the Board’s staff and executed by GCSC staff . Career Services provided by Board staff are overseen by staff not in the Finance line of responsibility. Gulf Coast State College acts as fiscal agent as presented in the attached Interlocal Agreement and was competitively procured as the One Stop Operator.

**(4) One-Stop System**

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

The CareerSource Gulf Coast Job Center is operated by Gulf Coast State College (GCSC) at 625 Highway 231 in Panama City, Florida. The job center houses 17 staff employed through CSGC funds, eight employees funded through DEO (including Vet staff), special project board

staff, Welfare Transition, and SNAP staff. The job center is the front door to workforce services for Bay, Franklin and Gulf Counties. The CareerSource Gulf Coast Board also maintains satellite physical one-stop job centers in Franklin and Gulf Counties when funds permit. Services are also available on-line at [www.careersourcegc.com](http://www.careersourcegc.com).

- 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 hours of operation for the comprehensive one-stop job center centers are as follows:

- Bay County Center (full service) – Monday through Friday from 8 am – 5 pm
- Gulf County\* (satellite) – Monday through Thursday, 8 am – 4 pm; Friday by appt. only.
- Franklin County\* (satellite) – Monday through Friday from 8 am – 4 pm

\*Hours of operations for the satellite locations are subject to change based upon funding levels.

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

Gulf Coast State College is the entity that operates the full service one-stop job center. Satellite centers are currently operated by board staff.

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

Gulf Coast State College (GCSC) is the entity that was competitively procured to provide career services in the LWDA's comprehensive one-stop job center. GCSC staff work alongside DEO staff to provide career services in the comprehensive one-stop job center. In satellite centers, LWDB staff provide career services as approved by CareerSource Florida and in compliance with FS 445.

- 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.

Gulf Coast State College is the sole operator of the full service one-stop job center in the region. In conjunction with the CareerSource Gulf Coast Board, Gulf Coast State College manages and provides a complete array of services to job seekers and employers including a single point of entry, basic career services, individualized career services, and referrals to training providers. The college's CareerSource Gulf Coast Job Center staff have the expertise to design, administer, and deliver all workforce development activities and have demonstrated the ability to adapt and conform to changes in policy, practices and priorities to meet local community and customer-based needs.

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

CareerSource Gulf Coast (CSGC) has one comprehensive one-stop job center in the region's metro, Panama City. CareerSource Gulf Coast has a satellite Center in Gulf and Franklin Counties.

The CSGC Job Center (one-stop job center) has met the criteria for One Stop Credentialing pursuant to reviews by the Florida Dept. of Economic Opportunity's Programmatic Monitoring Team.

CSGC developed a One Stop credentialing tool per CSF Administrative Policy 92 in July of 2017. Applying this tool to the CSGC Job Center (one-stop job center), the center meets all requirements.

**Effectiveness:** Based upon the region's historically high performance on one-stop job center based goals, the Center is very effective. Per results of the latest CareerSource Florida Performance Funding model, CSGC was the state's top earner for the "excel" category (meaning the top performer in the state). CSGC consistently rates in the top quartile of the state for WIOA performance and meets or exceeds Wagner-Peyser goals on the Federal Common Measures.

**Physical and Programmatic Accessibility:** CSGC staff remain abreast of developments regarding improvements to services for persons with disabilities and share that information with Center staff. The Center itself is equipped with wheelchair accessible computer desks, and computer monitors designed for use by the visually impaired. Information is shared with customers regarding the availability of auxiliary aids and services as needed.

**Continuous Improvement:** CSGC has procedures in place to address all issues related to achieving, managing, and improving performance. The Center Director and Regional Training Coordinator work together to ensure that staff attend training as needed, including Tier I certification and subsequent continuing education. CSGC regularly reviews surveys completed by job seekers and employers to detect areas for improvement and uses that information to ensure that services are delivered as efficiently and effectively as possible.

## 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

Local Workforce Development Area Four (LWDA 4), located in Northwest Florida includes three counties: Bay, Gulf, and Franklin. The Panama City MSA is the only metropolitan statistical area in the region and is located in Bay County. The other two counties are considered rural. The region has an estimated population of 211,865 and continues to grow, experiencing a 22% growth since 2010. In November 2017, there were 94,299 individuals employed in the region at an average annual wage of \$38,428.

Currently, the region's top industries include Accommodation and Food Services, Retail Trade, and Health Care and Social Assistance. Please see table below for a complete breakdown of employment by industry.

Industry Sector	Establishments	Employees
<b>Accommodation and Food Services</b>	714	14,549
<b>Retail Trade (44 &amp; 45)</b>	984	12,649
<b>Health Care and Social Assistance</b>	637	11,307
<b>Public Administration</b>	129	7,905
<b>Education Services</b>	62	5,877
<b>Admin., Support, Waste Mgmt, Remediation</b>	377	5,639
<b>Construction</b>	818	5,075
<b>Professional, Scientific &amp; Technical Svc</b>	649	4,168
<b>Manufacturing (31-33)</b>	157	3,385
<b>Real Estate and Rental and Leasing</b>	405	2,863
<b>Other Services (except Public Admin.)</b>	446	2,293
<b>Wholesale Trade</b>	211	2,189
<b>Transportation and Warehousing (48 &amp; 49)</b>	201	2,112
<b>Arts, Entertainment, and Recreation</b>	125	1,934
<b>Finance and Insurance</b>	253	1,800
<b>Information</b>	72	796
<b>Agriculture, Forestry, Fishing &amp; Hunting</b>	41	381
<b>Utilities</b>	17	365
<b>Management of Companies and Enterprises</b>	29	193
<b>Mining</b>	3	28
<b>Unclassified establishments</b>	32	17

Source: Labor Market Statistics, Quarterly Census of Employment and Wages Program

The existing in-demand occupations are mostly tied to hospitality (restaurant and lodging), sales and clerical and are for the most part low skill, low wage. The only exception to this is Registered Nurses which requires specialized training and earns a median wage of \$27.37 per hour in the region.

## Top 15 Existing Demand Occupations

Workforce Development Area 4 - Bay, Franklin, and Gulf Counties

Separations Method

Occupation		Employment			2017 - 2025			2017 Median Education Level	
		2017	2025	Growth	Percent Growth	Total Job Openings*	Hourly Wage (\$)**	FL†	BL‡
353021	Combined Food Prep. and Serving Workers, Inc. Fast Food	3,325	3,903	578	17.4	5,879	9.34	NR	NR
434051	Customer Service Representatives	2,718	3,164	446	16.4	3,329	12.66	PS	HS
412031	Retail Salespersons	4,021	4,453	432	10.7	5,375	10.82	HS	NR
352014	Cooks, Restaurant	1,440	1,733	293	20.4	2,094	11.44	PS	NR
353031	Waiters and Waitresses	3,106	3,393	287	9.2	5,147	9.67	NR	NR
291141	Registered Nurses	1,639	1,888	249	15.2	973	27.37	A	B
311014	Nursing Assistants	1,072	1,254	182	17.0	1,263	11.82	PS	PS
439061	Office Clerks, General	2,077	2,220	143	6.9	2,076	12.99	HS	HS
372011	Janitors and Cleaners, Except Maids and Housekeeping	1,129	1,270	141	12.5	1,383	10.91	NR	NR
292061	Licensed Practical and Licensed Vocational Nurses	759	887	128	16.9	510	18.09	PS	PS
431011	First-Line Superv. of Office and Admin. Support Workers	1,371	1,496	125	9.1	1,174	21.94	A	HS
436014	Secretaries, Except Legal, Medical, and Executive	1,980	2,104	124	6.3	1,783	14.98	PS	HS
434171	Receptionists and Information Clerks	907	1,030	123	13.6	1,111	12.77	HS	HS
319092	Medical Assistants	628	748	120	19.1	728	13.71	PS	PS
537062	Laborers and Freight, Stock, and Material Movers, Hand	1,156	1,275	119	10.3	1,426	10.66	NR	NR

Emerging industry sectors paint a brighter economic picture for the region with industries related to healthcare, professional, scientific, and technical services, and administration and support services all in the top 5 of the list. The three fastest growing occupations (ranked by percent growth) are all in the healthcare sector and include Physical Therapist Assistants, Nurse Practitioners, and Occupational Therapists.

## Emerging Industries

Workforce Development Area 4 - Bay, Franklin, and Gulf Counties

Industry		Employment		2017 - 2025 Change	
		2017	2025	Total	Percent
722	Food Services and Drinking Places	11,816	13,447	1,631	13.8
621	Ambulatory Health Care Services	4,719	5,852	1,133	24.0
561	Administrative and Support Services	6,439	7,220	781	12.1
930	Local Government	8,723	9,359	636	7.3
540	Professional, Scientific, and Technical Services	4,535	5,129	594	13.1
238	Specialty Trade Contractors	3,407	3,845	438	12.9
531	Real Estate	2,305	2,609	304	13.2
622	Hospitals	3,098	3,345	247	8.0
423	Merchant Wholesalers, Durable Goods	1,574	1,806	232	14.7
522	Credit Intermediation and Related Activities	1,233	1,459	226	18.3
623	Nursing and Residential Care Facilities	1,851	2,070	219	11.8
624	Social Assistance	1,571	1,765	194	12.3
445	Food and Beverage Stores	2,351	2,521	170	7.2
444	Building Material and Garden Supply Stores	1,130	1,292	162	14.3
441	Motor Vehicle and Parts Dealers	1,447	1,594	147	10.2

## Emerging Occupations

Workforce Development Area 4 - Bay, Franklin, and Gulf Counties

Separations Method

Occupation		Employment			2017 - 2025			2017 Median	
		2017	2025	Growth	Percent Growth	Total Job Openings*	Hourly Wage (\$)**	Education Level FL†	Education Level BLS†
312021	Physical Therapist Assistants	71	97	26	36.6	99	24.93	A	A
291171	Nurse Practitioners	79	102	23	29.1	58	50.84	M+	M
291122	Occupational Therapists	52	66	14	26.9	37	35.84	M+	M
472021	Brickmasons and Blockmasons	56	71	15	26.8	62	14.57	PS	HS
291123	Physical Therapists	79	100	21	26.6	52	38.08	M+	D
292056	Veterinary Technologists and Technicians	111	140	29	26.1	97	13.41	A	A
132052	Personal Financial Advisors	86	107	21	24.4	79	57.70	B	B
132072	Loan Officers	215	266	51	23.7	201	28.06	A	B
151132	Software Developers, Applications	116	142	26	22.4	89	28.87	A	B
319011	Massage Therapists	152	186	34	22.4	167	16.99	PS	PS
151133	Software Developers, Systems Software	63	77	14	22.2	48	43.69	B	B
119111	Medical and Health Services Managers	115	140	25	21.7	97	45.28	B	B
533041	Taxi Drivers and Chauffeurs	144	174	30	20.8	159	9.56	NR	NR
352014	Cooks, Restaurant	1,440	1,733	293	20.4	2,094	11.44	PS	NR
211022	Healthcare Social Workers	65	78	13	20.0	68	19.52	M+	M

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

To meet the needs of employers in demand industry sectors, CareerSource Gulf Coast and its educational partners work closely together to determine the needs of employers and how to translate those needs into the training of potential employees or employed workers. The CareerSource Gulf Coast Business Services Team regularly reaches out and meets with employers in demand industries to identify both short term and long term needs and solutions. Area training institutions have advisory boards made up of representatives from the relevant sectors and also host ad hoc groups for growth sectors such as manufacturing and defense contracts. These relationships have, and continue to guide the development of training. The tables below detail the employment needs of our existing in demand industries and occupations as well as our emerging industries and occupations.

Employment Needs for Existing In Demand Industries			
Industry Sector	Top Skills Needed	Top Tools & Technology Needed	Top Occupations Needed
<b>Accommodation and Food Services</b>	Restaurant Operation, Food services, Food safety, Serving	Fryers, freezers, Point of Sales system, keyboards	Restaurant Managers, Restaurant Team Members, General Managers, Line Cooks, Cooks
<b>Retail Trade (44 &amp; 45)</b>	Merchandising, Selling Techniques, Customer Experience, Customer	Cash Register, Forklift, Monitors, Ladders, Money Order Machine	First Line Supervisors of Retail Workers, Salesperson, Cashier, Stock

	Satisfaction, Loss Prevention		Clerks, Customer Service Representative
<b>Health Care and Social Assistance</b>	Nursing, Intensive Care Unit, Rehabilitations, Acute Care, and Pediatrics	Monitors, MS Word, Alarms, Splints, PowerPoint	Registered Nurse, Medical Managers, LPN, Physical Therapists, and Occupational Therapists
<b>Public Administration</b>	Nursing, Mental Health, Social Security, Code of Federal Regulations, Disabilities	Personal Protective Equipment, MS Word, Cash Register, Forklift, Monitor	Registered Nurse, Police Officers, Military Occupations, Psychiatrists, Counselors
<b>Education Services</b>	Psychology, Social Work, Clinical Works, Family Therapy, Advising	School Bus, Platforms, PowerPoint, MS Word	Postsecondary Teachers, Marriage Therapists, Middle School Teachers, Medical Managers, Computer Support Specialists

### Employment Needs for Existing In Demand Occupations

Occupation	Top Skills Needed	Top Tools & Technology Needed	Top Education Needed
<b>Combined Food Prep and Serving Workers</b>	Restaurant operation, food services, grilling, cooking	Deep fryer, cash register, freezers, can openers, and silverware	No minimum education requirement
<b>Customer Service Representatives</b>	Merchandising, Restaurant Operation, Selling Techniques, Call Centers, Computing	Cash register, cylinders, Oxygen concentrators, Monitors, Scooters	HS Diploma
<b>Retail Salesperson</b>	Selling Techniques, Merchandising, Customer Experience, Loss Prevention	Cash register, Money order machine, Ladders, Forklift, Pallet jack	HS Diploma
<b>Waiters and Waitresses</b>	Restaurant operations, Disabilities, Corrective action/prevention, Lab requisitions, food services	Busses, Cell phone, point of sales system, silverware	No minimum education requirement
<b>Registered Nurses</b>	Nursing, Basic life support, Intensive care unit, Advanced cardiovascular life support	Monitors, Personal protective equipment, fetal monitor, MS Word, PowerPoint	Associate's Degree

### Employment Needs for Emerging In Demand Industries

Industry Sector	Top Skills Needed	Top Tools & Technology Needed	Top Occupations Needed
<b>Food Services and Drinking Places</b>	Customer service, positive attitude, greeting customers, cash handling, honesty	Fryers, Freezers, Can openers, Point of sale systems, Delivery truck	Restaurant crew members, Fast food worker, Line cook, Cashier, Shift leader
<b>Ambulatory Health Care Services</b>	Customer service, Problem solving,	MS Word, Monitors, PowerPoint, MS Excel, Dialysis machine	EMT/Paramedics, Ambulance drivers, Medical records

	Flexibility, Discharge planning, Decision making		technicians, Registered nurse
<b>Administrative and Support Services</b>	Customer service, Decision making, Effectively present information, Interacting with customers, interpersonal skills	Monitors, Alarms, Ranges, Alarm systems, Ladders	Customer service representative, Supervisor of office and administrative support worker, secretaries, education administrators
<b>Professional, Scientific and Technical Services</b>	MS Access, Systems Engineering, Information Systems, Information Assurance, Merchandising	Linux Software, Alarms, MS Word, PowerPoint, Platform	Information Security Clerks, Network and Computer System Administrators, Merchandise Displayers, Demonstrators and Product Promoters

<b>Employment Needs for Emerging In Demand Occupations</b>			
<b>Occupation</b>	<b>Top Skills Needed</b>	<b>Top Tools &amp; Technology Needed</b>	<b>Top Education Needed</b>
<b>Physical Therapist Assistants</b>	Rehabilitation, Physical therapy, Nursing, Basic life support, Caregiving	Monitors, Braces, Canes, Crutches, Twitter	Associate's Degree
<b>Nurse Practitioners</b>	Nursing, Family medicine, Primary care, Internal medicine, Pediatrics	Private practice, MS Word, PowerPoint	Master's Degree
<b>Occupational Therapist</b>	Occupational therapy, Rehabilitations, Psychotherapy, Nursing home, Nursing	Orthotics, Workstations, Jacks, Forklift, Generators	Master's Degree
<b>Brickmasons and Blockmasons</b>	Building and construction, mathematics, moving objects, measurements	Cold chisels, Hammers, Levels, Trowls	No minimum education requirement
<b>Physical Therapists</b>	Rehabilitations, Nursing homes, Nursing, Physical Therapy, Basic life support	Balance beams, perceptual/dexterity testing products, reflex hammers/mallets, workstations	Master's Degree

- 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)

CareerSource Gulf Coast conducted analysis of the knowledge and skills needed to meet the employment needs of the employers in the region from November 2015 to November 2017. Based on that research, the region's top hard skills, common skills and qualifications are listed below for all industries are listed below.



**Top 15 Hard Skills:** Merchandising, Nursing, Restaurant Operation, Selling Techniques, Finance, Intensive Care Unit, Food Services, Purchasing, Pediatrics, Rehabilitations, Hazardous Materials, Acute Care, Customer Experience, and Critical Care

**Top 15 Common Skills/Knowledge:** Management, Sales, Customer Service, Communications, Operations, Driving, Leadership, Innovation, Presentation, Problem Solving, Retail Trade, Computer Literacy, Information Technology, Cleanliness, and Sanitation.

**Top 15 Qualifications:** Commercial Driver's License (CDL), Registered Nurse, Licensed Practical Nurse, Nurse Practitioner, Medical Technologist, Transportation Worker Identification Credential (TWIC) Card, American Registry of Radiologic Technologist (ARRT) Certified, Licensed Vocational Nurses, Certified Nursing Assistant, Patient Care Technician, Held Desk Certification, Family Nursing Practitioner, Licensed Clinical Social Workers (LCSW), and Certified Benefits Professional.

Research on skills and knowledge needed for our emerging industries was also conducted and listed below.

