



Executive Committee Meeting AGENDA

REVISED 3/2/2021

Wednesday, March 3, 2021 – 9:30 a.m.

Join Zoom Meeting: <https://us02web.zoom.us/j/89897249186>

Phone No: 1-646-558-8656 (EST) Meeting ID: 89897249186#

Call to Order		K. Baxley
Roll Call		C. Schnettler
Approval of Minutes, December 2, 2020	Pages 2 - 4	K. Baxley

PRESENTATION / ACTION ITEM

Financial Audit	Pages 5 - 43	Powell and Jones
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DISCUSSION ITEMS

State Update		R. Skinner
House Education and Employment Committee	Page 44	R. Skinner
DEO Response	Pages 45 - 51	R. Skinner
FWDA Response	Pages 52 - 58	R. Skinner
Workforce Issues that are Important to our Community		R. Skinner
WIOA: Draft Administrative Policy - Local Workforce Development Area and Board Governance	Pages 59 - 74	R. Skinner
Board Orientation Directions	Page 75	R. Skinner
Membership Recruitment Committee	Pages 76 - 78	R. Skinner

PUBLIC COMMENT

ACTION ITEMS

Travel Policy	Pages 79 - 90	R. Skinner
One Stop Operator ITN Selection	Pages 91 - 92	C. LeCouris
Youth Services ITN Selection	Page 93	C. LeCouris
Local Workforce Area Designation	Pages 94 - 96	R. Skinner
Policy Update OPS-26 and OPS-46	Pages 97 - 121	C. LeCouris
Policy Update OPS - 81	Pages 122 - 133	C. LeCouris
Request for Attorney General's Opinion: Conflict	Pages TBD	R. Stermer

PROJECT UPDATES

None

MATTERS FROM THE FLOOR

ADJOURNMENT

OUR VISION STATEMENT

To be recognized as the number one workforce resource in the state of Florida by providing meaningful and professional customer service that is reflected in the quality of our job candidates and employer services.



**CAREERSOURCE CITRUS LEVY MARION
Executive Committee**

MINUTES

DATE: December 2, 2020
PLACE: Zoom Only
TIME: 9:30 a.m.

MEMBERS PRESENT

Albert Jones
Charles Harris
Fred Morgan
Kathy Judkins
Kimberly Baxley
Pete Beasley
Rachel Riley
Ted Knight

MEMBERS ABSENT

OTHER ATTENDEES

Rusty Skinner, CSCLM
Dale French, CSCLM
Cory Weaver, CSCLM

Cindy LeCouris, CSCLM
Cira Schnettler, CSCLM
Robert Stermer, CSCLM Attorney

CALL TO ORDER

The meeting was called to order by Kim Baxley, Chair, at 9:31 a.m.

ROLL CALL

Cira Schnettler called roll and a quorum was declared present.

APPROVAL OF MINUTES

Al Jones made a motion to approve the minutes from the September 2, 2020, meeting. Pete Beasley seconded the motion. Motion carried.

DISCUSSION ITEMS

State Update / DEO Draft Policies

Rusty Skinner combined the two items. He explained to the committee that DEO created two policies and requested feedback from the workforce regions. After review of the policies, the attached comments were submitted.

Workforce Issues that are Important to our Community

Rusty Skinner notified the committee there have been Covid-19 exposures in all of the centers. The staffing rotation plans have been implemented and management has responded appropriately in all instances. The ion sanitizer that was recently purchased has allowed for swift sanitizing of the centers when there is an incident. We will

continue to concentrate on the impact of exposures throughout the holiday season.

The committee did not have other issues to discuss.

One Stop Operator – Vision of Responsibilities

Rusty Skinner provided a brief overview of the difference between a One Stop Operator and a monitor.

Budget Workshop

Rusty Skinner reviewed the presentation of the attached budget slides. Charles Harris asked if there were any limitations from the State to making budget amendments.

Rusty Skinner replied that based on new requirements, all revised copies are submitted to the State.

Additional Items

Rosen Contract

Rusty Skinner updated the committee on the Rosen contract. Rosen has agreed to extend the contract to 2022 and release the 2020 contract. Rosen will also contract directly with FWDA in the future.

EEOC Complaint

An EEOC complaint has been received by a past employee. A response has been sent by our attorney representative.

PUBLIC COMMENT

None

ACTION ITEMS

Budget Updates

Rusty Skinner and Susan Heller reviewed the budget reports and updates. Charles Harris approved the expenditure reports and the budget updates. Al Jones seconded the motion. Motion carried.

One Stop Operator RFP

Pete Beasley approved the change from the One Stop Operator RFP to an ITN. Al Jones seconded the motion. Motion carried.

Youth Service Provider ITN

Rachel Riley made a motion to approve the Youth Services Provider ITN. Ted Knight seconded the motion. Motion carried.

WE/Internship Payroll Services RFQ

Al Jones made a motion to approve the Payroll Services RFQ. Pete Beasley seconded the motion. Motion carried.

CEO Contract

Rusty Skinner explained to the committee that due to requirements currently stipulated in the CEO contract for life insurance requirements and affordability of policies that would meet those requirements, a change in the language to the contract is being requested. Pete Beasley made a motion to amend the language for the life insurance stipulation in the CEO contract. Al Jones seconded the motion. Motion carried.

Board Member Vacancies

Rusty Skinner explained to the committee that due to requirements in the sub-grantee agreement we are not in compliance with less than 50% private sector participation. He explored a variety of options on how to handle board vacancies. Rusty Skinner noted that members can live or work in their county of representation to qualify as a board member. Charles Harris made a motion to create an ad hoc member recruitment committee for one year. After the year, the committee will be reviewed to see if it should become a permanent committee of the board. Al Jones seconded the motion. Motion carried.

Personal Request: Kathleen's Phone

Al Jones made a motion to approve transitioning Kathleen Woodring's cell phone from the CLM account to Kathleen Woodring's personal account. Charles Harris seconded the motion. Motion carried.

FWDA Dues

Al Jones made a motion to utilize unrestricted funds for FWDA dues and related legislative liaison services. Pete Beasley seconded the motion. Motion carried.

PROJECT UPDATES

None

MATTERS FROM THE FLOOR

None

ADJOURNMENT

There being no further business, the meeting was adjourned at 10:32 a.m.

APPROVED: _____



RECORD OF ACTION/APPROVAL

Executive Meeting Wednesday, March 3, 2021

TOPIC/ISSUE:

Independent Auditor's Report

BACKGROUND:

We are required to have an independent audit each year.

POINTS OF CONSIDERATION:

Powell and Jones, CPAs were contracted to conduct the audit of CLM for period of 7/1/19-6/30/20.

STAFF RECOMMENDATIONS:

Approve Auditor's Report 7/1/19-6/30/20

COMMITTEE ACTION:

BOARD ACTION:

**CITRUS, LEVY, MARION REGIONAL
WORKFORCE DEVELOPMENT BOARD, INC.**

**D/B/A CAREERSOURCE
CITRUS LEVY MARION**

**Financial Statements, Supplemental
Information and Independent
Auditors' Reports**

For the Fiscal Year Ended June 30, 2020

**CITRUS, LEVY, MARION REGIONAL
WORKFORCE DEVELOPMENT BOARD, INC.**

**D/B/A CAREERSOURCE
CITRUS LEVY MARION**

**Financial Statements, Supplemental
Information and Independent
Auditors' Reports**

For the Fiscal Year Ended June 30, 2020

TABLE OF CONTENTS

	PAGE NO.
FINANCIAL SECTION	
Independent Auditors' Report	3
Management's Discussion and Analysis (MD&A)	5
Basic Financial Statements	
Statement of Net Position	9
Statement of Activities	10
Governmental Fund Balance Sheet	11
Governmental Fund Statement of Revenues, Expenditures and Changes in Fund Balance	12
Reconciliation of the Statement of Revenues, Expenditures and Changes in Fund Balance to the Statement of Activities	13
Notes to Financial Statements	14
Required Supplementary Information	
Statement of Revenues, Expenditures and Changes in Fund Balance - Budget and Actual - General Fund	22
Notes to the Required Supplementary Information	23
COMPLIANCE SECTION	
Schedule of Expenditures of Federal Awards	24
Notes to the Schedule of Expenditures of Federal Awards	26
Management Letter	28
Independent Auditor's Report on Internal Control Over Financial Reporting and on Compliance and Other Matters Based on an Audit of Financial Statements Performed In Accordance with Government Auditing Standards	30
Independent Auditor's Report on Compliance for Each Major Federal Program and on Internal Control over Compliance Required by the Uniform Guidance	32
Schedule of Findings and Questioned Costs	34
Communication with Those Charged with Governance	36
Independent Accountant's Report	38



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INDEPENDENT AUDITORS' REPORT

Board of Directors
Citrus, Levy, Marion Regional Workforce Development Board, Inc.
Ocala, Florida

We have audited the accompanying financial statements of the governmental activities and the major fund of Citrus, Levy, Marion Regional Workforce Development Board, Inc. d/b/a CareerSource Citrus Levy Marion (the Board), as of and for the year ended June 30, 2020 and the related notes to the financial statements, which collectively comprise the Board's basic financial statements as listed in the table of contents.

Management's Responsibility for the Financial Statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with accounting principles generally accepted in the United States of America; this includes the design, implementation, and maintenance of internal control relevant to the preparation and fair presentation of financial statements that are free from material misstatement, whether due to fraud or error.

Auditors' Responsibility

Our responsibility is to express opinions on these financial statements based on our audit. We conducted our audit in accordance with auditing standards generally accepted in the United States of America and the standards applicable to financial audits contained in *Government Auditing Standards* issued by the Comptroller General of the United States. Those standards require that we plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. Accordingly, we express no such opinion. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of significant accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinions.

Opinions

In our opinion, the financial statements referred to above present fairly, in all material respects, the financial position of the governmental activities and major fund of the Board as of June 30, 2020, and the respective changes in financial position for the year then ended in accordance with accounting principles generally accepted in the United States of America.

Other Matters—Required Supplementary Information

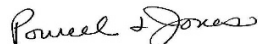
Accounting principles generally accepted in the United States of America require that management's discussion and analysis (pages 5 - 8) and budgetary comparison information (page 22) be presented to supplement the basic financial statements. Such information, although not a part of the basic financial statements, is required by the Governmental Accounting Standards Board who considers it to be an essential part of financial reporting for placing the basic financial statements in an appropriate operational, economic, or historical context. We have applied certain limited procedures to the required supplementary information in accordance with auditing standards generally accepted in the United States of America, which consisted of inquiries of management about the methods of preparing the information and comparing the information for consistency with management's responses to our inquiries, the basic financial statements, and other knowledge we obtained during our audit of the basic financial statements. We do not express an opinion or provide any assurance on the information because the limited procedures do not provide us with sufficient evidence to express an opinion or provide any assurance.