#### **Health Care and Social Assistance**

- **Top Occupations:** Registered Nurses, Medical and Health Service Managers, Licensed Practical Nurses, Physical Therapists, and Occupational Therapists
- **In-Demand Skills:** Nursing, Intensive Care Unit, Rehabilitations, Acute Care, Pediatrics
- **Top Qualification Needed:** Registered Nurse, Licensed Practical Nurse, American Registry of Radiologic Technologist (ARRT) Certified, Licensed Vocational Nurse

#### **Professional, Scientific and Technical Services**

- **Top Occupations:** Information Security Analysts, Network and Computer System Administrators, Merchandise Displayers and Window Trimmers, Demonstrators and Product Promoters, Advertising Sales Agents
- **In-Demand Skills:** Microsoft Access, System Engineering, Finance, Information Systems, Information Assurance
- **Top Qualification Needed:** Commercial Driver's License (CDL), CompTIA Security+ Certification, CompTIA Security+, Certified Information Systems Security Professional, and Certified Information Security Manager

Based on emerging and in-demand occupations determined by DEO, the skills and knowledge required to meet the current needs of employers are being met by citizens attending local training institutions. Some professionals have to be recruited from outside of the area (those degrees in higher level science and engineering fields), but most healthcare technician needs are being met. Although not listed as an emerging industry, aviation and aerospace manufacturing companies are being heavily targeted for economic development projects. To date, one new

company in this industry has been recruited to the region. As part of this, CareerSource Gulf Coast has begun to lay the framework for meeting this industry's recruiting and training needs.

- 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)).

## **CareerSource Gulf Coast Region (WDA4)**

### **Panama City MSA**

#### **Labor Force and Unemployment**

The unemployment rate has declined by over one percentage point over the year to 3.8 percent in November 2017. Since the Great Recession unemployment has decreased dramatically from a peak of 10.3 percent in 2010 to 4.8 percent in 2016, a decrease of 5.5 percentage points. The labor force has increased slightly in recent years (2016 labor force = 98,769 from 2010 labor force = 97,240). In addition, the number of employed persons has been on a steady climb since 2010 while the number of unemployed persons has been declining since 2010 (2016 unemployed persons = 4,783).

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

The most recent information on unemployment rates for persons with disabilities is for 2016 from a report sponsored by the Florida Chamber (Dr. Jerry D. Parrish). The unemployment rate for individuals with disabilities in Bay County was 14.5%, Franklin County 15.1% and 16.4% for Gulf County.

#### **Education of the Workforce**

In 2017, the most common educational attainment level of LWDA 4 workforce participants was a high school diploma (including equivalency) at 42.2 percent, followed by some college or Associate degree at 37.3 percent, and then Bachelor's degree or higher at 14.7 percent. Only 5.8 percent of workforce participants had attained less than a high school diploma.

The educational attainment of our workforce participants differs from that of the overall population of the region which includes educational breakdown of the following: less than high school – 13.2%, high school diploma (including equivalency) – 30.8%, some college and Associates degree 34.6%, Bachelor's degree or higher – 21.4%.

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

In November 2017, the employment was 5,600. The over the year change in November 2017 (+600 jobs, +12 percent) was 900 more when compared to November 2015. The number of jobs in this sector has been trending upward over the last three years.

#### **Manufacturing**

In November 2017, the employment was 3,500. The over the year change in November 2017 (-100

jobs, -2.8 percent) was 200 less when compared to November 2015. The number of jobs in this sector has been trending downward.

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

In November 2017, the employment was 17,100. The over the year change in November 2017 (+400 jobs, +2.4 percent) was 300 more when compared to November 2015. The number of jobs in this sector has grown over this past year.

### **Information**

In November 2017, the employment was 1,000. Employment in this sector remained unchanged over the year and is down by 100 when compared to November 2015. The number of jobs in this sector has been fairly constant over the past years.

### **Financial Activities**

In November 2017, the employment was 4,500. The over the year change in November 2017 (+200 jobs, +4.7 percent) was 300 more when compared to November 2015. The number of jobs in this sector has increased slightly over the past three years.

### **Professional and Business Services**

In November 2017, the employment was 11,500. The over the year change in November 2017 (+600 jobs, +5.5 percent) was 400 more when compared to November 2015. The number of jobs in this sector has been trending upward over this past year.

### **Education and Health Services**

In November 2017, the employment was 11,200. The over the year change in November 2017 (-100 jobs, -0.9 percent) was 100 more when compared to November 2015. The number of jobs in this sector has been fairly constant over the past three years.

### **Leisure and Hospitality**

In November 2017, the employment was 12,300. The over the year change in November 2017 -700 jobs, -5.4 percent) was 500 less when compared to November 2015. The number of jobs in this sector has declined over this past year.

### **Other Services**

In November 2017, the employment was 2,800. The over the year change in November 2017 (+0 jobs, +0 percent) and was the same when compared to November 2015. The number of jobs in this sector has been fairly constant over the past three years.

**Government**In November 2017, the employment was 15,000. The over the year change in November 2017 (+400 jobs, +2.7 percent) was 600 more when compared to November 2015. The number of jobs in this sector has increased over the past three years.

## Emerging Industries

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

- 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 WIOA §108(b)(7)).

CareerSource Gulf Coast maintains an excellent relationship with local economic development and business organizations. These relationships, coupled with long term partnerships with Gulf Coast State College, Florida State University – Panama City and the local school districts allows us to broker education and training opportunities to meet workforce needs.

From a perspective of strengths, our education partners are led by people with vision and an understanding that flexibility is key to meeting the training needs of a changing economy. Bay County, our most populous, has a population in which 87% of persons twenty-five years of age and older have at least a high school diploma. That provides a workforce capable of being trained to meet the needs of industry change.

As for weaknesses, only Bay County has experienced a population increase greater than the state average. The labor force for the region has shrunk approximately 1.6% since December of 2014; however, the labor force of the state as a whole has shrunk by nearly 10% over the same time period.

Another weakness in the region relates to educational infrastructure. In order to complete many health care professional certifications, clinical rotations are required. Unfortunately, qualified facilities in this area are at capacity. Some educational institutions are moving towards simulated clinical settings; in Florida, the legislature has passed into law (Chapter 2014-92) rules to allow up to 50% of clinical training to be conducted in a simulated session. While the law is catching up to the needs, the funds to provide the properly furnished environment are still lacking. Locally, Gulf Coast State College has begun integrating simulation technology into its curriculum.

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

### Employment & Training Activities – Description and Assessment

#### EMPLOYMENT

**Description**

CareerSource Gulf Coast Job Center – Operated by Gulf Coast State College. Comprehensive One Stop provides career services per WIOA (see 134 (c) (2), access to training houses Veteran’s programs, SNAP and WT Programs, SCEP, Wagner-Peyser, Labor Exchange Services, Access and referrals to all required partners.

**Assessment**

Meets One Stop Certification requirements. Met or exceeded all 2014-2015 Florida Workforce Common Measures. An average ranking of 3.7 for the 2015 monthly Job Placement Report. The Job Center staff attends and completes training as required.

**EDUCATION**

Gulf Coast State College was established in 1957 as the State’s first public 2-year institution after the Legislature established a network of Community Colleges. The school offers four vocational Bachelor’s Degrees, 13 AS Degrees, 16 AAS degrees and 41 technical, PSAV and Workforce College credit certificates as well as 75 AA degree transfer tracks. The College is accredited by the Southern Association of Colleges and Schools.

GCSC’s students who complete vocational programs in demand occupations have high pass rates for state licensing exams. Five year average:

RN - 86.07%+  
 LPN – 91.2%  
 Radiography – 92.7%  
 Respiratory Therapy – 91.7%

Students sponsored by WIA/WIOA at GCSC in 2014-2015 had the following:

	ADULTS	DW
Entered Employment	99%	97%
Wage at Placement	\$17.36	\$17.38

Tom P. Haney Technical Center was established in 1968 and is a part of the Bay District Schools. The school offers 16 different programs including Adult Education, and GED. Workforce sponsored programs at Haney include: LPN, Welding, and as appropriate, Aviation Airframe Mechanics and Electrician.

Haney’s Vocational programs have a high completion and placement rates:

<u>Program</u>	<u>Completion</u>	<u>Placement</u>
Welding	77%	90%
Aviation	91%	88%
Electrician	100%	100%
LPN	100%	98%

\*\*In some cases, individuals obtain sufficient skills to secure employment in the field before training completion\*\*

- Please provide a description and assessment of the type and availability of youth workforce investment activities in the local area, including activities for youth who are individuals with

disabilities. The description and assessment must include an identification of successful models of such youth workforce investment activities (WIOA §108(b)(9)).

The region receives limited Workforce Innovation and Opportunity Act (WIOA) Youth formula funds and, therefore, depends upon foundation dollars and partner resources.

Program	Description	Assessment
<p>Cornerstone – Gulf Coast State College serves Out of School Youth, aged 16-24, Bay County</p>	<p>Cornerstone is funded through WIOA-OSY dollars and other foundation and agency dollars. Cornerstone is housed at the CSGC Job Center and focuses on assisting young people to obtain their GED/diploma and work towards employment that would make them self-sufficient. The program also teaches Financial Literacy and provides opportunities for leadership development through community service.</p>	<p>GCSC’s Cornerstone Program is assessed for success by meeting performances related to WIOA and the Common Measures:</p> <ul style="list-style-type: none"> <li><b>(1)</b> Attain a degree/Credential: 92%</li> <li><b>(2)</b> Literacy/Numeracy Gains: 73%</li> <li><b>(3)</b> Wage at Placement Rate; \$10.70</li> </ul> <p>To receive credit for performance #1, the student must also be found in employment or post-secondary education after exit.</p>

- (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) to support regional economic growth and economic self-sufficiency (WIOA §108(b)(1)(E)).

The strategic vision of CareerSource Gulf Coast (CSGC) is to develop strong partnerships that will result in the development of a globally competitive workforce.

Our goals are to:

- Create and sustain a network of partners to provide a guiding force for community prosperity through education, training, developing an economic climate for growing business and jobs, and support the success of our youth.
- Provide the very best service to every customer every day
- Create strong connections between Veterans and our business community
- Facilitate the creation and operation of community based initiatives which support CareerSource Gulf Coast’s goals.
- Partner to create a globally competitive workforce.

The primary indicators of performance under WIOA tie neatly to the details of CSGC’s strategy to support regional economic growth and economic self-sufficiency.

- 1)** Percentage of participants in unsubsidized employment in the second quarter after program exit;
- 2)** Percentage of program participants found in unsubsidized employment in the fourth quarter after program exit;
- 3)** The median earnings of participants referenced in (1), (Youth and Adults/DW);
- 4)** The percentage of Youth participants who obtain a recognized post-secondary credential, secondary school diploma or recognized equivalent while participating or within a year of exit (secondary credential only counts towards performance if the participant is found in employment, training leading to a post-secondary credential);
- 5)** Percentage of Youth participants in a program year who are participating in an education/training program (leading to credential or employment) who are achieving measurable skill gains;
- 6)** Percentage of Youth participants found in education, training or employment during the second and fourth quarters after exit (2 measures) and
- 7)** Effectiveness of services to employers (not yet defined)

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

CareerSource Gulf Coast (CSGC) has been responsible for carrying out four of the six core programs listed at Section 116 (a) (3) (A)(II), WIOA. CSGC has worked with partners in Vocational Rehabilitation, Adult Education and Literacy Programs over the years and will expand on those relationships to better align resources in order to achieve our shared vision and goals in LWDA 4.

We have met with our local Vocational Rehabilitation partners and are in the process of executing an MOU/IFA. We are working through new and better referral processes to ensure a seamless transition for clients without duplication of services. We are weaving together our employer services for both entities so that we don't inundate employers with several staff visits from different agencies. We have also learned about our ability to use the Partnership Plus program to better serve our Ticket to Work clients together. We have close connections to our Adult Education partners. All three school superintendents who oversee the Adult Education and Literacy programs for this region are rotating members on our board and we often sponsor students into their programs.

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

CareerSource Gulf Coast (CSGC) has traditionally been a high-performing board and expects to continue this level of excellence under WIOA. Performance is carefully monitored by staff and service providers and corrective action pursued immediately. CSGC will apply the same performance management techniques to achieve efficiency in our operations consistent with factors developed by the State Board.

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

CareerSource Gulf Coast (CSGC) was a recipient of funding under the Disability Employment Initiative and is an Employment Network. This experience has improved our staff’s ability to serve jobseekers with disabilities. The full service and satellite job centers have been equipped with technology to assist the legally blind to access services. The full service job center hosts a Disabled Veterans Outreach (DVOP) unit. CSGC and service provider staff are culturally and ethnically diverse and dedicated to upholding non-discrimination standards. Representatives from Vocational Rehabilitation (VR) and the Division of the Blind Services (DBS) attend our Board meetings and provide advice and technical assistance as requested. We are currently developing a lease for VR to use office space three days a week at the Job Center.



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

CareerSource Gulf Coast’s Executive Director regularly meets with area education, economic development, local elected officials, regional partners, and business partners to develop a vision and goals appropriate to the region’s needs. Our vision and goals are reviewed annually by the LWDB, of which many of our partner agencies are members or attendees.

- (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 Federal performance accountability measures, as defined and executed by CareerSource Gulf Coast (CSGC) fully support economic growth and workforce self-sufficiency. By determining employer and business needs, CSGC’s job center can make lasting placements which lead to wage increases. The relationship between CSGC, the employer community, economic development and education allows us to broker training that benefits all parties and contributes to economic growth and self-sufficiency.

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

CSGC has negotiated Performance Goals for PY 17-18 and had those goals approved by DEO. See the Chart below.

<b>PY 2017 - 2018 Local Performance Goals</b>	
<b>Measures</b>	<b>PY 2017-2018 USDOL-Approved State Performance Levels</b>
<b>Adults:</b>	
Employed 2nd Qtr After Exit	<b>89.00%</b>
Employed 4th Qtr After Exit	<b>85.00%</b>
Median Wage 2nd Quarter After Exit	<b>\$9,341.00</b>
<b>Dislocated Workers:</b>	
Employed 2nd Qtr After Exit	<b>83.00%</b>
Employed 4th Qtr After Exit	<b>79.00%</b>
Median Wage 2nd Quarter After Exit	<b>\$8,357.00</b>
<b>Youth:</b>	
Employed 2nd Qtr After Exit	<b>60.00%</b>
Employed 4th Qtr After Exit	<b>69.00%</b>
<b>Wagner-Peyser:</b>	
Employed 2nd Qtr After Exit	<b>64.00%</b>
Employed 4th Qtr After Exit	<b>66.00%</b>
Median Wage 2nd Quarter After Exit	<b>\$4,850.00</b>

- (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)

CareerSource Gulf Coast (CSGC) uses a variety of methods to measure performance and effectiveness of the fiscal agent, service providers, and one-stop system. All of these components of the CSGC system are monitored by our Quality Assurance team and our fiscal department undergoes a state and independent audit annually, making for three reviews per year utilizing approved tools. In addition to formal monitoring by the QA team, the CSGC system is reviewed by Department of Economic Opportunity teams.

On a monthly basis, CSGC staff produces a report using indicators of performance to meet state and federal goals (where possible). The data systems, queries and formulas to which we have access are used to allow management to review and make course corrections and to present a monthly “plain English” report to the Board.

<i><b>Indicator</b></i>	<i><b>Common Measures</b></i>	<i><b>Performance Funding Model</b></i>
Closed With Employment	Employed 2 <sup>nd</sup> and 4 <sup>th</sup> Quarters after exit	Unemployed quarter prior to exit, found employed
Median wage at Placement	Median Wage 2 <sup>nd</sup> Quarter After Exit	Average Earnings Two Quarters After Exit
Employer Satisfaction Salesforce Surveys	Not Yet Defined	Business Engagement – Business Satisfaction

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



## Board Policies

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<b>25. TITLE: Self-Sufficiency Definitions</b>
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1. **PURPOSE:**

In the process of developing the CareerSource Gulf Coast Local Workforce Services Plan, definitions of self-sufficiency had to be developed for certain customer groups. To this end, the following definitions apply in Region 4.

2. **POLICY:**

Adult and Welfare Transition:

Self-sufficiency is defined as an income, based on family size that exceeds 250% of the Federal Poverty Level or the LLSIL (Lower Living Standard Income Level), whichever is higher.

Dislocated Worker:

Self-sufficiency is defined in this case to be an income which is at least 80% of the income level at the time of dislocation.

Employed Worker:

The CareerSource Gulf Coast definition of a self-sufficient employed worker is defined as a worker earning over \$25 an hour or over 250% of the federal poverty level or LLSIL (whichever is higher for family size) OR a worker not in danger of losing employment without training OR a worker who would not have an opportunity for advancement after training is considered self-sufficient.

Date Adopted/Amended: September 30, 2002

Date Amended and Approved: February 16, 2010

Date Amended and Approved: March 13, 2018

## COORDINATION OF SERVICES

- (1) Coordination of programs/partners:** 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 coordinates with these programs to prevent duplication and improve services to customers (TEGL 3-15).

The Board maintains communication with and provides information to all partners detailing the services and resources available and makes training and use of the Job Center's facility available upon request. Under the direction of the CSGC management, joint meetings, workshops and webinars are used to maximize resources within the region and ensure all programs are aware of each other's services. The continued involvement, close working relationships, and strong communication help to avoid duplication of services offered by other organizations.

All workforce providers will confirm that participants are not already being served by another provider and will enter participant data into appropriate databases promptly. To avoid duplication of services, the Job Center will promptly record all supportive services and case notes into the Employ Florida Management System and collaborate with other community partner agencies, as appropriate.

- (2) Coordination with Economic Development Activities:** Describe how the local board coordinates 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 promotes entrepreneurial training and microenterprise services (WIOA §108(b)(5)).

CareerSource Gulf Coast has been a member of all economic development organizations, both regional and local, since it was chartered as a workforce region in 1996. Our board believes that close partnerships with both economic development and education partners are critical to successful workforce solutions for participants of our programs and for the business community, as well as for the economic prosperity of the region as a whole. Our administrative offices are co-located with the Bay County Economic Development Alliance on the campus of Gulf Coast State College where we work together in an Economic and Workforce Center of Excellence. Through this co-location and partnership we are constantly working together to assist in the attraction of new businesses to the region as well as sustaining and expanding existing businesses. We are aware of all project activities and are often part of the team that works with new business prospects considering our region for re-location or start up. Additionally we are supportive of the Millaway Institute, located on the campus of Gulf Coast State College.

The Millaway Institute for Entrepreneurship (M.I.E.) is a commercial and social accelerator that supports our community of innovators and aspiring entrepreneurs. The Institute helps inventors and entrepreneurs as they explore transformation of ideas into commercial products, services, and companies.

**(3) Coordination of education and workforce investment activities:** Describe how the local board coordinates 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)).

CareerSource Gulf Coast (CSGC) has closely partnered with our counties' secondary and post-secondary training providers since our establishment in 1996. CSGC will continue to coordinate activities with our education partners in the local area coordinating resources to avoid duplication of services. CSGC collaborated with Gulf Coast State College and Bay District Schools to create and implement a Career and Technical Education Council, which resulted in a partnership to support a Career Technical and Education Director position for the county. The CTE Director works with the three way partnership to strengthen career related academies beginning at the middle school level and reaching to post-secondary. Since this partnership began career academies have increased exponentially. This partnership allows better coordination to develop strategies for our students which link them to career pathways and training for occupations in the area. The CTE Council was superseded by Alignment Bay County in 2014, however the partnership supporting the CTE Director is still active.

In the spring of 2014 these primary partners (Bay District Schools, CSGC, Gulf Coast State College and the Bay County Economic Development Alliance) came together to discuss the need to develop strategies to improve outcomes for youth, from pre-birth to career. This initiative, Alignment Bay County, is patterned after and advised by Alignment Nashville (AN). This collective impact organization brought together community/business leaders, community organizations, local government and education partners to coordinate resources for the benefit of the K-12 students. The organization develops desirable long term outcomes with mid-term and short-term goals along the way. The Alignment Nashville model has seen major successes in the 12 years since its establishment.

Alignment Bay County (ABC) has passed its developmental stage and has four over arching goals. The four long term goals developed by ABC are:

1. Support children's health and well-being, birth to career
2. Improve student achievement for every student
3. Increase career and college readiness
4. Increase civic/community/family involvement in all schools

CareerSource Gulf Coast (CSGC) has been, and continues to be, engaged in education and community initiatives tied to workforce investment.

**(4) Coordination of transportation and other supportive services:** Describe how the local board coordinates 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)(11)).

CareerSource Gulf Coast (CSGC) serves an area with extremely limited public transportation options. In Franklin and Gulf counties, public transportation is limited to serving the disabled, elderly, indigent transportation disadvantaged and veteran's, to medical appointments and grocery shopping. Even those services are very limited and costly. In Bay County, there is a Trolley (bus) system, but it is still developing, has limited routes, hours, and funding. Services are difficult to use as timeliness and convenience are not guaranteed. It can take up to three hours for a mother to get her children to daycare and herself to work due to routes and transfers. Where applicable and when funds allow, CSGC provides Trolley passes and gas cards to allow participants to engage in employment and training activities. Trolley services do not run on Sunday or before 6:00 a.m. or after 8:00 p.m.

- (5) Coordination of Wagner-Peyser Services:** Describe 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)(12)).

The CareerSource Gulf Coast Job Center houses all DEO partner programs available (LVER, DVOP, Wagner-Peyser), as well as WIOA and TANF/WT. Currently, the Senior Community Employment Program has office space in the job center. All partners are integrated into operations and function as part of the system as a whole.

- (6) Coordination of Adult Education and Literacy:** Describe how the local board coordinates 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 carries out, consistent with subparagraphs (A) and (B)(i) of section 107(d)(11) and section 232, the review of local applications submitted under Title II WIOA §108(b)(10).

CareerSource Gulf Coast has existing partnerships with providers of adult education and literacy. We currently refer clients to adult education for Literacy, diploma attainment and General Equivalency diploma preparation and ESOL programs as appropriate. Any applications submitted to the Board will be reviewed consistent with the requirements of Title II, Section 232. The Board's Executive Director reviews every application submitted to ensure its compatibility with the local plan and make recommendations as needed.

- (7) Reduction of Welfare Dependency:** Describe how the local board coordinates workforce investment activities to help reduce welfare dependency, particularly how services are delivered to TANF and Supplemental Nutrition Assistance Program (SNAP) recipients, to help such recipients become self-sufficient. Additionally, describe the strategies the local area uses to meet CareerSource Florida's goal of reducing welfare.

CareerSource Gulf Coast has worked diligently since the first days of the “WAGES” program and FSET to reduce the number of people in need of TANF and Food Stamps Assistance, so much so that CSGC has gone from contracting with three providers of WT services and caseloads of 446 in October 1998 to 100 cases annually today. The SNAP caseload stood in the mid-600s before the latest iteration of SNAP as a mandatory program and currently there are only 221 open cases. CSGC uses the employer contacts of our Employer Service Representatives, training and employer/participant incentives to assist benefit recipients to obtain and retain employment.

Upon completion of online orientations, SNAP and WT clients are required to make an appointment with the Service Provider (located at the One Stop) for an overview of resources and responsibilities available to them during participation. Clients are assessed and those assessments reviewed and used to develop an IRP and determine barriers and needs. Service Provider staff use information from assessments and the IRP to attempt to connect clients to employment. Service Provider staff use the daily “Hot Jobs” listing provided by Job Center staff to start the search for suitable employment. When Job Center staff have Job Fairs, SNAP/WT staff are notified so their clients can avail themselves of the opportunity. Clients who would benefit from additional training are connected to partners (i.e. Goodwill) who offer free training that would improve the clients’ chances at employment, leading to self-sufficiency. SNAP/WT staff work closely with partners and Job Center staff to reduce dependency on benefits.

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

CareerSource Gulf Coast partners with the Division of Vocational Rehabilitation and the Division of Blind Services through Memorandum of Understanding. The purpose of the MOU is to facilitate cooperative workforce training and employment placement efforts. The goal for the MOU and the work undertaken by all three entities is to facilitate cooperation, collaboration and coordination including planning, referrals and preventing duplication for the advancement of our mutual clients.

## 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. Describe how required WIOA partners contribute to your planning and implementation efforts. If any required partner is not involved, explain the reason.

All the required partners are involved with the one stop delivery system. These partners participate in the drafting of the MOUs related to the interaction with the Job Center, thereby contributing to planning and implementation. The planning of service delivery and weaving services together to maximize resources played a part in the meetings leading to the development of our agreements and IFAs. The CareerSource Gulf Coast job center provides the full array of employment services and connects customers to work-related training and education. CareerSource Gulf Coast provides high-quality career services, referrals to education and training, and supportive services needed by customers to get good jobs and stay employed. The CSGC job center also provides excellent services to businesses so that they can find skilled workers.

CareerSource Gulf Coast’s job center staff creates and nurtures ongoing relationships with employers to make them aware of education and training opportunities such as on the job training, incumbent worker training and employed worker training.

The local workforce development board directly manages or has administrative oversight of a wide-range of core programs. Coordination is managed within a direct line of supervision which ensures coordinated service delivery and accountability.

The Six CORE WIOA Programs are outlined below:

- WIOA Title I (Adult, Dislocated Worker and Youth formula programs) administered by Department of Labor (DOL)
- Title II – Adult Education and Literacy programs administered by the Department of Education (DoED)
- Title III – Wagner- Peyser employment services administered by DOL; and
- Title IV – Rehabilitation Act of 1973 programs administered by DoED.

	Youth Employment & Training	WIOA Youth program services include the attainment of a high school diploma or its recognized equivalent, entry into postsecondary education, and individualized delivery of 14 types of career readiness opportunities.
	Adult Employment & Training	WIOA Adult program services include career services, training services and job placement assistance. Priority



WIOA Title I		is given to recipients of public assistance, other low income individuals, veterans, and individuals who are basic skills-deficient.
	Dislocated Worker Employment & Training	WIOA dislocated worker program services target individuals who lost jobs due to plant closures, company downsizing, or some other significant change in market conditions. In most cases, eligible workers are unlikely to return to their occupations, and they must be eligible (or have exhausted) unemployment compensation.
WIOA Title II	Basic Education for Adults	Adult Education and Literacy services include: adult education; literacy, workplace, family literacy, and English language acquisition activities; and integrated English literacy and civics education, workplace preparation activities, and integrated education and training.
WIOA Title III	Wagner Peyser Employment Services	Wagner Peyser Employment Services, often referred to as basic labor exchange services provide access to employment services to all job seekers including job search preparation and placement assistance services. Employers may receive general or specialized recruitment services through self-service or staff assisted job orders.
WIOA Title IV	Vocational Rehabilitation Services	Vocational Rehabilitation programs provide training services to help eligible individuals with disabilities become employed. The priority is competitive, fulltime employment. Depending on the individual's disability and functional limitations, however, other outcomes such as part-time employment, self-employment, or supported employment are also appropriate. Services focus both on helping high school students plan as they prepare for transition to work, as well as delivery of a range of individualized adult services.

In addition to the core programs, for individuals with multiple needs to access the services, the following partner programs provide access through the LWDA job centers:

<b>Programs</b>	<b>Contributors/Roles/Resources</b>
Career and Technical Education (Perkins)	<ul style="list-style-type: none"> <li>• Board and planning representation</li> <li>• Co-location of staff onsite at the campuses</li> <li>• Adult Education – basic skills training, GED training and testing</li> <li>• Post-Secondary- occupational Skills Training through ITAs</li> <li>• Job placement assistance</li> </ul>

	<ul style="list-style-type: none"> <li>• Promotes CareerSource Gulf Coast programs and services on their campuses by providing collateral materials flyers etc.</li> <li>• Involves CareerSource Gulf Coast management staff on their Advisory Boards</li> </ul>
Job Corps	<ul style="list-style-type: none"> <li>• Coordination of referral between entities</li> <li>• Provide access to space as needed onsite at the LWDA job centers</li> <li>• Adult education and occupational skills training</li> <li>• Job placement assistance</li> <li>• Promotes CareerSource Gulf Coast programs and services in their offices by providing collateral materials, flyers etc.</li> </ul>
Local Veterans' Employment Representatives and Disabled Veterans' Outreach	<ul style="list-style-type: none"> <li>• Co-located in CareerSource Gulf Coast job center</li> <li>• Promotes CareerSource Gulf Coast's programs and services as appropriate</li> <li>• Provides a linkage between CareerSource and Veteran Community</li> <li>• Job Placement assistance</li> <li>• Coordination of Services between Veteran's and partner programs</li> </ul>
Senior Community Service Employment Program	<ul style="list-style-type: none"> <li>• Planning and coordination of services</li> <li>• Co-location of staff onsite at the LWDA job centers</li> <li>• Job placement assistance</li> <li>• Promotes CareerSource Gulf Coast programs and services</li> <li>• in their offices by providing collateral materials flyers etc.</li> </ul>
Temporary Assistance for Needy Families (TANF)	<ul style="list-style-type: none"> <li>• Planning and coordination of services</li> <li>• Co-location of staff onsite at LWDA job centers</li> </ul>
Trade Adjustment Assistance Programs	<ul style="list-style-type: none"> <li>• Planning and coordination of services</li> <li>• Co-location of staff onsite at LWDA job centers</li> </ul>
Unemployment Compensation Programs	<ul style="list-style-type: none"> <li>• CareerSource Gulf Coast provides information and local navigation assistance to support DEO's centralized State Unemployment Compensation program.</li> </ul>

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

CareerSource Gulf Coast continually seeks out opportunities within the region to develop Workforce Services Agreements with partner organizations including community-based, faith-based, and/or nonprofit organization, as well as employment, education, and training programs that align with our vision, mission and strategic goals. Ongoing partnership development is paramount to our success by ensuring that we are sharing promising and proven practices by doing what is best for our communities to enhance the overall economic development.

To demonstrate this point, CareerSource Gulf Coast manages/oversees several optional workforce programs through its centers and CareerSource Gulf Coast staff, which include:

- SSA Employment Network and Ticket to Work program
- Military Family Employment Advocate Program
- Summer Youth Leadership Program (Gulf County Only)
- U.S Department of Commerce Apalachicola Bay Fishery Diaster Recovery Project
- Christian Community Development Fund
- Goodwill

- 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).

The LWDB, with the agreement of the chief elected official, developed and entered into a Memorandum of Understanding between the local board and the following one-stop partners:

Gulf County District Schools

NCBA-MOU/IFA

Haney Technical Center-MOU/IFA

Gulf Coast State College-MOU/IFA

Tri-County Community Council, Inc.- MOU/IFA

\*DOE Division of Blind Services-currently waiting for local elected official signature

\*DOE Division of Vocational Rehabilitation – currently waiting for signature from VR

\*These MOU/IFAs have been sent for approval/signature; awaiting for final execution

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

- A. Describe how entities within the one-stop delivery system, including one-stop operators and one-stop partners 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. Describe how the LWDB incorporates

feedback received during consultations with local Independent Living Centers on compliance with Section 188 of WIOA (WIOA §108(b)(6)(C)).

CareerSource Gulf Coast requires the one stop operator and all of its partners to comply with the Americans with Disabilities Act. At least once a year, the one stop center monitors program activities and performs facility accessibility checks to ensure universal access. The one stop center has software and equipment available to individuals with a disability including but not limited to handicap accessible doors, bathrooms, computers/computer desks, document reader/computer screen magnifier, and video phone. In addition, all one stop center staff and partners receive disability training as part of the on boarding process and are also required to complete additional disability training annually.

The CareerSource Gulf Coast region does not include a full Independent Living Center, however, the satellite center (The Disability Resource Center) was housed in the Job Center and their input was sought and implemented in the process of ensuring that the Job Center was properly built for job seekers with disabilities.

- B. Describe how entities within the one-stop delivery system use principles of universal design in their operation.

CareerSource Gulf Coast job centers in our local area assist job seekers with disabilities in all programs, and our region annually assesses physical and programmatic accessibility. This includes, but is not limited to, ensuring assistive technology and materials are in place, and front-line staff members are trained in the use of this technology.

In addition, CareerSource Gulf Coast and its partners located within the career centers ascribe to the principles of universal design of the facility, materials, service delivery and technology whenever and wherever possible and practical, including the following seven core principles:

1. Equitable use – the design is useful for people with diverse abilities
  - a. The same means of use is provided for all users: identical whenever possible; equivalent when not.
  - b. We avoid segregating or stigmatizing any users.
  - c. Provisions for privacy, security, and safety are made equally available to all users.
  
2. Flexibility in Use - the design accommodates a wide range of individual preferences and abilities.
  - a. We provide choice in methods of use.
  - b. We provide adaptability to the user's pace.

3. Simple and Intuitive Use - use of the design is easy to understand, regardless of the user's experience, knowledge, language skills, or current concentration level.
  - a. We eliminate unnecessary complexity.
  - b. We try to always meet user expectations.
  - c. We accommodate a wide range of literacy and language skills.
4. Perceptible Information - the design communicates necessary information effectively to the user, regardless of ambient conditions or the user's sensory abilities.
  - a. We use different modes (pictorial, verbal, written) for redundant presentation of essential information.
  - b. We maximize "legibility" of essential information.
  - c. We make it easy to give instructions or directions.
5. Tolerance for Error- the design minimizes hazards and the adverse consequences of accidental or unintended actions.
  - a. We arrange facility furniture, equipment and walkways to minimize hazards and hazardous elements are eliminated, isolated, or shielded.
  - b. We provide fail safe features.
6. Low Physical Effort - the design can be used efficiently and comfortably and with a minimum of fatigue.
  - a. Allow user to use reasonable operating forces.
  - b. Minimize repetitive actions.
  - c. Minimize sustained physical effort.
7. Size and Space for Approach and Use - appropriate size and space is provided for approach, reach, manipulation, and use regardless of user's body size, posture, or mobility.
  - a. We always attempt to provide a clear line of sight to important elements for any seated or standing user.
  - b. We make reach to all components comfortable for any seated or standing user.
  - c. We provide adequate space for the use of assistive devices or personal assistance.

- C. Describe how the LWDB facilitates access to services provided through the local delivery system, including remote areas, using technology and other means (WIOA §108(b)(6)(B)).
- CareerSource Gulf Board facilitates access to services by offering services at multiple physical locations. There is one comprehensive job center in the region (Bay County) along with satellite offices at Gulf Coast State College, Port St. Joe, and Apalachicola. In addition, the LWDB partners with local agencies including the public library system, educational institutions, local chambers of commerce, and military bases to promote services at the

physical locations and through the Employ Florida (EF) website. Through EF, both employers and jobseekers can access services at any time.

For clients accessing Welfare Transition services in the outlying counties, Skype is provided so that they connect with their case manager in Bay County. All documentation that requires collection is scanned and sent in by staff in the remote counties.

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

CareerSource Gulf Coast advocates and supports an integrated information system at the state and local level that would allow entities that carry out core programs to better coordinate service delivery for mutual customers and cross program referrals. We will work with state and local organizations to improve customer services and program management by exploring and possibly implementing integrated intake, case management and reporting systems. Wherever possible CareerSource Gulf Coast will maximize the utilization of technology to consolidate, streamline services and enhance the overall customer experience.

CareerSource Gulf Coast has established policies that address the integration of services for the region's career centers that support a customer-centered, fully integrated service delivery system that ensures customers and employers have maximum access to the full range of education, employment, training and supportive services offered through the programs available under WIOA.

These career center policies are clearly referenced in our MOUs and reflect that an appropriate combination and integration of services are made available directly or through partner program referrals. Customers experience a "common front door" at our centers for all one-stop partner programs supported by common registration where possible. Formal and informal assessments evaluating basic skills, career interests and aptitudes are shared with partner programs thus avoiding duplication in service provision.

Whenever possible our intake, case management, and data systems are also integrated between partners to allow for efficient service access. Where systems are not fully integrated at this time, conversations have been conducted between CareerSource Gulf Coast and the partners in an effort to promote this integration. It is our intent to continue this dialogue between partners to continue to advance our efforts. CareerSource Gulf Coast Memorandum of Understanding (MOU) with core program entities and other key partners, document agreed-to strategies to enhance service provision to employers and jobs seekers. CSGC has begun the process of "going paperless" with casefiles, thereby increasing the security of client information.

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

CareerSource Gulf Coast has used a competitive process (Request for Proposals) to secure a Job Center Operator and provider of workforce services in the past under the guidance of DEO and WIOA. CSGC will continue to use the competitive process to procure One Stop Operator Services through an updated RFP which will follow the requirements of WIOA and guidance from DEO.