Other Matters—Other Information

Our audit was conducted for the purpose of forming opinions on the financial statements as a whole. The accompanying Schedule of Expenditures of Federal Awards is presented for the purposes of additional analysis as required by Title 2 U.S. Code of Federal Regulations (CFR) Part 200, *Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards*, and is not a required part of the financial statements. Such information is the responsibility of management and was derived from and relates directly to the underlying accounting and other records used to prepare the basic financial statements. The information has been subjected to the auditing procedures applied in the audit of the basic financial statements and certain additional procedures including comparing and reconciling such information directly to the underlying accounting and other records used to prepare the financial statements or to the basic financial statements themselves, and other additional procedures in accordance with auditing standards generally accepted in the United States of America. In our opinion, the Schedule of Expenditures of Federal Awards is fairly stated, in all material respects, in relation to the financial statements as a whole.

Other Reporting Required by Government Auditing Standards

In accordance with *Government Auditing Standards*, we have also issued our report dated March 3, 2021, on our consideration of the Board's internal control over financial reporting and on our tests of its compliance with certain provisions of laws, regulations, contracts, and grant agreements and other matters. The purpose of that report is to describe the scope of our testing of internal control over financial reporting and compliance and the results of that testing, and not to provide an opinion on the internal control over financial reporting or on compliance. That report is an integral part of an audit performed in accordance with *Government Auditing Standards* in considering the Board's internal control over financial reporting and compliance.



POWELL & JONES
Certified Public Accountants
Lake City, Florida
March 3, 2021

CITRUS, LEVY, MARION REGIONAL WORKFORCE DEVELOPMENT BOARD, INC.
MANAGEMENT'S DISCUSSION AND ANALYSIS
June 30, 2020

This discussion and analysis of the financial performance of Citrus, Levy, Marion Regional Workforce Development Board, Inc. (the Board) provides an overview of financial activities for the fiscal year ended June 30, 2020. Please read it in conjunction with the financial statements which follow this section.

FINANCIAL HIGHLIGHTS

The following are various financial highlights:

- Overall net position decreased by \$(53,249) which is about 20%.
- Unrestricted net position at June 30, 2020, was \$205,863.
- The Board incurred total expenses for the year of about \$7,655,233, compared to revenues of approximately \$7,601,984.

OVERVIEW OF THE BASIC FINANCIAL STATEMENTS

This discussion and analysis is intended to serve as an introduction to the Board's basic financial statements. These basic statements consist of government-wide financial statements, fund financial statements and notes to the financial statements. The government-wide financial statements present an overall picture of the Organization's financial position and results of operations. The fund financial statements present financial information for the General Fund of the Organization. The notes to the financial statements provide additional information concerning the Organization's finances that are not disclosed in the government-wide or fund financial statements.

Government-Wide Financial Statements and Governmental Fund Financial Statements - All of the activities of the Organization are considered to be governmental activities. The Organization has no business-type activities, which are generally financed in whole or in part by fees charged to external parties for goods or services.

The *government-wide financial statements* provide both long-term and short-term information about the overall financial status of the Organization. These statements use a format similar to a private sector business and are presented on the accrual basis. They include a statement of net position and a statement of activities.

The first financial statement is the *Statement of Net Position*. This government-wide financial statement includes long-term information such as capital assets and long-term liabilities, if any. The amounts in this statement are accounted for using the accrual basis of accounting. Accrual accounting is similar to the accounting used by most private-sector companies. All of the current year revenues and expenses are recorded, regardless of when cash is received or paid. Net position, the difference between these assets and liabilities, is a useful way to measure the financial health of the Organization.

The second financial statement is the *Statement of Activities*. This statement includes all of the revenues and expenses of the Organization and reconciles beginning and ending net position.

- This government-wide financial statement includes all of the current year revenues and expenses, regardless of when cash is received or paid. The amounts in this statement are accounted for using the accrual basis of accounting as discussed above. Over time, the increases or decreases in net position are useful indicators of whether the financial health of the Organization is improving or deteriorating. However, other non-financial factors, such as changes in population and in federal funding, must also be considered when assessing the overall health of the Board.

The *governmental fund financial statements* provide information on the current assets and liabilities of the General Fund, changes in current financial resources (revenues and expenditures) and current available resources.

- The *General Fund Balance Sheet* focuses on events that produce near-term inflows and outflows of spendable resources as well as on the balances of spendable resources available at the end of the year. The amounts are accounted for using modified accrual accounting. Modified accrual accounting focuses on available cash and other financial assets that can readily be converted to cash. This provides a shorter-term view of the governmental fund's financial position.
- The *General Fund Statement of Revenues, Expenditures and Changes in Fund Balance* focuses on events that produce near-term inflows and outflows of spendable resources, as well as on the balances of spendable resources available at the end of the year. These amounts are accounted for using modified accrual accounting, as discussed above.

CONDENSED FINANCIAL INFORMATION

The following tables present condensed, government-wide current year and prior year data about net position and changes in net position:

	2020 Governmental Activities	2019 Governmental Activities
Net Position		
Assets:		
Non-capital assets	\$ 1,028,171	\$ 1,768,992
Capital assets, net	8,094	9,868
Total assets	<u>1,036,265</u>	<u>1,778,860</u>
Liabilities:		
Current liabilities	498,675	1,256,381
Non-current liabilities	323,633	255,273
Total liabilities	<u>822,308</u>	<u>1,511,654</u>
Net assets:		
Net investment in capital assets	8,094	9,868
Unrestricted	205,863	257,338
Total net position	<u>\$ 213,957</u>	<u>\$ 267,206</u>

	2020 Governmental Activities	2019 Governmental Activities
Change in Net Position		
General revenues:		
Governmental grants and contributions	\$ 7,408,213	\$ 6,972,014
Other revenues	193,771	91,793
Total revenues	7,601,984	7,063,807
Program expenses:		
Administration and general	791,971	1,107,819
Client services:		
Direct and contract provided	6,861,487	5,969,103
Depreciation	1,775	2,499
Total expenses	7,655,233	7,079,421
Change in net position	(53,249)	(15,614)
Beginning net position	267,206	282,820
Ending net position	\$ 213,957	\$ 267,206

OVERALL FINANCIAL POSITION AND RESULTS OF OPERATIONS

Governmental Activities

The governmental activities generated program income of \$192,176, interest income of \$1,595 and grant and contractual revenue of \$7,408,213. The Organization incurred \$7,655,233 of program expenses. This resulted in a decrease in net position of \$(53,249).

General Fund

The fund balance of the General Fund has increased by \$16,886, from \$512,610 to \$529,496. This change is due to budgetary management and the fact that almost all of the operations of the Organization are funded by grantors. There is an assignment of fund balance for an accrued leave liability of \$323,633 and a non-spendable balance of \$58,830 for prepaid expenses and deposits. Unassigned fund balance was \$147,033.

BUDGETARY HIGHLIGHTS

General Fund. The original budget was based on funding projections and included all funds expected to be available. During the year the budget is amended as funding commitments are received. Finally, the final budget is adjusted for estimates of amounts to be carried forward to subsequent years.

CAPITAL ASSETS AND DEBT ADMINISTRATION

Capital Assets

The Organization had no significant capital asset activity for the fiscal year ended June 30, 2020. Please refer to a note to the accompanying financial statements entitled *Capital Assets and Depreciation* for more detailed information about the Organization's capital asset activity.

Debt Administration

The Organization's only long-term debt is its accrual for compensated absences. Please refer to a note to the accompanying financial statements entitled *Long Term Liabilities* for more detailed information about long-term debt activity.

ECONOMIC FACTORS

The Organization currently is not aware of any conditions that are expected to have a significant effect on the Organization's financial position or results of operations.

CONTACTING FINANCIAL MANAGEMENT

This financial report is designed to provide a general overview of the finances of the Organization and to show accountability for the money it receives. If you have any questions about this report or need additional financial information, contact Susan Heller, Vice President of Finance, Citrus, Levy, Marion Regional Workforce Development Board, Inc., 3003 SW College Road, Suite 107, Ocala, FL 34474.

CITRUS, LEVY, MARION REGIONAL WORKFORCE DEVELOPMENT BOARD, INC.

STATEMENT OF NET POSITION

JUNE 30, 2020

Assets:

Cash	\$ 435,114
Grants Receivable	366,022
Accounts and Contracts Receivable	168,205
Prepaid Expenses	51,844
Deposits	6,986
Capital Assets, Net of Depreciation	8,094
Total Assets	<u>\$1,036,265</u>

Liabilities:

Accounts Payable and Accrued Expenses	\$ 374,687
Unearned Revenue	123,988
Accrued Compensated Absences	323,633
Total Liabilities	<u>822,308</u>

Net Position:

Net Investment in Capital Assets	8,094
Unrestricted	205,863
Total Net Position	<u>\$ 213,957</u>

See notes to financial statements.

CITRUS, LEVY, MARION REGIONAL WORKFORCE DEVELOPMENT BOARD, INC.

STATEMENT OF ACTIVITIES

FOR THE FISCAL YEAR ENDED JUNE 30, 2020

Functions/Programs	Program Expenses		Program Revenue		Net (Expenses) Revenue and Changes in Net Position
	Direct	Indirect	Operating Grants and Contributions	Capital Grants and Contributions	Governmental Activities
Governmental activities:					
Economic environment					
Jobs training and placement	\$ 6,863,262	\$ 791,971	\$ 7,408,213	\$ -	\$ (247,020)
Total governmental activities	<u>\$ 6,863,262</u>	<u>\$ 791,971</u>	<u>\$ 7,408,213</u>	<u>\$ -</u>	<u>\$ (247,020)</u>
General revenue:					
Interest					1,595
Other					<u>192,176</u>
Total general revenue					<u>193,771</u>
Changes in net position					(53,249)
Net position, beginning of year					<u>267,206</u>
Net position, end of year					<u>\$ 213,957</u>

See notes to financial statements.

CITRUS, LEVY, MARION REGIONAL WORKFORCE DEVELOPMENT BOARD, INC.