The RFP process involves a set of rules to safeguard fair and objective decision making when awarding grant funds to a successful proposer. The rules comply with applicable federal, state and local requirements, i.e. Florida Statutes (F.S.) 287 and Title 2 Code of Federal Regulations (CFR) Part 200. Notice of the RFP is sent to entities on CSGC's Bidders List (a list of local non-profit and for-profit entities interested in conducting business with CSGC). The list is updated when a new entity requests being added to it. Additionally, information regarding the RFP is legally noticed, i.e. published in local newspapers such as the Panama City news Herald and the Port St. Joe Star. Finally, all RFP material is posted on the CSGC's website.

The RFP typically contains the following sections: timetable, bidders' conference, services solicited, contract terms, submission guidelines, and evaluation and appeals process.

Following release of the RFP, a bidders' conference is held providing prospective bidders an opportunity to request clarification regarding the RFP's programmatic specifications from CSGC's staff. All questions and answers from the conference are posted on CSGC's website.

After proposals are submitted, proposal components (i.e. technical narrative, performance, budget, cost allocation/indirect cost proposal, organizational capabilities) are reviewed by a Rating Committee. The Committee makes a recommendation to the full Board for operator selection which the Board discusses and either accepts or rejects.

**(5) System Improvement:** Describe additional criteria or higher levels of service than required to respond to labor market, economic, and demographic conditions and trends in the local area (WIOA §108(b)(6)(A)).

CareerSource Gulf Coast complies with all continuous improvement criteria and procedures listed in Under Administrative Policy 93 including demonstration of compliance with all CareerSource Florida statewide branding, local branding, and national branding standards and practices; demonstration of compliance with staff training and skills certification; and established procedures to capture and respond to job seeker and employer feedback. In addition to these items, CareerSource Gulf Coast has implemented customer service standards to ensure that all customers (jobseekers, employers, and partners) are being provided high quality service with an equal opportunity for all. These standards are referred to as our customer CARE standards and include the following specific standards:

## **COURTESY**

Customers should be treated with courtesy at all times. Staff is expected to greet each customer with a smile and treat them all with dignity and respect regardless of how they look, how many times they've visited the center or the type of service they are requesting. Proper etiquette and courtesy should also be utilized when assisting customers via email or phone. Always be aware of the tone conveyed in voice and written correspondence when addressing the needs of the customer in this manner.

## **ATMOSPHERE - PROFESSIONAL AND POSITIVE**

The atmosphere should be one that is welcoming and helpful to all customers. Staff should demonstrate professionalism and strive to make a good first impression, build rapport and earn the trust of the customer. As part of that, all communication both internally and externally should be done in a professional and positive manner, focusing on services we can provide instead of what we can't do. Employee breaks and personal business should be handled out of the view of customers. Staff should avoid eating, drinking, texting, and taking personal phone calls while working with or in the company of the customer.

## **RESPONSIVE**

All staff should be action oriented and respond to customer's requests in a timely manner; including, but not limited to, those made in person, by phone and through email. Staff should carefully listen/read customer requests to ensure they fully understand it and then respond accordingly in a manner that is timely, helpful, positive, and accurate. When out of the office for any length of time, staff should set up out of office messages on voicemail and email accounts to notify customers of their absence.

## **EXCEED EXPECTATIONS**

One of the goals of the Job Center is to provide high quality service to all customers with an equal opportunity for all. Staff should aim to go beyond the basics and demonstrate a consistent desire to exceed customer expectations and anticipate the customer's need.

These standards aim to go beyond the basics and demonstrate a consistent desire to exceed customer expectations and anticipate the customer's need. In support of this effort, customer service standard training is apart of our onboarding process with new employees and staff at the one stop has received additional customer service training.



## DESCRIPTION OF PROGRAM SERVICES

- (1) System description:** Describe the local workforce development system. Identify programs included in the system and how the local board works with each entity to carry out core programs and other workforce development programs supporting alignment in provision of services. Identify 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 Florida Unified Plan under WIOA section 102(b)(1)(E) (WIOA §108(b)(2)).

CareerSource Gulf Coast (CSGC) is charged with serving Bay, Franklin, and Gulf counties in Florida's northwest. CSGC is focused on creating a globally competitive workforce to facilitate economic development, and to promote prosperity for existing and future business and industry, as well as our communities.

CSGC contracts Job Center services to Gulf Coast State College for our full-service One Stop in Panama City, Florida. Two satellite centers, one in each of our rural counties, are staffed by Board employees. CSGC works closely with service providers and partners to ensure that programs are aligned to the greatest extent possible.

CSGC Workforce System Core Programs include:

- WIOA Adult, Dislocated Worker and Youth Services
- Wagner-Peyser Labor Exchange services
- Trade Adjustment Assistance through DEO staff
- Welfare Transition (TANF) services
- Local Veterans Employment & Disable Veterans Outreach Programs
- RESEA
- Senior Community Employment Program
- Supplemental Nutrition Assistance Program
- Ticket to Work

Referral Partnerships had been in place for Vocational Rehabilitation, Division of Blind Services and Adult Education. We are in the process of working with these partners to develop closer service delivery processes.

- (2) Subgrants and contracts:** Describe the competitive process used to award sub-grants and contracts in the local area for WIOA-funded activities (WIOA §108(b)(16)).

CareerSource Gulf Coast (CSGC) issues Requests for Proposals (RFP) for workforce program services. The RFPs provide a clear and accurate description of services to be provided, provide for an open and fair competition encouraging small and minority owned business sources to apply, specify information regarding when the proposals shall be due that will give the proposers

sufficient time to prepare their proposals, and specify criteria which shall be used to determine the award.

Requests for Proposals are advertised a minimum of three (3) days in a daily paper and one (1) time in a weekly paper of the county(s) where workforce program services are being solicited. The Board also seeks to advertise in local minority publications when possible.

A rating committee as determined by the Board Chair evaluates each proposal. Steps are taken to insure that each rater adheres to the established Conflict of Interest Policy. Raters are furnished with a copy of each proposal and a rating sheet for evaluating each proposal. Proposals are judged in the potential contractors' ability to perform successfully under the terms and conditions of the proposal, with additional consideration given to such matters as contractor integrity, record of past performance (if available), financial, and technical resources or accessibility of other necessary resources. Upon completion of the proposals' rating, a summary is made by staff averaging the ratings. The decision of the committee is presented to the CareerSource Gulf Coast Board for final consideration and approval.

The approval of the proposal by the Board provides approval for only the program concept and the total funding amount, which may be contracted. It does not provide approval for any proposed unit cost(s) or for any specific terms and conditions. These details are negotiated after a full review and discussion of the proposed program and cost between proposer representatives and Board staff. Occasionally, special requirements may exist where commodities or services may be purchased on a "sole source" non-competitive basis. These conditions may exist when a commodity or service is available from one vendor, with no known competitors capable of satisfying the requirements; the necessity or emergency for the item will not permit a delay resulting from competitive solicitation; the awarding agent authorizes non-competitive process is found to be inadequate; on-the-job training (OJT) contracts, except OJT brokering contracts which are selected competitively; or enrollment of individual participants in classroom training. Educational services paid through Individual Training Accounts are only procured from training providers on the Eligible Training Provider List. The Board minimizes the use of "sole source" procurements to the extent practicable, but in every case, the use of "sole source" procurements will be justified or documented.

CSGC staff may provide direct services as allowed under Florida statutes and the local direct services plan.

- (3) Expanding access to employment:** Describe how the local board, working with entities carrying out core programs, expanded access to employment, training, education and supportive services for eligible individuals, particularly eligible individuals with barriers to employment. This includes how the local board facilitates developing career pathways and co-enrollment, as appropriate, in core programs, and improves access to activities leading to recognized postsecondary

credentials (including portable and stackable industry-recognized certificates or certifications) (WIOA §108(b)(3)).

The universal nature of the CareerSource Gulf Coast (CSGC) Job Centers allows individuals with barriers to employment easy access to services. In addition, to being the universal “go-to” site for assistance, job centers are home to Veterans Services (LVER, DVOP and Military Spouses), TANF and SNAP services and, in the full service job center, Ticket to Work programming. Area correctional institutions are well aware of and refer exiting inmates to employment, training, education and support services through the Centers. We also have staff participate on advisory boards of the prisons and present to groups of inmates as they go through the prison system’s exit program. Year-round marketing and community partners facilitate awareness of, and access to our programs.

CareerSource Gulf Coast maintains a website with access to the Employ Florida and a calendar of hiring events and workshops. A “hot jobs” link is updated daily with new employment offerings. The website also provides information on pre-employment and skills training.

The comprehensive job center and satellite centers have computer labs and staff to assist clients in job search as needed. All locations host hiring events at employer request and work with partners to publicize the events to all populations, including individuals with barriers.

There are two primary providers of education and training in the LWDA. CareerSource Gulf Coast stations career managers at Gulf Coast State College, Panama City and the Gulf-Franklin campus. Tom P. Haney Technical Center, Panama City also hosts career managers on site. By being co-located, CSGC can facilitate career pathway opportunities for eligible individuals. To maximize resources, students are co-enrolled (when possible) in other partner programs for which they are eligible. Career Managers are versed in the concept of career pathways and therefore able to knowledgeably present the opportunity to clients. Further, by maintaining career managers who understand the challenges of first time post-secondary students, CSGC ensures that individuals with barriers have the additional support needed to achieve success.

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

Key industry sectors for our region are: Health Services, Manufacturing, Homeland Security/Law Enforcement, Logistics and Distribution, Information Technology, Financial and Professional Services and Aviation and Aerospace. CSGC works well with business partners as well as economic development and education partners to ensure that there is a balancing between the need to follow the targeted occupations list with horizon jobs. Since workforce training must be operated as a demand driven system, it is critical to align the timing of training individuals into

key sectors to the availability of jobs for the graduates. CSGC was instrumental in assisting our local technical center in developing an FAA certified Airframe and Power Plant Academy as our new airport was coming on line, in anticipation of attracting new aviation and aerospace businesses to the space available both inside and outside the fence at the airport. We continue to work closely with our economic development organizations to attract industry to the region. In fact CSGC is often part of the team that meets with business prospects interested in locating or expanding their business in the region. It is important that prospective businesses understand the value that CareerSource Gulf Coast brings to any project under the Florida Flex umbrella of services. Quite often our discussions focus on training strategies to fit the talent needs of these employers. We provide an overview of the existing talent pipeline as well as the one that we can develop with training partners.

CSGC works in partnership with CareerSource Florida as well to make sure that prospects are aware of all incentives at the state level, including training incentives. Recently, we've been involved with the Florida Trade Grant, a manufacturing sector initiative to address the skill gap through training and job placement and supported the expansion of the Licensed Practical Nursing Program at Haney Technical Center which increased training capacity to address the strong demand for nurses. In addition, we are currently working with Haney Technical Center to secure funding to create a Pipefitting Program. This program will help address the needs of a local boat manufacturer who plans to expand and create approximately 1,000 new jobs to the region. Our process for aligning training for demand driven sector opportunities is fluid and entirely based upon the demands of our business partners.

**(5) Industry Partnerships:** Describe how the LWDB identifies and collaborates with existing key industry partners in the local area. Describe how the LWDB coordinates and invests in partnership infrastructure where key industry partnerships are not yet developed (WIOA §134(c)(1)(A)(iv)). The local area must describe how the following elements are incorporated into its local strategy and operational sector strategy policy:

Initiatives with which we have participated are the Florida Trade Grant, a manufacturing sector initiative where we worked with our state college, the regional manufacturing council and manufacturing businesses to identify training candidates, provide training and placement of the participants into manufacturing jobs. We are currently working on a regional grant to provide training and internships for the health services sector and working with the Florida Healthcare Workforce Initiative to find out issues facing our healthcare industry partners. We have good relationships with business partners across a number of industry sectors. We participate with our chambers of commerce, regional and local economic development organizations, regional manufacturers' council, the defense contractors' roundtable group as well as ad hoc committees formed to focus on specific industry issues.

A. Describe how selected industries or sectors are selected based on, and driven by, high-quality data (cite data source used).

CareerSource Gulf Coast regularly reviews and analyzes high quality, timely labor market data by industry and occupation to sector strategy efforts. Specific data sources include:

- i. [Employment Projections Data](#) (both by industry and occupation) produced by the Florida Department of Economic Opportunity, Labor Market Statistics
- ii. [Occupational Employment Statistics and Wages \(OES\) Program](#). The information is the result of an occupational employment and wage survey conducted by Labor Market Information, in cooperation with the U.S. Department of Labor, Bureau of Labor Statistics.
- iii. [Employ Florida](#) and [Help Wanted Online](#) Reports to determine real time labor demand through online ads/job postings.
- iv. Direct feedback from employers collected through onsite visits, surveys, community meetings and professional trade groups.

This information is distilled and discussed with the Board for input.

B. Describe how sector strategies are founded on a shared/regional vision;

The leadership of CareerSource Gulf Coast maintains close working relationships with the economic development and employer alliances of the region, and has a deep-rooted partnership with the area K-20 (school districts and state college). These relationships have guided the development of the area's sector strategies. All partners agree and supported the target sectors in alignment with Enterprise Florida's identified sectors.

C. Describe how the local area ensures that the sector strategies are driven by industry;

CareerSource Gulf Coast ensures that sector strategies are driven by industry by inviting them to be part of the process. For example, representatives from targeted industries serve on the Local Workforce Development Board as well as the local and regional economic development organizations. In addition, the business services team targets onsite meetings and feedback from employers in targeted industry sectors.

D. Describe how the local area ensures that sector strategies lead to strategic alignment of service delivery systems;

Members of the CareerSource Gulf Coast management team have great partnerships with economic development organizations, institutions of higher learning, and other community organizations. On a regular basis, CareerSource Gulf Coast meets with these partners to ensure alignment of service delivery systems.

E. Describe how the local area transforms services delivered to job-seekers/workers and employers through sector strategies: and

CSGC has a tradition of flexibility to meet local employment and training needs and works closely with state and training partners to meet needs as they emerge. The method and type of transformation depends upon the need; as an example, a recently added employer

required an additional layer of screening and pre-employment training prior to consideration of hire. The steps to obtaining a job with this employer were not simply ‘apply – basic screening- refer’ but ‘apply – screen into additional assessment – be selected for pre-employment training – be selected from that training for referral to interview – hire.’ The additional complexity of the hiring process for this sector industry was met through CSGC’s partnership with Gulf Coast State College.

F. Describe how the local area measures, improves and sustains sector strategies.

Though sector strategies as christened are in their infancy in LWDA 4, measurement is taken through satisfaction surveys and efficacy of training for those industry sectors. In order to implement continual improvements to our strategy, CSGC interviews industry leaders in our targeted sectors to determine training and employment approaches that will enhance recruitment, hiring and training for those industries. CSGC ensures that sector strategies are sustainable by investing local funding in sector strategy activities and helping align and leverage other public and private resources.

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

CareerSource Gulf Coast (CSGC) staff receives the Regional and State Demand Occupations list annually from the Department of Economic Opportunity. Staff compare the Regional list with locally available training programs, historical employment needs and employer requests. Board staff strike through occupations without area approved training providers, insufficient local openings and historically (locally) low-paying occupations. For example, although Police and Sheriff’s Patrol Officers has appeared on the Regional List for years, actual hiring is so limited that sponsoring individuals into Law Enforcement training (other than Corrections Officer) has rarely resulted in employment.

After performing these proposal edits and notifying ETPL providers (if applicable), staff request that providers submit any training programs they believe to be in demand. Staff review these applications and, for those that meet income and annual opening criteria, take the applications and proposed list to the Board. Members review and request additional information, sometimes suggesting additions to the list themselves. Staff research the latter and bring the proposed list back to the Board for discussion and final approval.

**(7) Employer Engagement:** Describe strategies and services 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;

CareerSource Gulf Coast uses a variety of methods to engage employers in the region. As part of our strategy, the business services team sets annual goals for the number of

employers engaged and retained. Specifically the team contacts employers through on-site visits, informational mailings, telephone contact, and electronically through email and social media. As part of that outreach, the team targets employers connected to in-demand industry sectors and small businesses. The CareerSource Gulf Coast Board also implements a marketing campaign that includes community/public relation activities, digital, radio, television and print advertising, and printed collateral material (brochures, flyers etc.) to build awareness and stimulate usage of the workforce system programs.

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

A large part of employer engagement strategy involves community relations. CareerSource Gulf Coast actively participates in economic development and local chamber of commerce activities, as well as other community/industry focused groups. As a result of community involvement, CareerSource Gulf Coast is able to establish and build strong relationships with area employers. These relationships allow us to understand their needs and then offer solutions through our services.

- C. Better coordinate workforce development programs and economic development; and

The CareerSource Gulf Coast Board actively and consistently participates in local and regional economic development activities which allows us to be included in business roundtables regarding the state of the workforce, hear firsthand from prospective, existing and expanding employers the workforce and training needs that they have, and to understand the challenges and successes our education partners have in delivering training. We will continue to utilize these opportunities to better coordinate the delivery of services/programs. The CareerSource Gulf Coast Board has partnered with the Bay County Economic Development Alliance (EDA) to form the Economic Development Center of Excellence whereby both organizations are co-located. The close proximity has allowed for improved communication and better coordination.

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

CareerSource Gulf Coast will continue to strengthen the linkage between one stop delivery services and unemployment insurance programs by actively promoting our services to individuals filing a claim or receiving benefits. For example, when individuals register in Employ Florida (EF) and identify as a claimant, a CareerSource Gulf Coast (CSGC) representative contacts them to provide an orientation of one stop services. In addition, CSGC participates in the RESEA program which provides assessments, labor market information, employment plans and job referrals to claimants likely to exhaust their benefits. Lastly the region, hosts workshops for employers Connect, the unemployment compensation system and also uses that as an opportunity to promote one stop services.



**(8) Priority for Services:** Describe local policies and procedures are established to prioritize recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient for individualized career and training services in the adult program.

CareerSource Gulf Coast’s (CSGC) Board Policy #45 establishes that CSGC will ensure that priority of services will be given to recipients of public assistance, other low-income individuals and individuals who are basic skills deficient. Priority to these groups is woven into priority for veterans and eligible spouses. The procedure calls for staff and service providers to promote available services to participants in workforce system programs such as LVER, DVOP, Military Spouse, SNAP and Welfare Transition. Staff will also conduct outreach through community partners which serve the targeted groups.

Since we cannot predict the level at which individuals will access services, we must create an eligibility criterion for non-covered individuals. To that end, CSGC Policy 45 directs that these applicants must meet an income level equating to \$25 per hour or less OR a household income at or below 200% of the Lower Living Standard Income Level or Federal Poverty Level, whichever is higher.