**GOVERNMENTAL FUND
BALANCE SHEET
JUNE 30, 2020**

Assets:	General Fund
Cash	\$ 435,114
Grants Receivable	366,022
Accounts and Contracts Receivable	168,205
Prepaid Expenses	51,844
Deposits	6,986
Total Assets	<u>\$1,028,171</u>
 Liabilities:	
Accounts Payable and Accrued Expenses	\$ 374,687
Unearned Revenue	123,988
Total Liabilities	<u>498,675</u>
 Fund Balance:	
Non-spendable - Deposits and Prepaid Expenses	58,830
Assigned - Compensated Absences	323,633
Unassigned	147,033
Total Fund Balance	<u>529,496</u>
 Amounts reported for governmental activities in the Statement of Net Position are different because:	
Capital assets used in governmental activities are not financial resources and, therefore, are not reported in the funds.	8,094
 Long-term liabilities are not due and payable in the current period and , therefore, are not reported in the funds.	(323,633)
Net position of governmental activities	<u>\$ 213,957</u>

See notes to financial statements.

CITRUS, LEVY, MARION REGIONAL WORKFORCE DEVELOPMENT BOARD, INC.

GOVERNMENTAL FUND

STATEMENT OF REVENUES, EXPENDITURES AND CHANGES IN FUND BALANCE

FOR THE FISCAL YEAR ENDED JUNE 30, 2020

	<u>General Fund</u>
Revenues:	
Grants and contributions	\$ 7,408,213
Other Income	192,176
Interest Income	<u>1,595</u>
Total Revenues	<u>7,601,984</u>
Expenditures:	
Indirect	
Administrative	657,282
General	134,689
Direct Services	5,986,293
Contracted Provider	<u>806,834</u>
Total Expenses/Expenditures	<u>7,585,098</u>
Total Change in Fund Balance	16,886
Fund Balance, July 1, 2019	<u>512,610</u>
Fund Balance, June 30, 2020	<u><u>\$ 529,496</u></u>

See notes to financial statements.

CITRUS, LEVY, MARION REGIONAL WORKFORCE DEVELOPMENT BOARD, INC.

**RECONCILIATION OF THE STATEMENT OF REVENUES, EXPENDITURES, AND CHANGES
IN FUND BALANCE OF THE GOVERNMENTAL FUND TO THE STATEMENT OF ACTIVITIES**

FOR THE FISCAL YEAR ENDED JUNE 30, 2020

Amounts reported for governmental activities are different because:

Net change in fund balance - governmental fund	\$ 16,886
The governmental fund reports capital outlays as expenditures. However, in the statement of activities the cost of those assets is allocated over their estimated useful lives and reported as depreciation expense. This is the amount by which depreciation exceeded capital outlay in the current period.	(1,775)
Some expenses in the statement of activities do not require the use of current financial resources and, therefore, are not reported as expenditures in the governmental funds. This amount represents the increase in accrued compensated absences for the current period.	(68,360)
Change in net position of governmental activities	<u>\$ (53,249)</u>

See Notes to Financial Statements.

CITRUS, LEVY MARION REGIONAL WORKFORCE DEVELOPMENT BOARD, INC.
NOTES TO FINANCIAL STATEMENTS
June 30, 2020

NOTE 1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

Financial Reporting Entity

Citrus, Levy, Marion Regional Workforce Development Board, Inc. d/b/a CareerSource Citrus Levy Marion (the Organization) was incorporated as a nonprofit Organization on June 17, 1996; under the provisions of the Florida Not-For-Profit Organization Act set forth in Chapter 617, Florida Statutes. The Organization exists as a result of the passage of the Workforce Florida Act of 1996, as subsequently amended, and the Inter-local Agreement establishing the Citrus, Levy, Marion Workforce Development Consortium. The Organization has been determined to be a special district within the meaning of the Uniform Special District Accountability Act of the laws of the State of Florida. The Organization is a special-purpose government.

The purpose of the Organization is to fulfill those duties and responsibilities provided for by the Workforce Innovation and Opportunity Act, the Personal Responsibility and Work Opportunity Reconciliation Act of 1996, the Balanced Budget Act of 1997 and the Workforce Florida Act of 1996, as amended; consistent with the provisions of job training, job placement and benefit services to the citizens of Citrus, Levy and Marion Counties, Florida.

The governing board of the Organization is the Board of Directors. As required by generally accepted accounting principles, the financial statements of the reporting entity include those of the Organization (the primary government unit) and its component units. There were no entities that required inclusion as a component unit within the Organization's financial statements.

Basis of Presentation

The basic financial statements have been prepared in conformity with the accounting principles and reporting guidelines established by the Governmental Accounting Standards Board (GASB).

Basis of Accounting and Measurement Focus

The government-wide financial statements are reported using the economic resources measurement focus and the accrual basis of accounting. Revenues are recorded when earned and expenditures are recorded when a liability is incurred, regardless of the timing of related cash flows.

Governmental fund financial statements are reported using the current financial resources measurement focus and the modified accrual basis of accounting. Revenues are recognized as soon as they are both measurable and available. Revenues are considered to be available when they are collectible within the current period or soon enough thereafter to pay liabilities of the current period. For this purpose, the Organization considers revenues to be available if they are collected within 60 days of the end of the current fiscal period. Expenditures generally are recorded when a liability is incurred, as under accrual accounting.

However, expenditures related to compensated absences are recorded only when payment is due.

The Organization uses the following fund type - the General Fund. This fund is the Organization's only operating fund. It is used to account for all revenues and expenditures applicable to the general operations of the Organization. The fund is charged with all costs of operations.

Budgets and Budgetary Process

The Board of Directors adopts an annual operating budget, which can be amended by the Organization throughout the year. The budget is adopted using the same basis of accounting that is used to reflect actual revenues and expenditures.

Functional Allocation of Expenses

The costs of providing the various programs and other activities of the Organization have been summarized on a functional basis in the Statement of Activities. Certain costs are allocated to the various programs and supporting services of the Organization based on the Cost Allocation Plan submitted to and approved by the U.S. Department of Labor. Costs that are directly related to the Organization's specific purposes have been recorded as direct expense and included as program services. Costs which are directly shared have been allocated among programs and supporting services based upon personnel activity reports or another allocation base which reflects the proportionate share of the benefits received. Indirect costs are allocated to benefiting programs based upon an indirect cost rate approved by the U.S. Department of Labor.

Receivables

All receivables are reported at their gross value and, where appropriate, are reduced by the estimated portion that is expected to be uncollectible. No portion of receivables has been estimated as uncollectible by the Organization. All receivables are considered fully collectible.

Fund Balance

Governmental funds report separate classifications of fund balance.

Non-Spendable. The non-spendable fund balance classification includes amounts that cannot be spent because they are either (a) not in spendable form or (b) legally or contractually required to be maintained intact.

Restricted. The restricted fund balance is defined as having restrictions (a) externally imposed by creditors (such as through debt covenants), grantors, contributors, or laws or regulations of other governments or (b) imposed by law through constitutional provisions or enabling legislation.

Committed. Committed fund balance is defined as amounts that can only be used for specific purposes pursuant to constraints imposed by formal action of the Organization's Board of Directors.

Assigned. Assigned fund balance is defined as amounts that are constrained by the Organization's Board of Directors' intent to be used for specific purposes, but are neither restricted nor committed. The Organization has given the authority to assign fund balance to the Executive Director. Assigned fund balance includes spendable fund balance amounts established by the Executive Director that are intended to be used for specific purposes that are neither considered restricted or committed. Assignment of fund balance may be (a) made for a specific purpose that is narrower than the general purposes of the government itself; and/or (b) used to reflect the appropriation of a portion of existing unassigned fund balance to eliminate a projected deficit in the subsequent year's budget in an amount no greater than the projected excess of expected expenditures over expected revenues. Assigned fund balance shall reflect management's intended use of resources as set forth each year by the Executive Director. Assigned fund balance may or may not be appropriated for expenditure in the subsequent year depending on the timing of the project/reserve for which it was assigned.

Unassigned. Unassigned fund balance is the residual classification for the general fund.

It is the policy of the Organization that they will use restricted resources to the extent that they are available, then committed resources, followed by assigned resources. Once these are consumed, the Organization will then use unassigned resources. The Organization does not have a formal policy requiring a minimum fund balance.

Accounting Estimates

The preparation of financial statements in conformity with generally accepted accounting principles requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities and disclosure of contingent assets and liabilities at the date of the financial statements and the reported amounts of revenues and expenditures/expenses during that reported period. Actual results could differ from those estimates.

Property and Equipment

Property and equipment acquired are recorded as expenditures in governmental funds and are stated at cost in the government-wide statements. Property and equipment are defined by the Organization as assets with an initial, individual cost of \$5,000 or more and an estimated useful life of more than one year. Depreciation has been recorded using the straight-line method over estimated useful lives of 3 to 20 years as follows:

<u>Assets</u>	<u>Years</u>
Office Equipment	7
Miscellaneous Equipment	20
Data Processing Equipment	3 – 15

Pension Plan

The provision for pension cost is recorded on an annual basis. The Organization's policy is to fund pension costs as they accrue. See Note 5.

Cash

The Organization pools cash resources of its various programs to facilitate the management of cash. Cash applicable to a particular program is readily identifiable. The balance in the pooled cash accounts is held at a bank that is a member of the State of Florida pool for pledging securities against fund deposits and is available to meet current operating requirements. As a result, the Organization has no need for a policy regarding deposit custodial credit risk.

Prepaid Items

Certain payments to vendors reflect costs applicable to future accounting periods and are recorded as prepaid items in both government-wide and fund financial statements. Prepaid assets are reported as "non-spendable" in the fund financial statements to indicate that prepaid amounts do not represent available expendable resources.

Vacation, Sick Leave, and Other Compensated Absences

The Organization's employees are entitled to certain compensated absences based on length of employment and other factors. With minor exceptions, compensated absences either vest or accumulate and are accrued when they are earned. Compensated absences are accrued at June 30, 2020, in the amount of \$323,633. See Note 4.

Post Employment Healthcare Benefits

The Organization does not provide post employment healthcare benefits except those mandated by the Consolidated Omnibus Budget Reconciliation Act (COBRA). The requirements established by COBRA are fully funded by employees who elect coverage under the Act, and no direct costs are incurred by the Organization.

Fair Value of Financial Instruments

The following methods and assumptions were used to estimate fair value of each class of financial instruments for which it is feasible to estimate that value:

Cash, Accounts Receivable and Accounts payable – Carrying amount approximates fair value due to the short maturity of these financial instruments.

NOTE 2. GOVERNMENT-WIDE VS. FUND FINANCIAL STATEMENTS

Governmental Fund Balance Sheet to Statement of Net Position - Amounts reported for Governmental activities in the Statement of Net Assets are different because:

Capital assets - Capital assets used in governmental activities are not reported in the governmental funds.