**(9) Training Services:** Describe how training services are provided, including how contracts for training services are used, and how such contracts are coordinated with the use of ITAs (WIOA §134(c)(1)(A)(v)).

Training services will be provided using ITA’s to institutions on the eligible training provider list. CareerSource Gulf Coast does not use contracts for training services at this point, but should that become a method used by the region, we will follow guidance from DEO/CSF for the proper method.

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

Customers interested in training services must select a field from the Demand Occupations List and meet eligibility criteria. The eligible training provider list is on the CareerSourceGC.com website along with the Demand Occupations list. Information is also provided to interested individuals who come into workforce training offices.

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

An individual found eligible for training in a demand occupation is given an ITA document to use for those costs. The amounts on the ITA are updated for each new training period.

A. Describe any ITA limitations established by the board

The limit established on ITA’s (the “cap”) is \$6,000 per program of training.

B. Describe any exceptions to the use of ITA



Exceptions to the use of an ITA are On-the-Job training, customized training, test preparation, work-based training (i.e. work experience) and youth training.

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

Gulf Coast State College offers entrepreneurial training through the Millaway Institute of Entrepreneurship. CSGC supports the Institute by referring potential entrepreneurs/inventors to the program, and by marketing their events.

The college also offers a certificate program in Business Entrepreneurship which has applications to microenterprise as well.

There are no viable registered internship programs in the area at present however, the Deputy Director is a member of a statewide group tasked with increasing the availability and usage of internships.

- (13) Enhancing Apprenticeships:** Describe how the LWDB enhances the use of apprenticeships to support the local economy. Describe how the LWDB works with industry representatives and local businesses to develop registered apprenticeships, in collaboration with apprenticeship training representatives from the Florida DEO and other partners, including educational partners. Describe how job seekers are made aware of apprenticeships opportunities (TEGL 3-15).

There are no active apprenticeship programs in our area, however, our state college partner has expressed a strong interest in establishing some. We will offer support to their effort and provide input when asked.

Board staff are in the process of reviewing the President's Task Force on Apprenticeship Expansion and will develop from that document a plan to encourage Apprenticeships among local businesses and industry leaders. Once the apprenticeships are developed, the service provider for Out of School Youth and Job Center services will become the recruitment arm for apprenticeships.

- (14) Other Program Initiatives:** Describe services provided that include implementing 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 supporting the board's vision and strategic goals described in Section III WIOA §134(c).

CareerSource Gulf Coast (CSGC) works with the business community to meet its training needs, whether for incumbent or customized training. On-the-job training is provided when funds permit and the project is advantageous to business and the training participant.

CSGC has supported career pathway programs in the healthcare field for several years. Clients who have begun their career ladder in WT or SNAP-funded CNA training are sponsored into practical nursing, sonography or other higher-level training. Eligible LPNs who have completed pre-requisites and been accepted into the RN program are supported by WIOA to receive their RN certification. In addition to creating more self-sufficient citizens, this process increases the number of needed healthcare professionals.

CSGC incorporates the incumbent worker training programs, on-the- job training programs, customized training programs, employed worker programs and industry and sector initiatives, career pathway initiatives, and other strategies to support the board's vision and strategic goals. CareerSource Gulf Coast offers these programs to provide either occupational or educational training to employees of the local area's businesses.

This very specific training (incumbent worker, customized job training and employed worker training) helps the incumbent workers retain a job with changing skill requirements, or helps the employee upgrade their skills, often qualifying them for advancement opportunities with the employer. Advancement often offers increased wages to the employee. The training addresses skill gaps of the incumbent workers which impacts the stability of the company, and enhances the employees' continued employability. On-the-job training continues to provide a bridge between employers and workers, offering a timely and cost effective solution to meet the needs of both. On-the-job training is an effective option for upgrading skills and ultimately retaining 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, so they meet the needs of local employers, workers and job-seekers (WIOA §108(b)(6)(A)).

CareerSource Gulf Coast employs one Quality Assurance Coordinator who monitors all workforce programs. The results of monitoring are used for formal and informal training to improve performance. Additionally performance reports for all programs are discussed at every CSGC board meeting. If performance is not acceptable, the CSGC Deputy Director meets with provider staff to troubleshoot and review data down to the participant level. A plan for improvement is agreed upon and executed. Poor performance by a disproportionate share of students enrolled in a common training program are identified by career managers and referred to the Deputy Director for the corrective action process, which is the same as that listed for service providers, but may include the division chair or instructor of the training program and may result in the training being removed from the provider's accepted training list.

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

CareerSource Gulf Coast does not receive an allocation large enough to operate both In and Out of School Youth programs, therefore all program dollars are allotted for Out of School Youth. The limited amount of In School dollars available are taken up with indirect, shared costs and overhead, leaving a small amount invested in the support of a Career-Technical Education Director. The Framework for Cornerstone (CSGC's Out of School Youth Program) is based on student needs and required goals.

**Assess:** Students are assessed for basic and occupational skills, work experience, aptitudes and support service needs. The assessments used include the Test for Adult Basic Education, Career Scope, Kinexa's Prove It! and other assessments as indicated.

**Strategies:** Information revealed in the assessment process will be used to develop an Individual Service Strategy to assist the young person towards obtaining their goals.

**Meet Goals:** The Youth served through Cornerstone are dropouts with no diploma or equivalent so the first goal is to assist them in obtaining their high school diploma or equivalent. The population targeted is not monolithic, however, and the issues surrounding the lack of high school diploma/equivalent must be addressed and they are diverse. Goals are therefore both individualized and tied to performance outcomes.

a. Tutoring study skills and instruction leading to secondary school completion

WIOA youth enrolled at the Tom P. Haney Technical Center's Adult school receive an individual needs assessment which is then used to develop the plan for their individualized instruction module. Career Managers are familiarized with the plan and reinforce the goals with encouragement and other supports, such as tutors.

b. Dropout Retrieval

Gulf Coast State College, the local school district and community youth programs, including faith based programs) encourage high school drop outs to re-engage in the education process. Credit retrieval programs are available at the technical school and some of the alternative schools in the county.

Cornerstone is also providing outreach in terms of marketing and orientations to those who are considering re-entering school with the goal of high school diploma attainment or its equivalent.

c. Paid and Unpaid Work Experiences

Where appropriate apprenticeships, internships, pre-apprenticeships, job shadowing, and/or volunteer work experience opportunities will be made available to the participant. Organizations such as Zoo World, Gulf Coast Hospital, and the Gulf Coast State College IT department have job shadowing and volunteer opportunities available for work experience. Relationships with businesses will consistently be developed in order to create opportunities for growth for youth and development of a talent pipeline for businesses.

d. Occupational Skills Training

For Occupational Skills Training, online and web-based programs such as Prove-It!® (provides practice tutorials in a variety of different fields) and O\*Net (My Next Move) will be used to provide the knowledge, skills, abilities, personality, education, job outlook, and technology

that would be required to perform the selected job. Work readiness skills will be provided before the participant is linked to a job shadowing, on-the-job training, internship or pre-apprenticeship opportunity. Integrating basic skills training and job readiness training with occupational “hands-on” skills training is expected to increase engagement in learning and makes it more likely that participants will complete job training and enter post-secondary education or employment.

e. Education offered concurrently with workforce preparation activities and training for a specific occupation or occupational cluster

Where appropriate, students will be dual-enrolled in occupational skills while working towards a diploma or GED. For the most part, participants will be encouraged to obtain their secondary school credential and participate in work preparation activities.

f. Leadership development opportunities

Workshops dedicated to developing leadership are offered, along with opportunities to practice those skills through community projects. The Cornerstone has partnered with the downtown Panama City Redevelopment Agency to conduct blight removal and beautification projects in a historic neighborhood of the city.

g. Supportive services: performance incentives

The career manager will determine which supportive services are reasonably required based on the participant's circumstances and unique needs, as identified through the assessment process. Only documented needs outlined in the ISS will be addressed. However, this does not prevent newly identified needs from being added, as the career manager is made aware. Attention will be given to ensure that supportive services provided are not available through other agencies and that they are necessary for the client to participate in WIOA activities. Supportive services provided will be limited in amounts and duration; the participant must either be enrolled in the required WIOA program elements or eligible for follow-up services.

h. Adult Mentoring

The Cornerstone career manager will serve as the adult mentor for the older Out of School Youth. The career manager will be aware of all activities in the youth's ISS and will guide, assist in goal setting, act as an encourager, motivator and "champion" for the participant's success. Frequent meetings and opportunities for communication will be instrumental in building the relationship between participant and career manager. Additional mentoring relationships (with others such as employers, fellow co-workers, etc.) will be sought and encouraged to provide for other caring adults in the young person's life.

i. Follow-up Services

Contact with the participant will be maintained for a period of not less than one year. Phone calls and/or one-on-one interaction will be the primary form of contact. In instances where either of the two forms of communication cannot be maintained, emails will be used. Follow-up services shall consist of calling the client or employer to confirm continued employment, engagement in post-secondary training, education, military service, or qualified apprenticeship. If the WIOA youth loses a job or is no longer engaged in either of the

mentioned activities, additional support services specifically tailored to their need will be made available.

j. Comprehensive guidance and counseling; including mental health, drug and alcohol abuse counseling and referrals to such counseling is individualized and handled in accordance to the specific needs of each client. Where appropriate, career managers may refer clients to resources available within the community to address their specific concerns/issues. Pre-negotiated counseling rates have been secured with a local Licensed Mental Health Counselor (LMHC) who has over 20 years of experience in counseling services using cognitive behavioral, solution-focused and existential approaches in addiction/substance abuse, coping skills, depression, emotional disturbances, stress and as well as other related mental health issues.

k. Provide comprehensive Financial Literacy training and ensure that the training contains interactive components and is relevant to the lives of 16-24 year olds

Financial Literacy training will be provided via an on-line, off-the-shelf interactive product containing all of the program elements relevant to youth ages 16-24. Training shall consist of checking/savings account, spending, loans, credit/credit cards, financial products evaluation, identity theft, components, age appropriate financial education, budgeting and how to make informed financial decisions.

l. Entrepreneurial Skills Training

Participants who express an interest in entrepreneurship will be referred to the Business Innovation Center or Gulf Coast State College, where they can receive coaching, counseling, networking opportunities, workshops, seminars and other training services, as required.

m. Labor Market and Employment Information

One of the goals for Cornerstone to achieve with students is a successful transition into the world of work. To that end, career managers will assist them with becoming familiar with the Employ Florida system and understanding how to use Labor Market and employment information. Cornerstone plans to assist students in becoming savvy job seekers who understand their rights in the workplace, the techniques to be successful in the labor force and the skills needed to search for opportunities suited to their interests and education.

n. Preparation for post-secondary educational opportunities

Based on a participant's chosen career field, additional training may be required to ensure that the client has the appropriate skills training to successfully enter employment. When the eligibility requirements for the WIOA training program are met, and skills deficiencies, if any, are recognized, the appropriate remediation and training tools will be determined. The applicant will have access to the CSGC Job Center Resource and Assessment Rooms for computer/equipment use. The computers in the Assessment Room have been pre-loaded with the Prove-It!® assessment. This assessment tool will allow practice testing of college admissions and placement tests as well as other practice tutorials in a variety of different fields and skill sets.

Students expressing interest in post-secondary training will be assisted in researching occupations, applying for financial aid and developing a realistic budget to live on during the training.

- 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 sufficiently 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).

When a Youth approaches a CSGC worker for services and he/she cannot understand the youth, a translator for the appropriate language will be located (as per PI #14) and an initial assessment performed to determine the youth’s ability to speak and understand English. This assessment is a matter of observation by the translator and attestation by the youth. If the youth indicates an ability to read English then a TABE will be administered to determine whether the youth performs above a basic skills deficient level.

- 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).

Procedural Instruction #5 describes the definition of “requires additional assistance” and how that is documented (see below)

**(17) Please include the following attachments with your local plans:**

- A. Executed Memoranda of Understanding for all one-stop partners
- B. Executed Infrastructure Funding Agreements with all applicable WIOA required partners





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### **WIOA Procedural Instruction 5**

TO: All Service Providers  
FROM: Jennifer German, Deputy Director  
DATE: July 1, 2015  
SUBJECT: **Additional Barrier for Youth**  
CC: Kim Bodine, Shannon Walding, Deb Blair, file

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1. **Purpose:** To provide guidance on documentation of the WIOA Youth Barrier described at Sec. 129 (a) (1) (B) (VIII) and (c) (VII)
2. **Authority:** PL 113-128
3. **Background:** As stated in our regional plan, the Sixth Youth Barrier is defined as follows and will be grandfathered in as the WIOA definition of "individual who requires additional assistance to enter or complete an educational program or to secure or hold employment." We will be using this barrier definition for WIOA Youth.

Resides in a county where the unemployment rate exceeds the state average and/or is the child of a person who was a teen parent or from a single parent family, or has been held back one or more grade levels, or is a member of an assistance group that has received within the last six months or is currently in receipt of food stamps or cash welfare, or is disabled or self-attests that he/she has left a job due to lack of basic skills, job skills or substance abuse problems, or receives public housing assistance, WIC, Medicaid or Free/reduced lunch, or resides in a county in which the percentage of poor persons is above the state average, resides in a county in which the percentage of persons under age 18 in poverty is above the state average, or resides in a county on which the percentage of teen births is above the state average.

4. **Procedure:** WIOA Youth must be 16-24 years old if out of school, 14-21 if in school, and have an additional barrier. There are five traditional barriers and one locally defined barrier. The appropriate documentation for the five traditional barriers is listed in the attachment. In-school youth must be low income as must an out-of-school youth for whom this barrier is used.



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**Definitions:**

**Collateral Contact:** Telephone, fax, mail or email contact with a school or other agency to verify information. Include name of agency and contact person, telephone number and contact person's title. Note barrier documented on collateral contact form; attach any documentation to form or note contact results on form.

**Registration:** Formerly eligibility. The act of collecting data for eligibility determination is registration.

**Parent/Guardian Self-Attestation:** Use the form included in this correspondence for parents or guardian to state that the barrier in question exists. Eligibility specialist may witness the attestation and sign as witness to the signature. Secure a copy of identification (Drivers License or Florida ID card) to prove the adult's identity.

**Client Self-Attestation:** Use for Youth only for job loss due to lack of basic skills, job skills or substance abuse. May be used for parent/guardian self-attestation items only if: A situation exists in which the youth is living in a dysfunctional situation where no parent or guardian is available and information is available from another adult or agency to verify that fact; OR the youth is 18 or older and therefore eligible to be considered an adult for contractually binding statements. Note the barrier being documented on the form.

**Attachments:**

WIOA Out-of-School Youth Eligibility

Additional Barrier Checklist

WIOA Collateral Contact Form

WIOA Client Statement/Parent or Guardian Statement





### WIOA Out-of-School Youth Eligibility

	1) Aged 16 -24
	2) Not attending any school or college (adult school doesn't count) <u>AND</u> with an additional barrier:
	a) A Drop-out
	b) Homeless
	c) Subject to the juvenile/adult justice system (i.e. on probation)
	d) Pregnant or parenting
	e) Individual with a disability
	f) Low income and requires additional assistance to enter or complete an educational program or to secure or hold employment. (See P.I. 5)
	OR
	1) Aged 16 - 24
	2) Not attending any school
	3) Low income with a diploma or equivalent who is basic skills deficient OR an English language learner WITH one of the additional barriers listed above.



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**Additional Barrier Instructions - Check & Document all that apply.  
 Staple documentation to this form, include in Registration Packet.**

<b>Barrier</b>	<b>Documentation</b>
Resides in a county where unemployment rate is higher than state average.	Copy of State of Florida Labor Force Summary for most recent year.
Child of a person who was teen parent.	Self-Attestation from parent/guardian OR other collateral contact.
From a single parent family.	Self-Attestation from parent OR other collateral contact.
Has been held back one or more grade levels.	Self-Attestation from parent/guardian OR other collateral contact.
Current/past 6 months TANF/FS recipient.	Grant award Letter/FLORIDA screen-print, or collateral agency contact.
Disabled	Physician's statement or school records or parent/guardian statement.
Job loss due to skill level or substance abuse.	Client Self-Attestation and MIS screen-print showing lost job if available.
Public Housing Assistance	Landlord statement OR agency collateral contact.
WIC	Agency collateral contact OR copy of current WIC card.
Medicaid	Copy of Medicaid card OR agency collateral contact.
Free or Reduced Lunch	School records OR collateral contact.
Resides in a County in which the percentage of poor persons is above the state average.	Copy of appropriate table from the most recent Florida Statistical Abstract.
Resides in a County in which the percentage of teen births is above the state average.	Copy of appropriate table from the most recent Florida Statistical Abstract.



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## Data for Teen Pregnancy and Poverty in Region 4

### Teen Births

Area	Total Births	Teen	Percent
Bay	2,237	178	7.96% *
Franklin	113	8	7.1% *
Gulf	139	13	9.4%*
Florida	217,563	13,956	6.41%

### Poor Persons

Area	Total Persons	Percent
Bay	170,781	18.0%*
Franklin	11,794	25.9% *
Gulf	16,543	22.4% *
Florida	3,268,130	16.7%

\* = Above State Rate

**Issued April 4, 2014**

Monitor maintains source documentation from U.S. Census  
Quickfacts and UF Bureau of Economic and Business Research



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### WIOA Collateral Contact Form

I contacted \_\_\_\_\_, \_\_\_\_\_  
Name Title

at \_\_\_\_\_ on \_\_\_\_\_  
Agency Date

to document:

\_\_\_\_\_ for client \_\_\_\_\_  
Barrier Name

\_\_\_\_\_  
Social Security Number

The results of that contact are attached or noted below:

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\_\_\_\_\_  
Eligibility Worker Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name





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### WIOA Client Statement/Parent Guardian Statement

I hereby certify that I \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

I attest that the information stated above is true and accurate.