Cost of capital assets	\$	465,652
Accumulated depreciation		(457,558)
	\$	<u>8,094</u>

Long-term liabilities - Long-term liabilities are not reported in the governmental funds.

Compensated absences	<u>\$ 323,633</u>
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Governmental Fund Revenues, Expenditures and Changes in Fund Balance to Statement of Activities - Amounts reported for governmental activities in the Statement of Activities are different because:

Governmental funds report capital outlays as expenditures. However, in the Statement of Activities, the cost of those assets is depreciated over their estimated useful lives.

Current year depreciation expense	<u>\$ (1,775)</u>
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An increase in compensated absences liability decreases net position, but has no effect on fund balance.

Current year net increase in compensated absences	<u>\$ (68,360)</u>
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NOTE 3. CAPITAL ASSETS AND DEPRECIATION

Capital asset activity for the year ended June 30, 2020, was as follows:

	Balance July 1, 2019	Additions	Deletions	Balance June 30, 2020
Capital assets being depreciated:				
Office equipment	\$ 34,600	\$ -	\$ -	\$ 34,600
Miscellaneous equipment	300,672	-	-	300,672
Data processing equipment	130,380	-	-	130,380
Total capital assets being depreciated	<u>465,652</u>	<u>-</u>	<u>-</u>	<u>465,652</u>
Accumulated depreciation:				
Office equipment	34,600	-	-	34,600
Miscellaneous equipment	297,227	348	-	297,575
Data processing equipment	123,956	1,427	-	125,383
Total accumulated depreciation	<u>455,783</u>	<u>1,775</u>	<u>-</u>	<u>457,558</u>
Net capital assets	<u>\$ 9,869</u>	<u>\$ (1,775)</u>	<u>\$ -</u>	<u>\$ 8,094</u>

NOTE 4. LONG-TERM LIABILITIES

Long-term liabilities consist of compensated absences:

	Balance July 1, 2019	Additions	Deletions	Balance June 30, 2020
Compensated absences	<u>\$ 255,273</u>	<u>\$ 68,360</u>	<u>\$ -</u>	<u>\$ 323,633</u>

NOTE 5. PENSION PLAN

The Organization authorized the establishment of a defined contribution benefit plan as governed by Section 403(b) of the Internal Revenue Code. All employees 18 years or older are eligible to participate. Employees may contribute to the plan by entering into a salary reduction agreement with the Organization. The Organization shall determine on an annual basis, at its sole discretion, the amount of employer contributions to be made to the plan for each plan year. Employee participants shall at all times have a fully vested and non-forfeitable interest in their account. The plan is administered by the Variable Annuity Life Insurance Company (Valic). The following is a schedule of contributions to the plan for the last three years.

<u>Year Ended June 30</u>	<u>Organization Contributed</u>
2018	\$ 177,965
2019	189,301
2020	189,400

NOTE 6. OBLIGATION UNDER OPERATING LEASES

The Organization leases office space under contracts accounted for as operating leases. Total lease expense, net, for the period ended June 30, 2020, were \$274,935. Minimum future lease payments under these operating leases are as follows:

<u>For the Year Ended June 30</u>	
2021	\$ 298,545
2022	283,448
2023	266,895
2024	243,749
	<u>\$ 1,092,637</u>

NOTE 7. SERA RECONCILIATION

Reconciliations of the Organization's financial records to the expenditures reported in the Subrecipient Enterprise Resource Application (SERA) are required to be completed monthly by the Organization for all awards from the Department of Economic Opportunity (DEO). These reconciliations were completed as required, and the Organization's financial records are reconciled with the reported expenditures in SERA for the year ended June 30, 2020.

NOTE 8. COMMITMENTS, CONTINGENCIES, AND CLAIMS

The Organization receives substantially all of its support through federal and state funding. A significant reduction in the level of this support, if this were to occur, would have an effect on the Organization's programs and activities.

Grants require the fulfillment of certain conditions set forth in the instrument of the grant. Failure to fulfill the conditions could result in the return of the funds to grantors. Although this is a possibility, the Board and Management deems the contingency remote.

NOTE 9. RISK MANAGEMENT

The Organization is exposed to various risks of loss, including general liability, personal injury, workers compensation, and errors and omissions. To manage its risks, the Organization has purchased commercial insurance. Settled claims resulting from these risks have not materially exceeded commercial coverage in the current and previous three years.

NOTE 10. FAIR VALUE MEASUREMENTS

At June 30, 2020, the Organization had no assets or liabilities subject to disclosure of fair value measurements as to valuation levels hierarchy per Financial Accounting Standards Board Statement No. 157.

NOTE 11. RELATED PARTY BALANCES AND TRANSACTIONS

The Organization has entered into contractual agreements with local colleges and community organizations, several of which have delegates on the Board of Directors, to carry out its training programs. All of the contracts were approved by the Board of Directors in accordance with procedures established by the Florida Department of Economic Opportunity. These procedures require a two-thirds majority vote of the Board of Directors in favor with the related party abstaining from the vote. Utilization of these training vendors is the decision of the individual participant. Payments made for these services were as follows for the year ended June 30, 2020:

Description	Amount Paid	Payable at June 30, 2020
Training	\$288,455	\$ 5,835

NOTE 12. INCOME TAXES

The Organization has been granted an exemption from income taxes under Internal Revenue Code, Section 501(c)(3) as a nonprofit corporation. As required by Internal Revenue Service regulations, the Organization annually files a Form 990, "Return of Organization Exempt from Income Tax" with the Internal Revenue Service. The returns for 2019, 2018 and 2017 are subject to review and adjustment by the Internal Revenue Service. Management has evaluated the effect of the guidance provided by U.S. Generally Accepted Accounting Principles on Accounting for Uncertainty in Income Taxes. Management believes that the Organization continues to satisfy the requirements of a tax-exempt organization at June 30, 2020. Management has evaluated all other tax positions that could have a significant effect on the financial statements and determined the Organization had no uncertain income tax positions.

NOTE 13. SUBSEQUENT EVENTS

The Workforce Board has evaluated events and transactions for potential recognition of disclosure in the financial statements through March 3, 2021, the date that the audit report was available to be issued. In March, 2020 the World Health Organization made the assessment that the outbreak of a novel corona virus (COVID-19) was characterized as a pandemic. As a result, uncertainties have arisen that may have a significant negative impact on the operating activities and results of operations of the Organization. The occurrence and extent of such an impact will depend on future developments, including (i) the duration and spread of the virus, (ii) government quarantine measures, (iii) voluntary and precautionary restrictions on travel and meetings, (iv) the effects on the financial markets, and (v) the effects on the economy overall, all of which are uncertain.

REQUIRED SUPPLEMENTARY INFORMATION

CITRUS, LEVY, MARION REGIONAL WORKFORCE DEVELOPMENT BOARD, INC.

**STATEMENT OF REVENUES, EXPENDITURES AND CHANGES IN FUND BALANCE
BUDGET AND ACTUAL
GENERAL FUND
FOR THE FISCAL YEAR ENDED JUNE 30, 2020**

	<u>Original Budget</u>	<u>Final Budget</u>	<u>Actual</u>	<u>Variance With Final Budget Positive (Negative)</u>
Revenues				
Grants and contributions	\$ 7,960,290	\$ 7,960,210	\$ 7,408,213	\$ (551,997)
Other Income	-	-	192,176	192,176
Interest Income	-	-	1,595	1,595
Total Revenues	<u>7,960,290</u>	<u>7,960,210</u>	<u>7,601,984</u>	<u>(358,226)</u>
Expenses/Expenditures				
Indirect				
Administrative	514,742	624,079	657,282	(33,203)
General	593,077	156,531	134,689	21,842
Client Services				
Direct Services	5,880,382	6,207,511	5,986,293	221,218
Contracted Provider	972,089	972,089	806,834	165,255
Total Expenses/Expenditures	<u>7,960,290</u>	<u>7,960,210</u>	<u>7,585,098</u>	<u>375,112</u>
Excess of Revenues over Expenditures	-	-	16,886	16,886
Fund Balance, July 1, 2019	420,409	512,610	512,610	-
Fund Balance, June 30, 2020	<u>\$ 420,409</u>	<u>\$ 512,610</u>	<u>\$ 529,496</u>	<u>\$ 16,886</u>

See notes to Required Supplementary Information.

CITRUS, LEVY, MARION REGIONAL WORKFORCE DEVELOPMENT BOARD, INC.
NOTES TO REQUIRED SUPPLEMENTARY INFORMATION
For the Fiscal Year Ended June 30, 2020

A. Budgetary Information:

An annual budget is adopted on a basis consistent with accounting principles generally accepted in the United States of America for the general fund. All annual appropriations lapse at fiscal year end.

The Organization generally follows these procedures in establishing the budgetary data for the general fund as reflected in the financial statements:

1. Prior to June 30, the Executive Director submits to the Board of Directors a proposed operating budget for the fiscal year commencing the following July. The operating budget includes proposed expenditures and the means of financing them.
2. Public hearings are conducted following preliminary examination and revision of the proposed operating budget by the Board.
3. After public hearings and necessary revisions have been completed, the budget is approved.
4. The legal level of budgetary control is the fund level.
5. Formal budgetary integration is employed as a management control device during the year for the General Fund.
6. The budget for the General Fund is adopted on a basis consistent with accounting principles generally accepted in the United States of America.

B. Excess of Appropriations Over Expenditures

Appropriations were greater than expenditures in the General Fund.

CITRUS, LEVY, MARION REGIONAL WORKFORCE DEVELOPMENT BOARD, INC.

SCHEDULE OF EXPENDITURES OF FEDERAL AWARDS

For the Year Ended June 30, 2020

Federal Grantor/Program Title	Contract Number	Federal CFDA Number	Federal Expenditures
<u>U.S. Department of Agriculture</u>			
Passed through the Florida Department of Economic Opportunity			
Supplemental Nutrition Assistance Program	FSH19	10.561	\$ 74,800
Supplemental Nutrition Assistance Program	FSH20	10.561	204,691
Total U.S. Department of Agriculture			<u>279,491</u>
<u>U.S. Department of Labor:</u>			
Youthbuild	YB-31044-17-60-A-12	17.274	228,338
Youthbuild	YB-34257-19-60-A-12	17.274	32,648
			<u>260,986</u>
Passed through the Florida Department of Economic Opportunity			
Workforce Innovation and Opportunity Act (WIOA) Cluster:			
WIOA Adult	WIA19	17.258	76,693
WIOA Adult	WIA20	17.258	1,373,517
WIOA State Level Rural Initiatives	WIS18	17.258	10,313
WIOA Sector Strategies - Bridge to Skilled Trades	WIS18	17.258	7,306
WIOA Apprenticeship Expansion	WIS19	17.258	6,108
WIOA Soft Skills	WIS19	17.258	20,040
WIOA Sector Strategies	WIS19	17.258	60,890
WIOA SFY 17-18 Performance Incentives	WIS19	17.258	5,504
WIOA Technical Assistance Board 9	WIS19	17.258	12,800
WIOA Sector Strategies - Bridge to Skilled Trades	WIS19	17.258	137,578
WIOA SFY 19-20 Performance Incentives	WIS19	17.258	16,092
WIOA COVID-19 PPE	WIS19	17.258	6,104
WIOA SFY19-20 Supplemental WIOA	WIS20	17.258	43,404
WIOA Youth	WIY19	17.259	837,753
WIOA Youth	WIY20	17.259	456,867
WIOA State Level Rural Initiatives	WIS18	17.259	10,313
WIOA Sector Strategies - Bridge to Skilled Trades	WIS18	17.259	7,306
WIOA Apprenticeship Expansion	WIS19	17.259	6,108
WIOA Soft Skills	WIS19	17.259	20,040
WIOA Sector Strategies	WIS19	17.259	60,890
WIOA SFY 17-18 Performance Incentives	WIS19	17.259	5,504
WIOA Technical Assistance Board 9	WIS19	17.259	12,800
WIOA Sector Strategies - Bridge to Skilled Trades	WIS19	17.259	137,578
WIOA SFY 19-20 Performance Incentives	WIS19	17.259	16,092
WIOA COVID-19 PPE	WIS19	17.259	6,104
WIOA SFY19-20 Supplemental WIOA	WIS20	17.259	43,404
WIOA Dislocated Worker	WID20	17.278	938,662
WIOA State Level Rural Initiatives	WIS18	17.278	10,624
WIOA Sector Strategies - Bridge to Skilled Trades	WIS18	17.278	7,528
WIOA Apprenticeship Expansion	WIS19	17.278	6,872
WIOA Soft Skills	WIS19	17.278	22,545
WIOA Sector Strategies	WIS19	17.278	68,501
WIOA SFY 17-18 Performance Incentives	WIS19	17.278	6,192
WIOA Technical Assistance Board 9	WIS19	17.278	14,400
WIOA Sector Strategies - Bridge to Skilled Trades	WIS19	17.278	154,774
WIOA SFY 19-20 Performance Incentives	WIS19	17.278	18,104
WIOA COVID-19 PPE	WIS19	17.278	6,866
WIOA SFY19-20 Supplemental WIOA	WIS20	17.278	53,205
Total WIA Cluster			<u>4,705,381</u>

(Continued)

CITRUS, LEVY, MARION REGIONAL WORKFORCE DEVELOPMENT BOARD, INC.

**SCHEDULE OF EXPENDITURES OF FEDERAL AWARDS
(Continued)
For the Year Ended June 30, 2020**

Federal Grantor/Program Title	Contract Number	Federal CFDA Number	Federal Expenditures
<u>U.S. Department of Labor:</u>			
Passed through the Florida Department of Economic Opportunity			
Employment Services Cluster:			
Wagner Peyser	WPA19	17.207	\$ 116,746
Wagner Peyser	WPA20	17.207	189,292
Wagner Peyser - Performance Incentives	WPB19	17.207	4,391
Disabled Veterans Outreach Program	DVP19	17.801	18,818
Disabled Veterans Outreach Program	DVP20	17.801	14,965
Total Employment Services Cluster			<u>344,212</u>
Unemployment Compensation:			
Reemployment and Eligibility Assessments	UCR19	17.225	20,946
			<u>20,946</u>
Trade Adjustment Assistance:			
Trade Adjustment Assistance - Case Management	TAC17	17.245	72
Trade Adjustment Assistance - Case Management	TAC18	17.245	73
			<u>145</u>
Total U.S. Department of Labor			<u>5,331,670</u>
<u>U.S. Department of Health and Human Services</u>			
Passed through the Florida Department of Economic Opportunity			
Welfare Transition	WTS19	93.558	383,473
Welfare Transition	WTS20	93.558	1,149,621
Total U.S. Department of Health and Human Services			<u>1,533,094</u>
Total Federal Expenditures			<u><u>\$ 7,144,255</u></u>

See notes to the Schedule of Expenditures of Federal Awards.

CITRUS, LEVY, MARION REGIONAL WORKFORCE DEVELOPMENT BOARD, INC.

**NOTES TO THE SCHEDULE OF EXPENDITURES OF FEDERAL AWARDS
For the Year Ended June 30, 2020**

NOTE 1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

The accounting policies and presentation of the Single Audit Report of the Citrus, Levy, Marion Regional Workforce Development Board, Inc. have been designed to conform to generally accepted accounting principles as applicable to governmental units, including the reporting and compliance requirements described in the OMB Compliance Supplement, Title 2 U.S. Code of Federal Regulations Part 200, Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards (Uniform Guidance).

Reporting Entity

The reporting entity consists of Citrus, Levy, Marion Regional Workforce Development Board, Inc., the primary government. Management has determined that there are no component units.

A. Basis of Accounting

Basis of accounting refers to when revenues and expenditures or expenses are recognized in the accounts and reported in the financial statements. Basis of accounting relates to the timing of the measurements made, regardless of the measurement focus.

The modified accrual basis of accounting is followed in the Schedule of Expenditures of Federal Awards. Under the modified accrual basis, revenues are recognized when they become measurable and available. Revenues are considered to be available when they are collectible within the current period or soon enough thereafter to pay liabilities of the current period. For this purpose, the County considers revenues to be available if they are collected within 60 days after the end of the current fiscal period. Expenditures generally are recorded when a liability is incurred, as under accrual accounting.

NOTE 2. INDIRECT COST RATE

Citrus, Levy, Marion Workforce Development Board, Inc. did not elect to use the 10 percent de minimis indirect cost rate.

CITRUS, LEVY, MARION REGIONAL WORKFORCE DEVELOPMENT BOARD, INC.

**NOTES TO THE SCHEDULE OF EXPENDITURES OF FEDERAL AWARDS
For the Year Ended June 30, 2020**

NOTE 3. SUBRECIPIENTS

The Organization provided federal awards to subrecipients as follows during the year ended June 30, 2020:

<u>Program</u>	<u>CFDA Number</u>	<u>Amount</u>
Disabled Veterans Outreach Program	17.801	\$ 384
Reemployment and Eligibility Assessments	17.225	229
Supplemental Nutrition Assistance Program	10.561	2,978
WIOA Youth	17.259	964,936
WIOA Adult	17.258	22,912
WIOA Dislocated Worker	17.278	16,137
WIOA COVID-19 PPE	17.258/17.259/17.278	202
WIOA Sector Strategies	17.258/17.259/17.278	2,017
WIOA Bridge to Skilled Trades	17.258/17.259/17.278	4,799
WIOA Rural Initiatives	17.258/17.259/17.278	425
Wagner Peyser	17.207	12,792
Welfare Transition	93.558	16,552
Youthbuild	17.274	253,883
		<u>\$ 1,298,246</u>

MANAGEMENT LETTER

Board of Directors
Citrus, Levy, Marion Regional Workforce Development Board, Inc.
Ocala, Florida

We have audited the financial statements of Citrus, Levy, Marion Regional Workforce Development Board, Inc. (the Organization) as of and for the fiscal year ended June 30, 2020, and have issued our report thereon dated March 3, 2021.

We conducted our audit in accordance with auditing standards generally accepted in the United States of America; the standards applicable to financial audits contained in *Government Auditing Standards*, issued by the Comptroller General of the United States; the audit requirements of Title 2 U.S. Code of Federal Regulations Part 200, *Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards* (Uniform Guidance); and Chapter 10.550, *Rules of the Florida Auditor General*. We have issued our Independent Auditor's Report on Internal Control over Financial Reporting and Compliance and Other Matters Based on an Audit of the Financial Statements Performed in Accordance with *Government Audit Standards*, Independent Auditor's Report on Compliance for Each Major Federal Program and on Internal Control over Compliance Required by the Uniform Guidance and Schedule of Findings and Questioned Costs; and Independent Accountant's Report on an examination conducted in accordance with the American Institute of Certified Public Accountants Professional Standards, AT-C Section 315, regarding compliance requirements in accordance with Chapter 10.550, *Rules of the Auditor General*. Disclosures in those reports and schedule, which are dated March 3, 2021, should be considered in conjunction with this management letter.

Additionally, our audit was conducted in accordance with:

- Chapter 10.550, *Rules of the Auditor General*, which governs the conduct of local governmental entity audits performed in the State of Florida.
- Special audit guidance provided by the Department of Economic Opportunity (DEO).

This letter includes the following information, which is not included in the aforementioned auditor's reports or schedule:

- Section 10.554(1)(i)l. *Rules of the Auditor General*, requires that we determine whether or not corrective actions have been taken to address findings and recommendations made in the preceding annual financial audit report. There were no findings or recommendations made in the preceding annual financial audit report.
- Section 10.554(1)(i)2., *Rules of the Auditor General*, requires that we address in the management letter any recommendations to improve financial management. The special audit guidance provided by DEO requires disclosure in this management letter for those findings and observations not otherwise included in the aforementioned auditor's reports or schedule. In connection with our audit, we did not have any such findings, observations, or recommendations.

- Section 10.554(1)(i)3., *Rules of the Auditor General*, requires that we address noncompliance with provisions of contracts or grant agreements; or abuse, that have occurred, or are likely to have occurred, that have an effect on the financial statements that is less than material but which warrants the attention of those charged with governance. In connection with our audit, we did not have any such findings.
- Section 10.554(1)(i)4., *Rules of the Auditor General*, requires that the name or official title and legal authority for the primary government and each component unit of the reporting entity be disclosed in this management letter, unless disclosed in the notes to the financial statements. See Financial Reporting Entity under Note 1 to the financial statements. The Organization does not have any component units.
- Section 10.554(1)(i)5.a. and 10.556(7), *Rules of the Auditor General*, requires us to apply appropriate procedures and communicate the results of our determination as to whether or not the Organization has met one or more of the conditions described in Section 218.503(1), Florida Statutes, and to identify the specific condition(s) met. In connection with our audit, we determined that the Organization did not meet any of the conditions described in Section 218.503(1), Florida Statutes.
- Pursuant to Section 10.554(1)(i)5.b. and 10.556(8), *Rules of the Auditor General* we applied financial condition assessment procedures for the Organization. It is management's responsibility to monitor the Organization's financial condition, and our financial condition assessment was based in part on representations made by management and review of financial information provided by management.
- This management letter is intended solely for the information and use of the Legislative Auditing Committee, members of the Florida Senate and the Florida House of Representatives, the Florida Auditor General, Federal and other granting agencies, management and the Board of Directors of the Organization, and is not intended to be and should not be used by anyone other than these specified parties.