\_\_\_\_\_  
Signature/Date

\_\_\_\_\_  
Witness Signature

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Witness' Relationship to Signatory

\_\_\_\_\_  
Signatory's Address

The above statement is being used to document the following eligibility criteria:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## 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 CareerSource Gulf Coast Local Workforce Development plan 2018-2020 was made available for public comment on the careersourcegc.com website on January 31, 2018 for a 30 day period. Additionally, the plan will be sent to all three Boards of County Commissioners for review and input. The plan was advertised for public review and comments on February 2<sup>nd</sup>, 3<sup>rd</sup>, and 4<sup>th</sup> 2018 in the daily Panama City News Herald newspaper and February 1<sup>st</sup> 2018 weekly in The Star in Gulf County and Apalachicola Times.

- (2)** Provide a 30-day period for comment on the plan before its submission to CareerSource Florida, Inc., beginning on the date on which the proposed plan is made available, prior to its submission to the Governor (WIOA §108(d)(2)).

The plan was made available electronically on the CSGC website on January 31, 2018 for a 30 day period and was be sent to each Board of County Commission for review, comment and approval, as well as the plan advertised in each county newspaper welcoming public comment

- (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)).

The Executive Director of CareerSource Gulf Coast introduced the WIOA and CSFL requirements for Local Workforce Services Plan Modification to the CareerSource Gulf Coast Board members on January 9, 2018. The Board's membership includes business representatives and Labor Organizations as well as community leaders from the public and private sector. The board members were made aware that the new draft plan would be available on the CSGC website and were assured they would be notified when it was available to review. The modification will be presented at the March 13, 2018 board meeting for approval.

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

The CareerSource Gulf Coast Executive Director and staff have met with required partners to discuss plan development and solicit input. Many of those partners attend our monthly board meetings as well.

**(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)

None submitted.

MEMORANDUM OF UNDERSTANDING BETWEEN  
CAREERSOURCE GULF COAST  
AND  
TRI-COUNTY COMMUNITY COUNCIL, INC.

**I. Parties**

This Memorandum of Understanding (MOU) is entered into pursuant to 20 USC 2301 et seq. and PL 113-128 (the Workforce Innovation and Opportunity Act - WIOA) Section 1 between CareerSource Gulf Coast (CSGC) and Tri-County Community Council, Inc. (hereafter referred to as TCCC) as authorized under Department of Health and Human Services, Employment and Training Activities under the Community Services Block Grant (CSBG) Programs, 42U.S.C. 9901 et. seq.

**II. Background**

Pursuant to the above-referenced cites, Tri-County Community Council, Inc. is a required partner of the One Stop System. The vision for the One-Stop Delivery System is to align a wide range of publicly and privately funded education, employment, and job training programs while also providing high-quality customer service to job seekers, workers, and businesses. One-stop centers (currently branded as American Job Centers) continue to be a valued community resource, known both locally and nationally as an important source of assistance for those looking for work or workers, and those looking for opportunities to grow their careers.

**III. Purpose**

The purpose of this MOU is to further codify the existing relationship for service provision between CareerSource Gulf Coast and Tri-County Community Council, Inc. provider of CSBG services in LWDA 04.

**IV. Responsibilities:**

**A. CareerSource Gulf Coast will:**

1. Maintain cooperative working relationships to facilitate joint planning, staff development and training, evaluation of services, and more efficient management of limited financial and human resources.
2. Provide access to brochures, pamphlets, guides, schedules of presentations, and information regarding services to Tri-County Community Council, Inc.
3. Provide a single Point of Contact (POC) to assist Tri-County Community Council, Inc. with questions and issues that arise in the day-to-day operations. Answers will be provided within 24 hours.
4. Provide space at the Job Center to Tri-County Community Council, Inc. on an as needed basis. Scheduling must be approved in advance with the One-Stop Operator.
5. Share information that will benefit the participants in finding a job, accessing training support if qualified, and gaining certifications or degrees to improve their employment opportunities.

**B. Tri-County Community Council, Inc. will:**

1. Provide brochures, pamphlets, guides, and specific information regarding services to Job Center staff for display and distribution at the Job Center.
2. Provide training of Tri-County Community Council, Inc.'s programs to Job Center Staff.
3. Provide office space at Tri-County Community Council, Inc.'s Bay County office for meeting with CareerSource Gulf Coast Board staff and customers to provide services for mutual clients on an as needed basis. Scheduling must be arranged and approved in advance with the Bay County Community Specialist.



MOU - CareerSource Gulf Coast and Tri-County Community Council

4. Provide the Job Center a point of contact for the Bay County office.
5. Participate in CareerSource Gulf Coast's meetings/recruiting events to provide updates on the partner's programs and procedures. Advance notice required for meetings. Tri-County Community Council, Inc. staff will only attend as schedules permit.
6. Be familiar with the array of services provided in the One-Stop service delivery system.
7. Provide Employment Support services to eligible customers that includes but not limited to:
  - a. Career Guidance
  - b. Education Assistance
  - c. Employment Assistance
  - d. Job Coaching
  - e. Limited Employment Transportation
  - f. Youth Development
  - g. Limited Emergency Services

**V. Cost Sharing/Resource Sharing**

Costs of the infrastructure of the CareerSource Gulf Coast's Comprehensive Job Center will be funded in accordance with the requirements of the Workforce Innovation and Opportunity Act; federal cost principles; and all other applicable legal requirements. As a Direct Linkage partner, Tri-County will pay its share of infrastructure costs as outlined below.

**VI. Infrastructure Funding Agreement (IFA)**

In compliance with WIOA and its implementing regulations and consistent with the Uniform Guidance, funding provided by the one-stop partners to cover the operating costs, including infrastructure cost of the one-stop delivery system must be based on the partner program's proportionate use of the system and relative benefit received (WIOA sec. 121 (h)(1)(B)(i) and 121 (h)(2)(C)(i), 20 CFR 678.700 through 678.760, 34 CFR 361.700 through 361.760, and 34 CFR 463.700 through 463.760). Please see attached One Stop operating budget which details the infrastructure cost of the one stop delivery system and the assigned cost to the required partners based upon their proportionate use of the system and relative benefit received. If TCCC does not provide two hours per month of resource room assistance, this current MOU will be cancelled and a new MOU will be executed including infrastructure costs.

Payment Method: CareerSource Gulf Coast will prepare and send an invoice for each partner's annual share on May 1 each year. Payment is due on June 1st and the program year begins on July 1st. For year one, the invoice will be pro-rated based upon the number of months left in the current program year. The One Stop operating budget is subject to change based upon increases or decreases in infrastructure cost contained within. The actual infrastructure costs will be reconciled with those projected annually within six months of the state fiscal year end. Increases and decreases will be calculated and included in future monthly invoices.

Required Partners in Local Workforce Development Area 4 (CareerSource Gulf Coast region) are:

SCSEP (Senior Comm. Svc. Emplmt. Prgm.) - NCBA  
VR (Vocational Rehabilitation)  
Division of Blind Services  
Adult Ed (Bay District Schools)  
Career Tech (Bay District Schools)  
Career Tech (Gulf Coast State College)  
CSBG (Comm. Svc Block Grant) Tri-County Community Council, Inc.

MOU - CareerSource Gulf Coast and Tri-County Community Council

The following programs are administered by CareerSource Gulf Coast:

WIOA Adult	RA/UC
WIOA Youth	Vets DVOP
WIOA Disl. Wkr.	Vets LVER
WT TANF	Military Spouse
SNAP	RESEA 17
SNAP ERS	RESEA 18
Wagner-Peyser	Wagner-Peyser Perf. Inc.

Chief Elected Officials: Bay County Board of Commissioners  
Gulf County Board of Commissioners  
Franklin County Board of Commissioners

**VII. Modification**

CareerSource Gulf Coast and Tri-County Community Council may propose to modify this MOU at any time. Any such modification will not be effective until a written amendment to this MOU is executed by both parties. Modifications made solely due to changes in infrastructure costs will not require approval of local elected officials.

**VIII. Dispute Resolution**

Attempts to resolve issues regarding this MOU (including IFA) will be resolved starting at the local level, and will progress to a regional, then state level if resolution is not resolved. The Governor of the state of Florida has final resolution authority.

**IX. MOU Management**

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

**CAREERSOURCE GULF COAST**

Name: Kimberly L. Bodine  
Title: Executive Director  
Address: 5230 W. US 98, Panama City, FL 32401  
Phone: (850) 913-3285  
Fax: (850) 913-3269  
Email: [kbodine@r4careersourcegfc.com](mailto:kbodine@r4careersourcegfc.com)

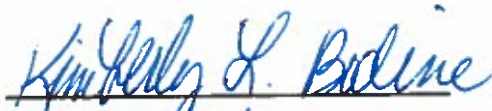
**TRI-COUNTY COMMUNITY COUNCIL, INC.**

Name: Joel Paul, Jr.  
Title: Executive Director  
Address: P.O Box 1210, Bonifay, FL 32425  
Phone: (850) 547-3689  
Fax: (850) 547-9806  
Email: [tricountyxd@digitalexp.com](mailto:tricountyxd@digitalexp.com)

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

CAREERSOURCE GULF COAST

TRI-COUNTY COMMUNITY COUNCIL, INC.





Date: 11/15/17

Date: 11-2-17

MOU - CareerSource Gulf Coast and Tri-County Community Council

**Authority and Signature**  
**Local Elected Official**

- One completed, signed, and dated Authority and Signature page is required for each signatory official.

By signing my name below, I William Dozier, Chair of Bay BOCC  
I have read the above information. All of my questions have been discussed and answered satisfactorily.

My signature certifies my understanding of the terms outlined herein and agreement with:

I understand that this MOU may be executed in counterparts, each being considered an original, and that this MOU expires either in three years or upon amendment, modification or termination or on June 30, 2020, whichever occurs earlier. The effective period for this MOU is 3 annual periods: 7/1/17-6/30/18, 7/1/18-6/30/19, and 7/1/19-6/30/20.

William T. Dozier  
Signature

December 5, 2017  
Date

William Dozier, Chair  
Printed Name and Title

Bay County Board of County Commissioners  
Agency Name

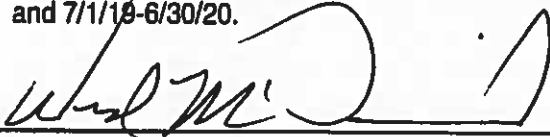
\_\_\_\_\_  
Agency Contact Information

**Authority and Signature**  
**Local Elected Official**

➤ One completed, signed, and dated Authority and Signature page is required for each signatory official.

By signing my name below, I Ward McDaniel, Chair of Gulf BOCC, certify that I have read the above information. All of my questions have been discussed and answered satisfactorily. My signature certifies my understanding of the terms outlined herein and agreement with:

I understand that this MOU may be executed in counterparts, each being considered an original, and that this MOU expires either in three years or upon amendment, modification or termination or on June 30, 2020, whichever occurs earlier. The effective period for this MOU is 3 annual periods: 7/1/17-6/30/18, 7/1/18-6/30/19, and 7/1/19-6/30/20.



Signature

12/12/17

Date

Ward McDaniel, Chair  
Printed Name and Title

Gulf County Board of County Commissioners  
Agency Name

\_\_\_\_\_  
Agency Contact Information

**Authority and Signature**  
**Local Elected Official**

- One completed, signed, and dated Authority and Signature page is required for each signatory official.

By signing my name below, I Joseph Parrish, Chair of Franklin BOCC, certify that I have read the above information. All of my questions have been discussed and answered satisfactorily. My signature certifies my understanding of the terms outlined herein and agreement with:

I understand that this MOU may be executed in counterparts, each being considered an original, and that this MOU expires either in three years or upon amendment, modification or termination or on June 30, 2020, whichever occurs earlier. The effective period for this MOU is 3 annual periods: 7/1/17-6/30/18, 7/1/18-6/30/19, and 7/1/19-6/30/20.

  
\_\_\_\_\_  
Signature

December 5, 2017  
\_\_\_\_\_  
Date

Joseph Parrish, Chair  
\_\_\_\_\_  
Printed Name and Title

Franklin County Board of County Commissioners  
\_\_\_\_\_  
Agency Name

\_\_\_\_\_



MEMORANDUM OF UNDERSTANDING BETWEEN  
CAREERSOURCE GULF COAST  
AND  
GULF COAST STATE COLLEGE

**I. Parties**

This Memorandum of Understanding (MOU) is entered into pursuant to 20 USC 2301 et seq. and PL 113-128 (the Workforce Innovation and Opportunity Act - WIOA) Section I between CareerSource Gulf Coast and Gulf Coast State College hereinafter referred to as "the College"

**II. Background**

Pursuant to the Carl D. Perkins Act of 2006 state colleges receive a portion of federal monies set aside to develop more fully the academic, career, and technical skills of postsecondary students who elect to enroll in Career-Technical Education. WIOA Sec.121 (b)(B)(vi), requires Career and Technical Education programs at the post-secondary level to be One Stop Partners.

The vision for the One-Stop Delivery System is to align a wide range of publicly and privately funded education, employment, and job training programs while also providing high-quality customer service to job seekers, workers, and businesses. One-stop centers (currently branded as American Job Centers) continue to be a valued community resource, known both locally and nationally as an important source of assistance for those looking for work or workers, and those looking for opportunities to grow their careers. College students and graduates could benefit greatly from the services offered through local job centers.

**III. Purpose**

The purpose of this MOU is to further codify the existing relationship for service provision and to implement an infrastructure funding agreement between CareerSource Gulf Coast and Gulf Coast State College.

**IV. Responsibilities**

**A. CareerSource Gulf Coast will:**

1. Maintain cooperative working relationships, to facilitate joint planning, staff development and training, evaluation of services, and more efficient management of limited financial and human resources.
2. Provide brochures, pamphlets, guides, and information regarding services to the College.
3. Provide a single Point of Contact (POC) to assist the College with questions and issues that arise in the day-to-day operations. Answers will be provided within 24 hours.
4. Provide space at the Job Center to the College on an as needed basis. Scheduling must be approved in advance with the Job Center Operator.
5. Provide referrals to the College and training support (funds permitting) for eligible students pursuing certifications in demand occupations.
6. Share information that will benefit the participants in finding a job, accessing training support if qualified, and gaining certifications or degrees to improve their employment opportunities.

7. As appropriate, provide access to staff-level permissions in the Employ Florida system in order to serve client job seekers. Upon request, the Board will provide a user id and training to allow college staff to provide services that require lesser security measures. GCSC staff who are granted access to Employ Florida must undergo a Level Two background check, complete the appropriate security forms and attend security training as required.

**B. Gulf Coast State College will:**

1. Provide information on class offerings and locations and update as needed.
2. Engage in board activities through representation on the CSGC Board of Directors.
3. Work with CSGC staff to develop and identify training related to demand occupations.
4. Provide space for training and events as appropriate.

**V. Cost Sharing/Resource Sharing**

Costs of the infrastructure of CareerSource Gulf Coast’s comprehensive Job Center will be funded in accordance with the requirements of the Workforce Innovation and Opportunity Act; federal cost principles; and all other applicable legal requirements. The resource sharing between CareerSource Gulf Coast and Gulf Coast State College consists of the provision of phone, internet and technology at the Job Center for the college while the college provides office space on campus for CSGC case managers to meet with participants.

**VI. Infrastructure Funding Agreement (IFA)**

In compliance with WIOA and its implementing regulations and consistent with the Uniform Guidance, funding provided by the one-stop partners to cover the operating costs, including infrastructure cost of the one-stop delivery system must be based on the partner program's proportionate use of the system and relative benefit received (WIOA sec. 121 (h)(1)(B)(i) and 121 (h)(2)(C)(i), 20 CFR 678.700 through 678.760, 34 CFR 361.700 through 361.760, and 34 CFR 463.700 through 463.760). Please see attached One Stop operating budget which details the infrastructure cost of the one stop delivery system and the assigned cost to the required partners based upon their proportionate use of the system and relative benefit received.

**Payment Method:** CareerSource Gulf Coast will prepare and send an invoice for each partner’s annual share on May 1 each year. Payment is due on June 1st and the program year begins on July 1st. For year one, the invoice will be pro-rated based upon the number of months left in the current program year. The One Stop operating budget is subject to change based upon increases or decreases in infrastructure cost contained within. The actual infrastructure costs will be reconciled with those projected annually within six months of the state fiscal year end. Increases and decreases will be calculated and included in a separate invoice including reconciliation documentation, once the difference is determined.

Required Partners in Local Workforce Development Area 4 (CareerSource Gulf Coast region) are:

SCSEP (Senior Comm. Svc. Emplmt. Prgm.) - NCBA  
VR (Vocational Rehabilitation)  
Division of Blind Services  
Adult Ed (Bay District Schools)  
Career Tech (Bay District Schools)  
Career Tech (Gulf Coast State College)  
CSBG (Comm. Svc Block Grant) Tri-County Community Council, Inc.



MOU – CareerSource Gulf Coast and Gulf Coast State College

The following programs are administered by CareerSource Gulf Coast:

WIOA Adult	RA/UC
WIOA Youth	Vets DVOP
WIOA Disl. Wkr.	Vets LVER
WT TANF	Military Spouse
SNAP	RESEA 17
SNAP ERS	RESEA 18
Wagner-Peyser	Wagner-Peyser Perf. Inc.

Chief Elected Officials: Bay County Board of Commissioners  
Gulf County Board of Commissioners  
Franklin County Board of Commissioners

**VII. Modification**

The Workforce Board or the College may propose to modify this MOU at any time. Any such modification will not be effective until a written amendment to this MOU is executed by both parties. Modifications made solely due to changes in infrastructure costs will not require approval of local elected officials.

**VIII. Indemnity**

CareerSource Gulf Coast shall hold the College and the Gulf Coast State College Board of Trustees and the College's officers, employees, agents and/or servants harmless and indemnify each of them against any and all claims, liabilities, actions, damages, suits, proceedings, and judgments from claims arising or resulting from the acts or omissions of CareerSource Gulf Coast, its employees, its agents or of others under CareerSource Gulf Coast's control and supervision.

Except for the College's employees acting within the course and scope of their employment, the College shall not indemnify any entity or person and, then, such indemnification is limited to the express terms of section 768.28, Florida Statutes. Further, the College's liability and indemnification obligations in this MOU shall be effective only to the extent expressly required by section 768.28, Florida Statutes. Nothing herein will be read or construed as a waiver of sovereign immunity beyond that provided in section 768.28, Florida Statutes.

**IX. Dispute Resolution**

Any breach of any term, provision, or obligation of this MOU by any party, shall entitle the other to seek enforcement of such term, provision or obligation in a court of law of competent jurisdiction, and shall entitle the prevailing party to an award of the reasonable attorney's fees and costs incurred in such proceeding. The proper and only venue for any action, based upon any alleged breach of any term, provision or obligation of this MOU, shall be in the Circuit Court in Bay County, Florida.