Powell & Jones

POWELL AND JONES, CPAs
March 3, 2021

REPORT ON INTERNAL CONTROL OVER FINANCIAL REPORTING AND ON COMPLIANCE AND OTHER MATTERS BASED ON AN AUDIT OF FINANCIAL STATEMENTS PERFORMED IN ACCORDANCE WITH *GOVERNMENT AUDITING STANDARDS*

Board of Directors

Citrus, Levy, Marion Regional Workforce Development Board, Inc.

Ocala, Florida

We have audited, in accordance with the auditing standards generally accepted in the United States of America and the standards applicable to financial audits contained in the *Government Auditing Standards* issued by the Comptroller General of the United States, the financial statements of the governmental activities and major fund of Citrus, Levy, Marion Regional Workforce Development Board, Inc. (the Organization) as of and for the year ended June 30, 2020, and the related notes to the financial statements, which collectively comprise the Organization's basic financial statements, and have issued our report thereon dated March 3, 2021.

Internal Control Over Financial Reporting

In planning and performing our audit of the financial statements, we considered the Organization's internal control over financial reporting (internal control) to determine the audit procedures that are appropriate in the circumstances for the purpose of expressing our opinion on the financial statements, but not for the purpose of expressing an opinion on the effectiveness of the Organization's internal control. Accordingly, we do not express an opinion on the effectiveness of the Organization's internal control.

A *deficiency in internal control* exists when the design or operation of a control does not allow management or employees, in the normal course of performing their assigned functions, to prevent, or detect and correct misstatements on a timely basis. A *material weakness* is a deficiency or combination of deficiencies, in internal control, such that there is a reasonable possibility that a material misstatement of the entity's financial statements will not be prevented, or detected and corrected on a timely basis. A *significant deficiency* is a deficiency, or a combination of deficiencies, in internal control that is less severe than a material weakness, yet important enough to merit attention by those charged with governance.

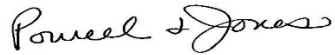
Our consideration of internal control was for the limited purpose described in the first paragraph of this section and was not designed to identify all deficiencies in internal control that might be material weaknesses or significant deficiencies. Given these limitations, during our audit we did not identify any deficiencies in internal control that we consider to be material weaknesses. However, material weaknesses may exist that have not been identified.

Compliance and Other Matters

As part of obtaining reasonable assurance about whether the Organization's financial statements are free of material misstatement, we performed tests of its compliance with certain provisions of laws, regulations, contracts, and grant agreements, noncompliance with which could have a direct and material effect on the determination of financial statement amounts. However, providing an opinion on compliance with those provisions was not an objective of our audit and accordingly, we do not express such an opinion. The results of our tests disclosed no instances of noncompliance or other matters that are required to be reported under *Government Auditing Standards*.

Purpose of this Report

The purpose of this report is solely to describe the scope of our testing of internal control and compliance and the results of that testing, and not to provide an opinion on the effectiveness of the Organization's internal control or on compliance. This report is an integral part of an audit performed in accordance with *Government Auditing Standards* in considering the Organization's internal control and compliance. Accordingly, this communication is not suitable for any other purpose.

A handwritten signature in cursive script that reads "Powell & Jones".

POWELL & JONES, CPAs
March 3, 2021

**INDEPENDENT AUDITORS' REPORT ON COMPLIANCE FOR EACH MAJOR PROGRAM
AND ON INTERNAL CONTROL OVER COMPLIANCE REQUIRED BY THE UNIFORM GUIDANCE**

Board of Directors

Citrus, Levy, Marion Regional Workforce Development Board, Inc.
Ocala, Florida

Report on Compliance for Each Major Federal Program

We have audited the compliance of Citrus, Levy, Marion Regional Workforce Development Board, Inc. (the Organization) with the types of compliance requirements described in the *OMB Circular Compliance Supplement* that could have a direct and material effect on each of the Organization's major federal programs for the year ended June 30, 2020. The Organization's major federal programs are identified in the summary of auditor's results section of the accompanying Schedule of Findings and Questioned Costs.

Management's Responsibility

Management is responsible for compliance with the requirements of laws, regulations, contracts, and grants applicable to its federal programs.

Auditors' Responsibility

Our responsibility is to express an opinion on compliance for each of the Organization's major federal programs based on our audit of the types of compliance requirements referred to above. We conducted our audit of compliance in accordance with auditing standards generally accepted in the United States of America; the standards applicable to financial audits contained in *Government Auditing Standards* issued by the Comptroller General of the United States; and the audit requirements of Title 2 U.S Code of Federal Regulations Part 200, *Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards* (Uniform Guidance). Those standards and the Uniform Guidance require that we plan and perform the audit to obtain reasonable assurance about whether noncompliance with the types of compliance requirements referred to above that could have a direct and material effect on a major federal program occurred. An audit includes examining, on a test basis, evidence about the Organization's compliance with those requirements and performing such other procedures as we considered necessary in the circumstances.

We believe that our audit provides a reasonable basis for our opinion on compliance for each major federal program. However, our audit does not provide a legal determination of the Organization's compliance.

Opinion on Each Major Federal Program

In our opinion, the Organization complied, in all material respects, with the types of compliance requirements referred to above that could have a direct and material effect on each of its major federal programs for the year ended June 30, 2020.

Report on Internal Control over Compliance

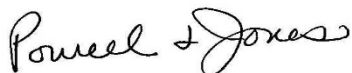
Management of the Organization is responsible for establishing and maintaining effective internal control over compliance with the types of compliance requirements referred to above. In planning and performing our audit of compliance, we considered the Organization's internal control over compliance with the types of requirements that could have a direct and material effect on each major federal program to determine our auditing procedures that are appropriate in the circumstances for the purpose of expressing our opinion on compliance for each major federal program and to test and report on internal control over compliance in accordance with the Uniform Guidance, but not for the purpose of expressing an opinion on the effectiveness of internal control over compliance. Accordingly, we do not express an opinion on the effectiveness of the Organization's internal control over compliance.

A deficiency in internal control over compliance exists when the design or operation of a control over compliance does not allow management or employees, in the normal course of performing their assigned functions, to prevent, or detect and correct, noncompliance with a type of compliance requirement of a federal program on a timely basis. *A material weakness in internal control over compliance* is a deficiency, or combination of deficiencies, in internal control over compliance, such that there is a reasonable possibility that material noncompliance with a type of compliance requirement of a federal program will not be prevented, or detected and corrected, on a timely basis. *A significant deficiency in internal control over compliance* is a deficiency, or a combination of deficiencies, in internal control over compliance with a type of compliance requirement of a federal program that is less severe than a material weakness in internal control over compliance, yet important enough to merit attention by those charged with governance.

Our consideration of internal control over compliance was for the limited purpose described in the first paragraph of this section and was not designed to identify all deficiencies in internal control over compliance that might be material weaknesses or significant deficiencies. We did not identify any deficiencies in internal control over compliance that we consider to be material weaknesses. However, material weaknesses may exist that were not identified.

Concluding Matters

The purpose of this report on internal control over compliance is solely to describe the scope of our testing of internal control over compliance and the results of that testing based on the requirements of the Uniform Guidance. Accordingly, this report is not suitable for any other purpose.



POWELL & JONES, CPAs
March 3, 2021

CITRUS, LEVY, MARION REGIONAL WORKFORCE DEVELOPMENT BOARD, INC.
SCHEDULE OF FINDINGS
For the Fiscal Year Ended June 30, 2020

SECTION I - SUMMARY OF AUDITOR'S RESULTS

Financial Statements

Type of auditor's report issued:	Unmodified
Internal control over financial reporting	
• Material weakness(es) identified?	No
• Significant deficiencies identified not considered to be material weaknesses?	No
Noncompliance material to financial statements noted?	No

Federal Awards

Internal control over major programs:	
• Material weakness(es) identified?	No
• Significant deficiencies identified not considered to be material weaknesses?	None reported
Type of auditor's report issued on compliance for major programs:	Unmodified
Any audit findings disclosed that are required to be reported in accordance with 2CFR 200.516(a)	No

Identification of major programs:

<u>CFDA Number/Grant Number</u>	<u>Name of Program or Cluster</u>
10.561	<u>U.S. Department of Agriculture</u> Supplemental Nutrition Assistance Program
17.207	<u>U.S. Department of Labor</u> Employment Services Cluster
17.207	Wagner Peyser
17.801	Disabled Veterans Outreach Program
17.804	Local Veterans Employment Representative
17.274	Youthbuild
93.558	<u>U.S. Department of Health and Human Services</u> Welfare Transition

Dollar threshold used to distinguish between Type A and Type B programs:	\$750,000
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Auditee qualified as low-risk auditee?	Yes
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(Continued)

CITRUS, LEVY, MARION REGIONAL WORKFORCE DEVELOPMENT BOARD, INC.
SCHEDULE OF FINDINGS
For the Fiscal Year Ended June 30, 2020
(Continued)

SECTION II - FINANCIAL STATEMENT FINDINGS

None

SECTION III - FEDERAL AWARD FINDINGS AND QUESTIONED COSTS

None

SECTION IV - SUMMARY SCHEDULE OF PRIOR AUDIT FINDINGS

None

SECTION V - OTHER

None



Powell & Jones
Certified Public Accountants

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Communication with Those Charged with Governance

March 3, 2021

To the Board of Directors

Citrus, Levy, Marion Regional Workforce Development Board, Inc.

We have audited the financial statements of Citrus, Levy, Marion Regional Workforce Development Board, Inc. for the year ended June 30, 2020. Professional standards require that we provide you with information about our responsibilities under generally accepted auditing standards and *Government Auditing Standards*, as well as certain information related to the planned scope and timing of our audit. Professional standards also require that we communicate to you the following information related to our audit.

Significant Audit Findings

Qualitative Aspects of Accounting Practices

Management is responsible for the selection and use of appropriate accounting policies. The significant accounting policies used by Citrus, Levy, Marion Regional Workforce Development Board, Inc. are described Note 1 to the financial statements. No new accounting policies were adopted and the application of existing policies was not changed during 2020. We noted no transactions entered into by the Organization during the year for which there is a lack of authoritative guidance or consensus. All significant transactions have been recognized in the financial statements in the proper period.