**X. Severability**

If any provision of this MOU shall be held void, voidable, invalid or inoperative, with the exception of the consideration set forth herein, no other provision of this MOU shall be affected as a result thereof, and accordingly, the remaining provisions of this MOU shall remain in full force and effect as though such void, voidable, invalid or inoperative provision had not been contained herein.

**XI. MOU Management**

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

**CAREERSOURCE GULF COAST**

**GULF COAST STATE COLLEGE**

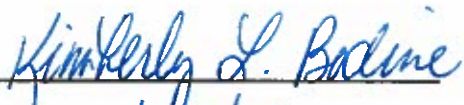
Name: Kimberly L. Bodine  
Title: Executive Director  
Address: 5230 W. US 98, Panama City, FL 32401  
Phone: (850) 913-3285  
Fax: (850) 913-3269  
Email: [kbodine@r4careersourcegfc.com](mailto:kbodine@r4careersourcegfc.com)

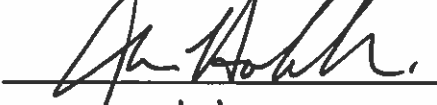
Name: Dr. John Holdnak  
Title: President  
Address: 5230 West US 98, Panama City, FL 32401  
Phone: (850) 769-1151, ext. 3800  
Fax: (850) 767-8001  
Email: [jholdnak@gulfcoast.edu](mailto:jholdnak@gulfcoast.edu)

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

**CAREERSOURCE GULF COAST**

**GULF COAST STATE COLLEGE**

  
\_\_\_\_\_

  
\_\_\_\_\_

Date: 11/15/17

Date: 11/19/17

**Authority and Signature**  
**Local Elected Official**

➤ One completed, signed, and dated Authority and Signature page is required for each signatory official.

By signing my name below, I William Dozier, Chair of Bay BOCC  
I have read the above information. All of my questions have been discussed and answered satisfactorily.

My signature certifies my understanding of the terms outlined herein and agreement with:

I understand that this MOU may be executed in counterparts, each being considered an original, and that this MOU expires either in three years or upon amendment, modification or termination or on June 30, 2020, whichever occurs earlier. The effective period for this MOU is 3 annual periods: 7/1/17-6/30/18, 7/1/18-6/30/19, and 7/1/19-6/30/20.

William T. Dozier  
Signature

December 5, 2017  
Date

William Dozier, Chair  
Printed Name and Title

Bay County Board of County Commissioners  
Agency Name

\_\_\_\_\_  
Agency Contact Information

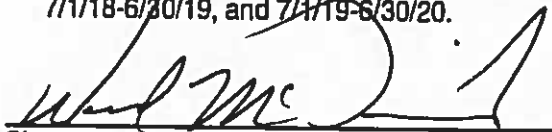
**Authority and Signature**  
**Local Elected Official**

- One completed, signed, and dated Authority and Signature page is required for each signatory official.

By signing my name below, I, Ward McDaniel, Chair of Gulf BOCC, certify that I have read the above information. All of my questions have been discussed and answered satisfactorily.

My signature certifies my understanding of the terms outlined herein and agreement with:

I understand that this MOU may be executed in counterparts, each being considered an original, and that this MOU expires either in three years or upon amendment, modification or termination or on June 30, 2020, whichever occurs earlier. The effective period for this MOU is 3 annual periods: 7/1/17-6/30/18, 7/1/18-6/30/19, and 7/1/19-6/30/20.

  
\_\_\_\_\_  
Signature

12/12/17  
\_\_\_\_\_  
Date

Ward McDaniel, Chair  
\_\_\_\_\_  
Printed Name and Title

Gulf County Board of County Commissioners  
\_\_\_\_\_  
Agency Name

\_\_\_\_\_  
Agency Contact Information

**Authority and Signature**  
**Local Elected Official**

- One completed, signed, and dated Authority and Signature page is required for each signatory official.

By signing my name below, I Joseph Parrish, Chair of Franklin BOCC, certify that I have read the above information. All of my questions have been discussed and answered satisfactorily.

My signature certifies my understanding of the terms outlined herein and agreement with:

I understand that this MOU may be executed in counterparts, each being considered an original, and that this MOU expires either in three years or upon amendment, modification or termination or on June 30, 2020, whichever occurs earlier. The effective period for this MOU is 3 annual periods: 7/1/17-6/30/18, 7/1/18-6/30/19, and 7/1/19-6/30/20.

  
\_\_\_\_\_  
Signature

December 5, 2017  
\_\_\_\_\_  
Date

Joseph Parrish, Chair  
\_\_\_\_\_  
Printed Name and Title

Franklin County Board of County Commissioners  
\_\_\_\_\_  
Agency Name

\_\_\_\_\_

**Infrastructure Funding Agreement (IFA)  
One-Stop Operating Budget**

Cost Allocation Methodology: Costs will be allocated by FTE for partners/programs that are physically located in the Job Center. Partners/Programs with only a virtual presence/"direct linkage" will only share in the phone, internet, and technology costs. Resource sharing with SCSEP. We provide space & technology and SCSEP provides part-time SCSEP workers to greet our customers and assist in the resource room. Resource sharing with Bay District Schools & GCSC. We provide phone, internet, & technology and Bay District & GCSC provide office space on campus for our case managers to meet with program participants.

FTE Estimate 25.825 5.1 3 5 3 1 0 2 3 3 .5 2 2 1 1 .5 1.9% 3.8% 3.8% 7.6% 11.4% 1.9% 7.6% 3.8% 3.8% 1.9% 1.9% 1.9% .5 625 0.20  
 FTE Percentage 100.0% 15.3% 11.4% 15.0% 11.4% 3.8% 3.8% 7.6% 11.4% 1.9% 7.6% 3.8% 3.8% 1.9% 1.9% 1.9% 2.4% 0.8%

Infrastructure Costs	Annual Budget	WIOA Adult	WIOA Youth	WIOA DisWtr	WT TANF	SNAP	SNAP ERS	WP Inc	WP	WP Inc RA/JUC	Vets DVOP	Vets LVER	Military Spouse	RESEA 17	RESEA 18	RESEA 18	SCSEP NCBA	VR	Div Blind Svcs *	Adult Ed Bay Distr Tech *	Career Tech BayDistr	CSBG Tri- County	TAA	
Lease/Utilities	245,000	37,485	27,930	36,750	27,930	9,310	9,310	18,620	27,930	4,655	18,620	9,310	9,310	4,655	4,655	4,655	5,880	1,960						
Phones/Internet	11,000	1,683	1,254	1,100	1,254	418	418	836	1,254	209	836	418	418	209	209	209	264	88	110	110	110	110	110	
Repairs & Maint.	1,000	153	114	150	114	38	38	76	114	19	76	38	38	19	19	19	24	8						
Supplies	1,000	153	114	150	114	38	38	76	114	19	76	38	38	19	19	19	24	8						
Insurance Liab	1,500	230	171	225	171	57	57	114	171	29	114	57	57	29	29	29	36	12						
Insurance Prop	2,100	321	239	315	239	80	80	160	239	40	160	80	80	40	40	40	50	17						
Insurance Flood Technology:	2,500	383	285	375	285	95	95	190	285	48	190	95	95	48	48	48	60	20						
Prof Svcs IT Contract	10,000	1,530	1,140	1,000	1,140	380	380	760	1,140	190	760	380	380	190	190	190	240	80	100	100	100	100	100	
Software	2,400	367	274	240	274	91	91	182	274	46	182	91	91	46	46	46	58	19	24	24	24	24	24	
subtotal	276,500	42,305	31,521	40,305	31,521	10,507	10,507	21,014	31,521	5,254	21,014	10,507	10,507	5,254	5,254	5,254	6,636	2,212	234	234	234	234	234	

Additional Costs	Annual Budget	WIOA Adult	WIOA Youth	WIOA DisWtr	WT TANF	SNAP	SNAP ERS	WP Inc	WP	WP Inc RA/JUC	Vets DVOP	Vets LVER	Military Spouse	RESEA 17	RESEA 18	RESEA 18	SCSEP NCBA	VR	Div Blind Svcs	Adult Ed Bay Distr	Career Tech BayDistr	CSBG Tri- County	TAA
Career Services	414,000	114,252	54,750	82,125	7,500	3,750	3,750	7,500	18,000	4,875	12,000	6,000	6,000	16,875	16,875	16,875	9,936	3,312					
Shared Services **	138,000	42,500	18,250	27,375	2,500	1,250	1,250	2,500	6,000	1,625	4,000	2,000	2,000	5,625	5,625	5,625							
Shared Operating Costs																							
Travel	9,000	1,350	990	1,440	1,080	360	360	720	1,080	180	720	360	360	180	180	180							
Meeting Expense	1,000	150	110	160	120	40	40	80	120	20	80	40	40	20	20	20							
Storage Lease	1,800	270	198	288	216	72	72	144	216	36	144	72	72	36	36	36							
Copier 1	2,580	387	284	413	310	103	103	206	310	52	206	103	103	52	52	52							
Copier 2	6,240	936	686	998	749	250	250	499	749	125	499	250	250	125	125	125							
Postage Meter Rent	350	53	39	56	42	14	14	28	42	7	28	14	14	7	7	7							
Advertising/Outreach	10,000	1,500	1,100	1,600	1,200	400	400	800	1,200	200	800	400	400	200	200	200							
Software/IT Fees	1,000	150	110	160	120	40	40	80	120	20	80	40	40	20	20	20							
Sonitrol Alarm Service	4,000	600	440	640	480	160	160	320	480	80	320	160	160	80	80	80							
Prof Svcs Website	3,000	450	330	480	360	120	120	240	360	60	240	120	120	60	60	60							
Allocated Supv Sal/Ben	84,000	12,600	9,240	13,440	10,080	3,360	3,360	6,720	10,080	1,680	6,720	3,360	3,360	1,680	1,680	1,680							
Allocated IT Sal/Ben	39,000	5,850	4,290	6,240	4,680	1,560	1,560	3,120	4,680	780	3,120	1,560	1,560	780	780	780							
TANF SNAP program	245,000																						
WIOA Youth program	172,500	16,200	152,500	3,800																			
subtotal	1,131,470	197,248	243,317	139,215	224,436	51,479	10,000	22,958	43,436	9,739	28,958	14,479	14,479	25,739	25,739	25,739	9,936	3,312	0	0	0	0	0

Grand Total	1,407,970	239,552	274,838	179,520	255,957	61,986	10,000	43,972	74,957	14,993	49,972	24,986	24,986	30,993	30,993	30,993	16,572	5,524	234	234	234	234	234	234
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\* Direct linkage partners not physically co-located in the One-Stop center.  
 \*\* Shared Services include: Business services, front desk staffing, staff training/travel, referrals to other One-Stop partners.  
 CareerSource Gulf Coast will prepare an invoice for each partner's annual share on May 1 each year. Payment is due by June 1. Resource Sharers excluded.

**MEMORANDUM OF UNDERSTANDING BETWEEN  
CAREERSOURCE GULF COAST  
AND  
HANEY TECHNICAL CENTER**

**I. Parties**

This Memorandum of Understanding (MOU) is entered into pursuant to 20 USC 2301 et seq. and PL 113-128 (the Workforce Innovation and Opportunity Act - WIOA) Sections I and II, between CareerSource Gulf Coast (CSGC) and Haney Technical Center hereinafter referred to as "HTC."

**II. Background**

Pursuant to the Carl D. Perkins Act of 2006 secondary and post-secondary institutions receive a portion of federal monies set aside to develop more fully the academic, career, and technical skills of secondary and postsecondary students who elect to enroll in Career-Technical Education. WIOA Sec.121 (b) (B) (vi), requires Career and Technical Education programs at the secondary and post-secondary level to be Job Center Partners. The Workforce Investment Act also requires that Adult education and literacy services authorized under Title II of WIOA to be a Job Center Partner.

The vision for the One-Stop Delivery System is to align a wide range of publicly and privately funded education, employment, and job training programs while also providing high-quality customer service to job seekers, workers, and businesses. One-stop centers (currently branded as American Job Centers) continue to be a valued community resource, known both locally and nationally as an important source of assistance for those looking for work or workers, and those looking for opportunities to grow their careers.

**III. Purpose**

The purpose of this MOU is to further codify the existing relationship for service provision and the infrastructure funding agreement between CareerSource Gulf Coast (CSGC) and Haney Technical Center.

**IV. Responsibilities**

**A. CareerSource Gulf Coast will:**

1. Maintain cooperative working relationships, to facilitate joint planning, staff development and training, evaluation of services, and more efficient management of limited financial and human resources.
2. Provide brochures, pamphlets, guides, schedules of presentations, and information regarding services to HTC.
3. Provide a single Point of Contact (POC) to assist HTC with questions and issues that arise in the day-to-day operations. Answers will be provided within 24 hours.
4. Provide space at the Job Center to HTC on an as needed basis. Scheduling must be approved in advance with the One-Stop Operator.
5. Provide referrals to HTC and training support (funds permitting) for eligible students pursuing certifications in demand occupations.
6. Share information that will benefit the participants in finding a job, accessing training support if qualified, and gaining certifications or degrees to improve their employment opportunities.



**MOU - CareerSource Gulf Coast and Haney Technical Center**

7. Provide (if applicable) access to staff-level permissions in the Employ Florida system in order to serve client job seekers. Upon request, the Board will provide a user id and training to allow Haney staff to provide services that require lesser security measures. Haney staff who are granted access to Employ Florida must undergo a Level One background check, complete the appropriate security forms and attend security training as required.

**B. Haney Technical Center will :**

1. Provide information on class offerings and locations and update as needed.
2. Engage in board activities through representation on the CSGC Board of Directors.
3. Work with CSGC staff to develop and identify training related to demand occupations.
4. Coordinate services for clients in need of Adult education and literacy services with Job Center staff
5. Provide space to workforce staff who are serving HTC staff and notify the Board in advance of any plans to change that space
6. Provide space for training and events as appropriate.
7. Allow HTC staff engaged in the GED program to work with the CSGC-funded out of school youth program to provide information on student progress. This staff will also refer youth as requested.

**V. Cost Sharing/Resource Sharing**

Costs of the infrastructure of CareerSource Gulf Coast's comprehensive Job Center will be funded in accordance with the requirements of the Workforce Innovation and Opportunity Act; federal cost principles; and all other applicable legal requirements. In place of cost-sharing at the Job Center, CareerSource Gulf Coast will provide phone, internet and technology and HTC will provide space on its campus to Job Center staff providing on-site services.

**VI. Infrastructure Funding Agreement (IFA)**

In compliance with WIOA and its implementing regulations and consistent with the Uniform Guidance, funding provided by the one-stop partners to cover the operating costs, including infrastructure cost of the one-stop delivery system must be based on the partner program's proportionate use of the system and relative benefit received (WIOA sec. 121 (h)(1)(B)(i) and 121 (h)(2)(C)(i), 20 CFR 678.700 through 678.760, 34 CFR 361.700 through 361.760, and 34 CFR 463.700 through 463.760). Please see attached One Stop operating budget which details the infrastructure cost of the one stop delivery system and the assigned cost to the required partners based upon their proportionate use of the system and relative benefit received.

**Payment Method:** CareerSource Gulf Coast will prepare and send an invoice for each partner's annual share on May 1 each year. Payment is due on June 1<sup>st</sup> and the program year begins on July 1<sup>st</sup>. For year one, the invoice will be pro-rated based upon the number of months left in the current program year. The One Stop operating budget is subject to change based upon increases or decreases in infrastructure cost contained within. The actual infrastructure costs will be reconciled with those projected annually, within six months of the state fiscal year end (June 30). Increases and decreases will be calculated and included in a separate invoice including reconciliation documentation, once the difference is determined.

Required Partners in Local Workforce Development Area 4 (CareerSource Gulf Coast region) are:

SCSEP (Senior Comm. Svc. Emplmnt. Prgm.) - NCBA

**MOU - CareerSource Gulf Coast and Haney Technical Center**

VR (Vocational Rehabilitation)  
Division of Blind Services  
Adult Ed (Bay District Schools)  
Career Tech (Bay District Schools)  
Career Tech (Gulf Coast State College)  
CSBG (Comm. Svc Block Grant) Tri-County Community Council, Inc.

The following programs are administered by CareerSource Gulf Coast:

WIOA Adult	RA/UC
WIOA Youth	Vets DVOP
WIOA Disl. Wkr.	Vets LVER
WT TANF	Military Spouse
SNAP	RESEA 17
SNAP ERS	RESEA 18
Wagner-Peyser	Wagner-Peyser Perf. Inc.

Chief Elected Officials: Bay County Board of Commissioners  
Gulf County Board of Commissioners  
Franklin County Board of Commissioners

**VII. Modification**

CareerSource Gulf Coast or Haney Technical Center may propose to modify this MOU at any time. Any such modification will not be effective until a written amendment to this MOU is executed by both parties. Modifications made solely due to changes in infrastructure costs will not require approval of local elected officials.

**VIII. Dispute Resolution**

Attempts to resolve issues regarding this MOU (including IFA) will be resolved starting at the local level, and will progress to a regional, then state level if resolution is not resolved. The Governor of the state of Florida has final resolution authority.

**IX. MOU Management**

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

**CAREERSOURCE GULF COAST**

Name: Kimberly L. Bodine  
Title: Executive Director  
Address: 5230 W. US 98, Panama City, FL  
32401  
Phone: (850) 913-3285  
Fax: (850) 913-3269  
Email: [kbodine@r4careersourcegc.com](mailto:kbodine@r4careersourcegc.com)

**HANEY TECHNICAL CENTER**

Name: Ann Leonard  
Title: Director  
Address: 3016 Highway 77, Panama City, FL  
32405  
Phone: (850) 481-1297  
Fax: (850) 481-1678  
Email: [leonaaa1@bay.k12.fl.us](mailto:leonaaa1@bay.k12.fl.us)

MOU - CareerSource Gulf Coast and Haney Technical Center

IN WITNESS WHEREOF, the parties hereto cause this MOU to be executed by their undersigned officials as duly authorized. The duly authorized agent of the recipient agrees to satisfy the requirements of 34 CFR 361.505 and 34 CFR 361.720.