Accounting estimates are an integral part of the financial statements prepared by management and are based on management's knowledge and experience about past and current events and assumptions about future events. Certain accounting estimates are particularly sensitive because of their significance to the financial statements and because of the possibility that future events affecting them may differ significantly from those expected. There are no sensitive estimates affecting Citrus, Levy, Marion Regional Workforce Development Board, Inc.'s financial statements.

Certain financial statement disclosures are particularly sensitive because of their significance to financial statement users. There are no sensitive disclosures affecting the financial statements.

Difficulties Encountered in Performing the Audit

We encountered no significant difficulties in dealing with management in performing and completing our audit.

Corrected and Uncorrected Misstatements

Professional standards require us to accumulate all known and likely misstatements identified during the audit, other than those that are trivial, and communicate them to the appropriate level of management. There were no such misstatements identified during our audit.

Florida Institute of Certified Public Accountants • American Institute of Certified Public Accountants

Disagreements with Management

For purposes of this letter, professional standards define a disagreement with management as a financial accounting, reporting, or auditing matter, whether or not resolved to our satisfaction, that could be significant to the financial statements or the auditor's report. We are pleased to report that no such disagreements arose during the course of our audit.

Management Representations

We have requested certain representations from management that are included in the management representation letter dated March 3, 2021.

Management Consultations with Other Independent Accountants

In some cases, management may decide to consult with other accountants about auditing and accounting matters, similar to obtaining a "second opinion" on certain situations. If a consultation involves application of an accounting principle to the Organization's financial statements or a determination of the type of auditor's opinion that may be expressed on those statements, our professional standards require the consulting accountant to check with us to determine that the consultant has all the relevant facts. To our knowledge, there were no such consultations with other accountants.

Other Audit Findings or Issues

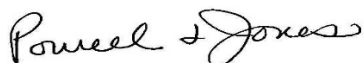
We generally discuss a variety of matters, including the application of accounting principles and auditing standards, with management each year prior to retention as the Organization's auditors. However, these discussions occurred in the normal course of our professional relationship and our responses were not a condition to our retention.

Other Information in Documents Containing Audited Financial Statements

With respect to the supplementary information accompanying the financial statements, we made certain inquiries of management and evaluated the form, content, and methods of preparing the information to determine that the information complies with accounting principles generally accepted in the United States of America, the method of preparing it has not changed from the prior period, and the information is appropriate and complete in relation to our audit of the financial statements. We compared and reconciled the supplementary information to the underlying accounting records used to prepare the financial statements or to the financial statements themselves.

This information is intended solely for the use of the Audit Committee, Board of Directors and management of Citrus, Levy, Marion Regional Workforce Development Board, Inc. and is not intended to be and should not be used by anyone other than these specified parties.

Very truly yours,

A handwritten signature in cursive script that reads "Powell & Jones".

Powell and Jones, CPAs
March 3, 2021

INDEPENDENT ACCOUNTANT'S REPORT

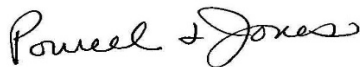
To the Governing Board
Citrus, Levy, Marion Regional Workforce Development Board Inc.

We have examined Citrus, Levy, Marion Regional Workforce Development Board Inc.'s compliance with Section 218.415, *Florida Statutes*, regarding the investment of public funds during the year ended June 30, 2020. Management is responsible for Citrus, Levy, Marion Regional Workforce Development Board Inc.'s compliance with those requirements. Our responsibility is to express an opinion on the Organization's compliance based on our examination.

Our examination was conducted in accordance with attestation standards established by the American Institute of Certified Public Accountants. Those standards require that we plan and perform the examination to obtain reasonable assurance about whether the Organization complied, in all material respects, with the requirements referenced above. An examination involves performing procedures to obtain evidence about whether the Organization complied with the specific requirements. The nature, timing and extent of the procedures selected depend on our judgment, including an assessment of the risks of material noncompliance, whether due to fraud or error. We believe that the evidence we obtained is sufficient and appropriate to provide a reasonable basis for our opinion. Our examination does not provide a legal determination on the Organization's compliance with specified requirements.

In our opinion, the Organization complied, in all material respects, with the aforementioned requirements for the year ended June 30, 2020.

This report is intended solely for the information and use of the Organization and the Auditor General, State of Florida, and is not intended to be and should not be used by anyone other than these specified parties.



POWELL & JONES
Certified Public Accountants
March 3, 2021

CareerSource Citrus Levy Marion Program Year 2019/2020 data

Program	Expenditures	Served	Cost per Served	Placed/Pos Outcome	Cost per Placed/Positive
WIOA Adult	1,950,178.67	479	\$ 4,071.35	207	\$ 9,421.15
WIOA DW	655,139.04	9	\$ 72,793.23	5	\$ 131,027.81
WIOA Youth	1,294,619.92	211	\$ 6,135.64	106	\$ 12,213.40
Wagner Peyser	653,062.99	2495	\$ 261.75	892	\$ 732.13
SNAP	279,490.38	652	\$ 428.67	32	\$ 8,734.07
TANF	1,533,054.68	1367	\$ 1,121.47	102	\$ 15,029.95
Overall	6,365,545.68	5213	\$ 1,221.09	1344	\$ 4,736.27

Total Employed

143,264

Total Wages

\$3,777,618,678

Average Wage

\$26,368

PROGRAM	AVERAGE WAGE
WIOA Adult	\$35,943
WIOA Dislocated Worker	\$41,127
WIOA Youth	\$17,062
Wagner-Peyser	\$26,138

EMPLOYMENT OBTAINED BY DEMOGRAPHIC	
Unemployed	112,701
Veterans	8,026
African Americans	50,166
Hispanic/Latino	36,273
Female	75,481
Male	63,828

*Information provided above is for participants that exited the programs and were reported on the Program Year 2019-2020 Federal Report.

AVERAGE COST PER PARTICIPANT	
WIOA Adult	\$2,534
WIOA Dislocated Worker	\$13,115
WIOA Youth	\$8,861
Wagner-Peyser	\$103

Services provided to participants

WIOA

- Assessments
- Career counseling
- Labor market information
- On-the-job training
- Apprenticeships
- Incumbent work training
- Scholarships for training
- Support services (such as transportation, childcare)

Wagner-Peyser

- Job referrals
- Resume building
- Labor market information
- Interview training
- Job fairs
- Recruitment for employers

Programs:

WIOA ADULT

Program Purpose: To increase the employment, job retention, earnings, and career advancement of U.S. workers by providing quality employment and training services to assist eligible individuals in finding and qualifying for meaningful employment, and to help employers find the skilled workers they need to compete and succeed in business.

Target Populations: Low Income Individuals; Basic Skills Deficient Individuals; Public Assistance Recipients; and Veterans.

WIOA DISLOCATED WORKER

Program Purpose: To provide quality employment and training services to assist workers who have been laid off or have been notified that they will be terminated or laid off in finding and qualifying for meaningful employment, and to help employers find the skilled workers they need to compete and succeed in business.

Target Populations: Individuals who have been terminated or laid off through no fault of their own; Separating service members; Individuals who are displaced homemakers; Military spouses of active duty service members. Individuals dislocated from employment due to federally declared emergencies or disasters; and Long-term unemployed individuals (eligible for disaster events only).

Note: This population includes individuals from National Dislocated Worker Grants (NDWG) which offers training and temporary, disaster-relief employment opportunities resulting in increased costs per participant.

ADULT AND DISLOCATED WORKER SERVICES

Career Services

- Basic (e.g. career counseling, workforce and labor market information, referrals to partners)
- Individualized (e.g. assessments, work experience, transitional jobs)

Support Services

- Assistance with transportation, childcare, books, uniforms or other appropriate work attire, work-related tools, needs-related payments, and other services that are necessary to enable an individual to participate in WIOA activities.

Training Services

- Work-based (On-the-job, Registered Apprenticeship, Incumbent Worker, Customized)
- Occupational Skills Training (training from Eligible Training Providers (ETP))

WIOA YOUTH

Program Purpose: Deliver a comprehensive array of services that focus on assisting out-of-school youth and in-school youth with barriers to employment and prepare for post-secondary education and employment opportunities, attain educational and/or skills training credentials, and secure employment with career/promotional opportunities.

Target Populations: In-school-youth (not younger than 14 or older than 21 a time of enrollment); Out-of-school youth (not younger than age 16 or older than 21 at time of enrollment).

Note: Priority if placed on out-of-school youth (75 percent of funds must be allocated for expenditures related for out-of-school youth services.)

YOUTH SERVICES

- Tutoring
- Alternative secondary school services
- Paid and unpaid work experiences
- Supportive services
- Mentoring
- Comprehensive guidance and counseling
- Financial literacy education
- Postsecondary education and training preparation activities

WAGNER-PEYSER

Program Purpose: Wagner-Peyser seeks to improve the functioning of the nation's labor markets by bringing together individuals seeking employment with employers seeking workers.

Target Populations: Wagner-Peyser is a universal program with a priority of service provided to veterans.

WAGNER-PEYSER SERVICES

Career Services

- Basic (e.g. resume assistance, workforce and labor market information, referrals to partner programs, referrals to job openings)

Measures	PY2018-2019 4th Quarter Performance - United States	PY2018-2019 4th Quarter Performance - Florida
Adults:		
Employed 2nd Qtr After Exit	71.30	85.70
Median Wage 2nd Quarter After Exit	\$6,170	\$8,272
Employed 4th Qtr After Exit	70.90	87.00
Credential Attainment Rate	62.30	84.20
Dislocated Workers:		
Employed 2nd Qtr After Exit	70.90	88.70
Median Wage 2nd Quarter After Exit	\$7,377	\$8,199
Employed 4th Qtr After Exit	71.70	86.70
Credential Attainment Rate	66.60	81.90
Youth:		
Employed 2nd Qtr After Exit	73.10	81.50
Employed 4th Qtr After Exit	72.60	80.10
Credential Attainment Rate	62.20	79.80
Wagner Peyser:		
Employed 2nd Qtr After Exit	68.30	66.00
Median Wage 2nd Quarter After Exit	\$5,789	\$5,335
Employed 4th Qtr After Exit	67.90	64.10

Additional performance measured outlined in other state's WIOA 4-year plan

Alabama

- Alabama will incrementally increase the percentage of WIOA funds used directly on job training over a 4-year period beginning with at least 45 percent in year one, 50% in year 2, 55% in year 3, and 60% in year 4.