CAREERSOURCE GULF COAST

HANEY TECHNICAL CENTER

Kimberly L. Badine

Date: 11/15/17

Paul A. Leonard

Date: 10/31/17

**Authority and Signature**  
**Local Elected Official**

➤ One completed, signed, and dated Authority and Signature page is required for each signatory official.

By signing my name below, I William Dozier, Chair of Bay BOCC  
I have read the above information. All of my questions have been discussed and answered satisfactorily.

My signature certifies my understanding of the terms outlined herein and agreement with:

I understand that this MOU may be executed in counterparts, each being considered an original, and that this MOU expires either in three years or upon amendment, modification or termination or on June 30, 2020, whichever occurs earlier. The effective period for this MOU is 3 annual periods: 7/1/17-6/30/18, 7/1/18-6/30/19, and 7/1/19-6/30/20.

William T. Dozier  
Signature

December 5, 2017  
Date

William Dozier, Chair  
Printed Name and Title

Bay County Board of County Commissioners  
Agency Name

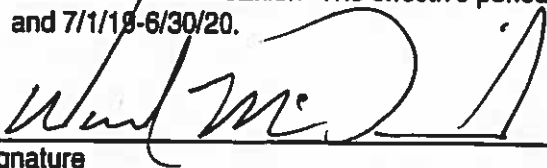
\_\_\_\_\_  
Agency Contact Information

**Authority and Signature**  
**Local Elected Official**

- One completed, signed, and dated Authority and Signature page is required for each signatory official.

By signing my name below, I Ward McDaniel, Chair of Gulf BOCC, certify that I have read the above information. All of my questions have been discussed and answered satisfactorily. My signature certifies my understanding of the terms outlined herein and agreement with:

I understand that this MOU may be executed in counterparts, each being considered an original, and that this MOU expires either in three years or upon amendment, modification or termination or on June 30, 2020, whichever occurs earlier. The effective period for this MOU is 3 annual periods: 7/1/17-6/30/18, 7/1/18-6/30/19, and 7/1/19-6/30/20.



Signature

12/12/17

Date

Ward McDaniel, Chair  
Printed Name and Title

Gulf County Board of County Commissioners  
Agency Name

\_\_\_\_\_  
Agency Contact Information

**Authority and Signature**  
**Local Elected Official**

- One completed, signed, and dated Authority and Signature page is required for each signatory official.

By signing my name below, I Joseph Parrish, Chair of Franklin BOCC, certify that I have read the above information. All of my questions have been discussed and answered satisfactorily. My signature certifies my understanding of the terms outlined herein and agreement with:

I understand that this MOU may be executed in counterparts, each being considered an original, and that this MOU expires either in three years or upon amendment, modification or termination or on June 30, 2020, whichever occurs earlier. The effective period for this MOU is 3 annual periods: 7/1/17-6/30/18, 7/1/18-6/30/19, and 7/1/19-6/30/20.

  
\_\_\_\_\_  
Signature

December 5, 2017  
\_\_\_\_\_  
Date

Joseph Parrish, Chair  
\_\_\_\_\_  
Printed Name and Title

Franklin County Board of County Commissioners  
\_\_\_\_\_  
Agency Name

\_\_\_\_\_

## Infrastructure Funding Agreement (IFA) One-Stop Operating Budget

Cost Allocation Methodology: Costs will be allocated by FTE for partners/programs that are physically located in the Job Center. Partners/Programs with only a virtual presence/direct linkage\* will only share in the phone, internet, and technology costs. Resource sharing with SCSEP. We provide space & technology and SCSEP provides part-time SCSEP workers to greet our customers and assist in the resource room. Resource sharing with Bay District Schools & GCSC. We provide phone, internet, & technology and Bay District & GCSC provide office space on campus for our case managers to meet with program participants.

FTE Estimate	FTE Percentage	25.825	5.1	3	3	5	3	1	0	2	3	3	.5	2	1	1	.5	.5	.625	0.20	Infrastructure Costs			
																					15.3%	11.4%	15.0%	11.4%
Annual Budget	WIOA Adult	WIOA Youth	WIOA DisWkr	WT TANF	SNAP	SNAP ERS	WP	WP Inc	RA/UC	Vets DVOP	Vets LVER	Military Spouse	RESEA 17	RESEA 18	SCSEP NCSA	VR	Div Blind Svcs *	Adult Ed Bay Distr *	Career Tech Bay Distr	Career Tech GCSC *	CSBG Tri-County TAA			
245,000	37,485	27,930	36,750	27,930	9,310	9,310	18,620	27,930	4,655	836	418	9,310	4,655	4,655	5,880	1,960	110	110	110	110	110			
11,000	1,683	1,254	1,100	1,254	418	418	836	1,254	209	76	38	9,310	4,655	4,655	264	88	110	110	110	110	110			
3,000	153	114	150	114	38	38	76	114	19	76	38	9,310	4,655	4,655	264	88	110	110	110	110	110			
1,000	153	114	150	114	38	38	76	114	19	76	38	9,310	4,655	4,655	264	88	110	110	110	110	110			
1,000	230	171	225	171	57	57	114	171	29	114	57	9,310	4,655	4,655	264	88	110	110	110	110	110			
2,100	321	239	315	239	80	80	160	239	40	160	80	9,310	4,655	4,655	264	88	110	110	110	110	110			
2,500	383	285	375	285	95	95	190	285	48	190	95	9,310	4,655	4,655	264	88	110	110	110	110	110			
10,000	1,530	1,140	1,000	1,140	380	380	760	1,140	190	760	380	9,310	4,655	4,655	264	88	110	110	110	110	110			
2,400	367	274	240	274	91	91	382	274	46	182	91	9,310	4,655	4,655	264	88	110	110	110	110	110			
subtotal	276,500	42,305	31,521	40,305	31,521	10,507	21,014	31,521	5,254	21,014	10,507	10,507	5,254	5,254	6,636	2,212	234	234	234	234	234			

Additional Costs	Annual Budget	WIOA Adult	WIOA Youth	WIOA DisWkr	WT TANF	SNAP	SNAP ERS	WP	WP Inc	RA/UC	Vets DVOP	Vets LVER	Military Spouse	RESEA 17	RESEA 18	SCSEP NCSA	VR	Div Blind Svcs *	Adult Ed Bay Distr *	Career Tech Bay Distr	Career Tech GCSC *	CSBG Tri-County TAA
Career Services	9,000	1,350	990	1,440	1,080	360	360	720	1,080	180	720	360	360	180	180							
Shared Services **	1,000	150	110	160	120	40	40	80	120	20	80	40	40	20	20							
Shared Operating Costs	1,800	270	198	288	216	72	72	144	216	36	144	72	72	36	36							
Travel	2,580	387	284	413	310	103	103	206	310	52	206	103	103	52	52							
Meeting Expense	6,240	936	686	998	749	250	250	499	749	125	499	250	250	125	125							
Storage Lease	350	53	39	56	42	14	14	28	42	7	28	14	14	7	7							
Copier 1	10,000	1,500	1,100	1,600	1,200	400	400	800	1,200	200	800	400	400	200	200							
Copier 2	1,000	150	110	160	120	40	40	80	120	20	80	40	40	20	20							
Postage Meter Rent	4,000	600	440	640	480	160	160	320	480	80	320	160	160	80	80							
Advertising/Outreach	3,000	450	330	480	360	120	120	240	360	60	240	120	120	60	60							
Software/IT Fees	84,000	12,600	9,240	13,440	10,080	3,360	3,360	6,720	10,080	1,680	6,720	3,360	3,360	1,680	1,680							
Sonitrol Alarm Service	39,000	5,850	4,290	6,240	4,680	1,560	1,560	3,120	4,680	780	3,120	1,560	1,560	780	780							
Prof Svcs Website	245,000	16,200	152,500	3,800	195,000	40,000	10,000															
Allocated Supv Sal/Ben	172,500	1,131,470	197,248	243,317	139,215	224,436	51,479	10,000	22,958	43,436	9,739	28,958	14,479	25,739	25,739	9,936	3,312	0	0	0	0	0
TANF SNAP program	1,407,970	239,552	274,838	179,570	255,957	61,986	10,000	43,972	74,957	14,993	49,972	24,986	91,986	30,993	30,993	16,572	5,524	234	234	234	234	234
WIOA Youth program	1,131,470	197,248	243,317	139,215	224,436	51,479	10,000	22,958	43,436	9,739	28,958	14,479	25,739	25,739	9,936	3,312	0	0	0	0	0	0
Grand Total	1,407,970	239,552	274,838	179,570	255,957	61,986	10,000	43,972	74,957	14,993	49,972	24,986	91,986	30,993	30,993	16,572	5,524	234	234	234	234	234

\* Direct linkage partners not physically co-located in the One-Stop center.  
 \*\* Shared Services include: Business services, front desk staffing, staff training/travel, referrals to other One-Stop partners.  
 CareerSource Gulf Coast will prepare an invoice for each partner's annual share on May 1 each year. Payment is due by June 1. Resource Sharers excluded.



MEMORANDUM OF UNDERSTANDING BETWEEN  
CAREERSOURCE GULF COAST  
AND  
THE NATIONAL CAUCUS ON BLACK AGED, SENIOR COMMUNITY SERVICE  
EMPLOYMENT PROGRAM

**I. Parties**

This Memorandum of Understanding (MOU) is entered into pursuant to 20 USC 2301 et seq. and PL 113-128 (the Workforce Innovation and Opportunity Act - WIOA) Section I between CareerSource Gulf Coast and The National Caucus on Black Aged, operator of the Senior Community Service Employment Program as authorized under Title V of the Older Americans Act of 1965, hereinafter referred to as "NCBA".

**II. Background**

Pursuant to the above-referenced cites, the NCBA is a required partner of the One Stop system. The vision for the One-Stop Delivery System is to align a wide range of publicly and privately funded education, employment, and job training programs while also providing high-quality customer service to job seekers, workers, and businesses. One-stop centers (currently branded as American Job Centers) continue to be a valued community resource, known both locally and nationally as an important source of assistance for those looking for work or workers, and those looking for opportunities to grow their careers. Individuals who can benefit from NCBA services can be expeditiously identified and served using a shared placement concept through the One-Stop Delivery System.

**III. Purpose**

The purpose of this MOU is to further codify the existing relationship for service provision and the infrastructure funding agreement between CareerSource Gulf Coast and NCBA, provider of SCSEP services in LWDA 04.

**IV. Responsibilities**

**A. CareerSource Gulf Coast:**

1. Will maintain cooperative working relationships, to facilitate joint planning, staff development and training, evaluation of services, and more efficient management of limited financial and human resources.
2. Will provide access to brochures, pamphlets, guides and information regarding services to NCBA.
3. Will provide a single Point of Contact (POC) to assist NCBA with questions and issues that arise in the day-to-day operations. Answers will be provided within 24 hours.
4. Will provide space at the Job Center to NCBA on an as needed basis. Scheduling must be approved in advance with the One-Stop Operator.
5. Will share information that will benefit the participants in finding a job, accessing training support if qualified, and gaining certifications or degrees to improve their employment opportunities.
6. May provide access to staff-level permissions in Employ Florida system in order to serve client job seekers. Upon request, the Board will provide a user id and training for NCBA staff to provide services that require lesser security measures. NCBA staff who are granted access to Employ Florida must undergo a Level Two background check, complete the appropriate security forms and attend security training as required.

B. The NCBA :

1. Will use Job Center Services to place SCSEP clients.
2. Will provide office support via Senior Workers assigned to the CSGC Training Center in Panama City.
3. Will accept referrals from system partners of eligible clients.
4. Will participate in center-wide activities as needed.

V. Cost Sharing/Resource Sharing

Costs of the infrastructure of the CareerSource Gulf Coast's Comprehensive Job Center will be funded in accordance with the requirements of the Workforce Innovation and Opportunity Act; federal cost principles; and all other applicable legal requirements. In place of paying a portion of infrastructure costs at the Job Center, NCBA will provide 2 part-time SCSEP workers to greet customers and assist in the Resource Room, totaling a minimum of \$17,263.00 for each program year (July 1 – June 30). Documentation of hours worked will be kept and available for audit for five years. NCBA must provide CSGC an annual attestation of hours worked.

VI. Infrastructure Funding Agreement (IFA)

In compliance with WIOA and its implementing regulations and consistent with the Uniform Guidance, funding provided by the one-stop partners to cover the operating costs, including infrastructure cost of the one-stop delivery system must be based on the partner program's proportionate use of the system and relative benefit received (WIOA sec. 121 (h)(1)(B)(i) and 121 (h)(2)(C)(i), 20 CFR 678.700 through 678.760, 34 CFR 361.700 through 361.760, and 34 CFR 463.700 through 463.760). Please see attached One Stop operating budget which details the infrastructure cost of the one stop delivery system and the assigned cost to the required partners based upon their proportionate use of the system and relative benefit received.

Payment Method: CareerSource Gulf Coast will prepare and send an invoice for each partner's annual share on May 1 each year. The One Stop operating budget is subject to change based upon increases or decreases in the infrastructure costs contained within. The actual infrastructure costs will be reconciled with those projected annually, within six months of the state fiscal year end (June 30). Increases and decreases will be calculated and included in a separate invoice including reconciliation documentation, once the difference is determined.

Required Partners in Local Workforce Development Area 4 (CareerSource Gulf Coast region) are:

SCSEP (Senior Comm. Svc. Employment Program.) - NCBA  
VR (Vocational Rehabilitation)  
Division of Blind Services  
Adult Ed (Bay District Schools)  
Career Tech (Bay District Schools)  
Career Tech (Gulf Coast State College)  
CSBG (Comm. Svc Block Grant) Tri-County Community Council, Inc.

The following programs are administered by CareerSource Gulf Coast:

WIOA Adult	RA/UC
WIOA Youth	Vets DVOP
WIOA Disl. Wkr.	Vets LVER
WT TANF	Military Spouse
SNAP	RESEA 17
SNAP ERS	RESEA 18
Wagner-Peyser	Wagner-Peyser Perf. Inc.

Chief Elected Officials: Bay County Board of Commissioners  
Gulf County Board of Commissioners  
Franklin County Board of Commissioners

**VII. Modification**

The Workforce Board or NCBA may propose to modify this MOU at any time. Any such modification will not be effective until a written amendment to this MOU is executed by both parties. Modifications made solely due to changes in infrastructure costs will not require approval of local elected officials.

**VIII. Dispute Resolution**

Attempts to resolve issues regarding this MOU (including IFA) will be resolved starting at the local level, and will progress to a regional, then state level if resolution is not resolved. The Governor of the state of Florida has final resolution authority.

**IX. MOU Management**

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

**CAREERSOURCE GULF COAST**

Name: Kimberly L. Bodine  
Title: Executive Director  
Address: 5230 W. US 98, Panama City, FL 32401  
Phone: (850) 913-3285  
Fax: (850) 913-3269  
Email: kbodine@r4careersourcegc.com

**NATIONAL CAUCUS ON BLACK AGED (NCBA)**

Name: Pauline Mills  
Title: State Program Coordinator  
Address: 6055 Doctor's Park Road, Milton, FL 32570  
Phone: (850) 623-3046  
Email: pmills@myncba.com

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

**CAREERSOURCE GULF COAST**

**NCBA**

Kimberly L. Bodine

Pauline Mills

Date: 11/15/17

Date: 10/23/17

**Authority and Signature**  
**Local Elected Official**

➤ One completed, signed, and dated Authority and Signature page is required for each signatory official.

By signing my name below, I William Dozier, Chair of Bay BOCC  
I have read the above information. All of my questions have been discussed and answered satisfactorily.

My signature certifies my understanding of the terms outlined herein and agreement with:

I understand that this MOU may be executed in counterparts, each being considered an original, and that this MOU expires either in three years or upon amendment, modification or termination or on June 30, 2020, whichever occurs earlier. The effective period for this MOU is 3 annual periods: 7/1/17-6/30/18, 7/1/18-6/30/19, and 7/1/19-6/30/20.

William T. Dozier  
Signature

December 5, 2017  
Date

William Dozier, Chair  
Printed Name and Title

Bay County Board of County Commissioners  
Agency Name

\_\_\_\_\_  
Agency Contact Information

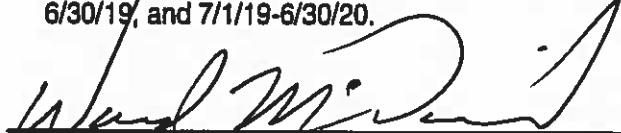
**Authority and Signature**  
**Local Elected Official**

- One completed, signed, and dated Authority and Signature page is required for each signatory official.

By signing my name below, I Ward McDaniel, Chair of Gulf BOCC , certify that I have read the above information. All of my questions have been discussed and answered satisfactorily.

My signature certifies my understanding of the terms outlined herein and agreement with:

I understand that this MOU may be executed in counterparts, each being considered an original, and that this MOU expires either in three years or upon amendment, modification or termination or on June 30, 2020, whichever occurs earlier. The effective period for this MOU is 3 annual periods: 7/1/17-6/30/18, 7/1/18-6/30/19, and 7/1/19-6/30/20.

  
\_\_\_\_\_  
Signature

12/12/17  
\_\_\_\_\_  
Date

Ward McDaniel, Chair  
\_\_\_\_\_  
Printed Name and Title

Gulf County Board of County Commissioners  
\_\_\_\_\_  
Agency Name

\_\_\_\_\_  
Agency Contact Information

**Authority and Signature**  
**Local Elected Official**

- One completed, signed, and dated Authority and Signature page is required for each signatory official.

By signing my name below, I Joseph Parrish, Chair of Franklin BOCC , certify that I have read the above information. All of my questions have been discussed and answered satisfactorily.

My signature certifies my understanding of the terms outlined herein and agreement with:

I understand that this MOU may be executed in counterparts, each being considered an original, and that this MOU expires either in three years or upon amendment, modification or termination or on June 30, 2020, whichever occurs earlier. The effective period for this MOU is 3 annual periods: 7/1/17-6/30/18, 7/1/18-6/30/19, and 7/1/19-6/30/20.

  
\_\_\_\_\_  
Signature

December 5, 2017  
\_\_\_\_\_  
Date

Joseph Parrish, Chair  
\_\_\_\_\_  
Printed Name and Title

Franklin County Board of County Commissioners  
\_\_\_\_\_  
Agency Name

\_\_\_\_\_