North Carolina

- Outreach & Engagement
 - Provide staff-assisted services to a percentage of the labor force that is equal to or larger than the annual unemployment rate for the Local Workforce Development Boards (WDB) Area.**
 - Provide a staff-assisted service to at least 5% of all private businesses in the counties served by the local WDB.
 - At least 10% of all private businesses receiving staff-assisted services will be new customers.
 - At least 25% of all private businesses receiving staff-assisted services will be small businesses (<100 employees).
- Skills Gap
 - Provide training (classroom, on-the-job, and/or standardized training) services to at least 5% of adult participants.
 - Enroll at least 25% of youth served in the WIOA Youth program in a work-based learning activity. Process
- Process
 - Each WDB will engage in the creation of at least two NCWorks Certified Career Pathways. Evaluations will be tracked.
 - 100% of the local WDBs' career centers will be NCWorks Commission certified career centers. Certifications will be tracked.

South Carolina

- Participant Cost Rate: The Participant Cost Rate Policy (State Instruction Letter 17-04, Change 1), requires that each LWDB meet a minimum participant cost rate of 30 percent. The annually evaluated rate is calculated using combined local WIOA Title I Adult and Dislocated Worker program expenditures, include carry-in and new funds.
- Fund Utilization: The Fund Utilization Policy (State Instruction Letter 17-05) requires each LWDB to meet an annual 70 percent fund utilization rate for each of the WIOA Title I funding streams (Adult, Dislocated Worker, and Youth). The rate is calculated by dividing total program and administration expenditures by total available funds (carry-in and current annual allocation) for each funding stream.
- Priority of Service: The Priority of Service Policy (State Instruction Letter 15-17, Change 2) requires that, for those Title I Adult participants receiving individualized career services and training, 70 percent be low-income or basic skills deficient. LWDBs are responsible for

establishing local procedures to comply with this policy and for conducting outreach to these priority populations.

Texas (did not include goals just what data would be reported to the Governor)

- Percentage of recent high school graduates enrolled at a Texas college or university
- Number of pre-kindergarten-age students served through the Texas Early Education Model
- Percentage of nursing graduates employed or enrolled in nursing graduate programs in Texas
- Percentage of Texans receiving TANF cash assistance
- Percentage of adult welfare participants in job training who enter employment
- Number of employees in targeted industry sectors
- Number of new small businesses created
- Number of new nongovernment, nonfarm jobs created
- Texas unemployment rate
- Number of Texans receiving job-training services

Pennsylvania

- Double the number of apprentices to 30,000 by 2025
- Increase the creation of registered pre-apprenticeship and apprenticeship programs, particularly in non-traditional occupations as part of its career pathway system building efforts.
- Increase recruitment efforts of registered pre-apprenticeship and apprenticeship programs to increase the number of individuals from non-traditional populations, such as women, minorities, re-entrants, and persons with disabilities, into these programs, while also ensuring opportunities are available to both youth and adults.
- The commonwealth will expand access to online education and training programs that result in a credential or certification of value
- The commonwealth will encourage employers, including those that receive state funds from economic development and other programs, to utilize the public workforce system.
- The commonwealth will increase co-enrollment of opportunity youth in WIOA Core and partner programs, when relevant, to ensure that appropriate funds are leveraged to provide necessary services to these individuals. The commonwealth will also encourage the use of individual training accounts when serving opportunity youth.

Members of the Florida Workforce Development Association (FWDA) fully support strengthening the state's workforce development system. In that spirit, the members of FWDA offer these recommendations and would welcome the opportunity to further explore ways to achieve a high level of accountability and transparency while they provide the highest level of services to Floridians as they strive to improve their employability.

- Quarterly or Bi-annual monitoring completed by external independent monitors would provide more accountability and more frequent feedback to the local boards and the Chief Elected Official. **Some smaller boards may have budget constraints securing these services.
- Replicate the staffing model of the veteran's programs with other partners, such as Vocational Rehabilitation and the Division of Blind Services
- State-level DEO, as the State Agency, to serve on the Local Workforce Development Board (not jointly managed staff)
- State coordinated MOU/IFA
- Common intake amongst partners
- Determine common data between DEO and DOE to be shared in the best interest of the student.
- Determine a method to capture and report data on the thousands of Floridians who benefit from the workforce development system.
- Require all individuals receiving reemployment assistance to give consensus to DEO to share their contact information with the Local Workforce Development Boards so that outreach may be conducted.
- US DOL waivers to provide flexibility in the delivery of services, including the opportunity to provide more services to in-school youth (high school)
- Implement the Wagner-Peyser Act staffing flexibility rule issued by the US DOL, Employment and Training Administration (ETA) on January 2020.
- Require the use of Employ Florida as the labor exchange tool for State agencies, their vendors, and graduating seniors from our State College and University System
- Adopting a community-wide referral system to coordinate services

Below are Florida Workforce Development Association's responses to questions/comments posed by the Florida House Education and Employment Committee on February 16, 2021.

In addition to information provided by the Florida Department of Economic Opportunity, FWDA offers this snapshot of the previous program year (19-20):

Program	total allocation to the 24 LWDBs	# rec' staff assisted services	Target population	types of services
Wagner-Peyser (includes salaries of state merit employees working in Career Centers)	26,875,071	194,909*	Wagner-Peyser is an employment program with no eligibility requirements and with a priority of service provided to veterans.	job search support, résumé prep, assessments, professional networking, recruitment events, access to resources such as computers and labor market information
WIOA Adult/Dislocated Worker	80,461,368	34,637	Low Income Individuals; Basic Skills Deficient Individuals; Public Assistance Recipients; and Veterans. Individuals who have been terminated or laid off through no fault of their own; Separating service members; Military spouses of active duty service members. Individuals dislocated from employment due to federally declared emergencies or disasters.	training that includes: <ul style="list-style-type: none"> • work experience • occupational skills • OJT • Entrepreneurial • workplace learning • apprenticeships
WIOA Youth	39,120,332	12,671	In-school-youth (not younger than 14 or older than 24 at time of enrollment); Out-of-school youth (not younger than age 16 or older than 24 at time of enrollment)	training that includes: <ul style="list-style-type: none"> • work experience • occupational skills • entrepreneurial • apprenticeships
Welfare Transition	52,514,907	16,769 open cases on June 29, 2020 compared to 5,166 open cases in June 2019.		

***This number does not include those who used the resources provided for job search that did not receive a direct service from staff.**

This is in addition to serving 59,335 businesses in 2019-2020 and administering the Dislocated Worker Grant for disaster relief.

Salaries

LWDB executive salaries are monitored by DEO for compliance with federal regulations and salary cap

The question regarding the salaries of the local workforce development boards has been answered by DEO. Each LWDB provides this information to DEO annually through a Salary Cap Certification process. The US Department of Labor requires certification inline with the salary caps imposed by the Federal Employment and Training Administration. Salaries of Executive Leadership is determined by local boards based upon longevity, performance, and size of region.

Websites

LWDB websites must adhere to CareerSource Florida branding policy

The Local Workforce Development Boards all follow the brand standards established by CareerSource Florida, including logos, fonts, color palettes, to ensure a unified look, feel and experience for businesses and job seekers. In addition, each website must reflect US Department of Labor's American Job Center logo and be ADA compliant. (see CSF's brand standards manual 8/31/2015).

Regarding inconsistencies on how the Eligible Training Providers Lists (ETPL) appear across the State and local websites, the required information is present on each website. The local workforce areas must and do provide all the necessary information to each customer seeking financial assistance through the WIOA program to cover costs to receive training/education.

On February 1, 2021, CareerSource Florida announced the creation of a policy development workgroup that includes DEO and representatives from the LWDBs to address the existing policies of the ETPL.

LWDB Board Members

LWDB board members are selected according to federal and state regulations, which includes the following:

The Workforce Innovation and Opportunity Act prescribes who shall be represented on the board of directors. LWDB board members are selected and approved by the Chief Local Elected Officials.

LWDB Board Members represent four categories:

- Majority are representatives of private business
- Not less than 20 percent are workforce representatives, i.e., labor or community-based organizations
- Entities administering education and training activities in the local area
- Government, including economic development

In accordance with Florida Statutes, Chapter 286, local boards operate under Florida's Sunshine Law

What are the occupations of board members? Board members on all LWDBs represent key industries across their regions in positions that include those owners of business concerns, chief executive or chief operating officers of non-governmental or other private sector executives who have substantial management or policy responsibility.

Do you have any board members who have contracts with your board? CareerSource Florida Policy prohibits local workforce development boards from entering a contract with one of its own board members unless they meet one of the following exemptions:

1. A contract with an agency (as defined in s. 112.312(2), including, but not limited to, those statutorily required to be board members) when said agency is represented by a board member and said member does not personally benefit financially from such contracts;
2. A contract with a board member or a vendor (when a board member has any relationship with the contacting vendor when the contract relates to the member's appointment to the board under the WIOA Title 1, Section 107(b)(2)(A)(vi);
3. A contract with a member receiving a grant for workforce services under federal, state or other governmental workforce programs;
4. A contract between a board and a board member which is not exempted under paragraphs II(a), II(b) or II(c) where the board documents exceptional circumstances and/or need and the board member does not personally benefit financially from the contract. Based upon criteria developed by CareerSource Florida, and the Department of Economic Opportunity shall review the board's documentation and assure compliance.

Such contracts, may not be executed before or without prior submission to the Department of Economic Opportunity for review and recommendation to CareerSource Florida, Inc.

A contract under \$25,000 between the Board and a member of the board is not required by State policy to have prior approval of CareerSource Florida, Inc., but must be approved by two-thirds vote of the local board, a quorum having been established, and must be reported to the Department of Economic Opportunity.

Whenever a conflict of interest exists, the conflict must be declared in an open meeting and the member must abstain from voting.

Is it common to have board members who have contracts with the board? Only in instances as outlined above.

Do you have many that have contracts that exceed the \$25,000? Depending on the region and their needs, the number of contracts may vary. However, any contract with a board member must comply with the policy and be submitted to, reviewed by and/or approved by CareerSource Florida or the Department of Economic Opportunity.

Eligibility and Services:

The LWDBs must follow federal eligibility and program requirements

What do you do if someone comes in who isn't eligible? Assuming this is related to WIOA-eligibility for training services, we will attempt to connect the customer to other community resources/partners that might be able to assist with funding, and provide all other universal services (assessment, labor market information, referrals to jobs and workshops such as resume writing, ace the interview, employability skills, etc.)

Is the Wagner-Peyser dictated or limited by the amount of funding?

Wagner-Peyser funds the labor exchange activities in the CareerSource Florida Network by bringing together individuals seeking employment with employers seeking workers. The program is not directly limited by the amount of funding as there are no client-related costs associated with Wagner Peyser services. These are universal services but WP budget affects service-delivery capacity (i.e., facilities/overhead).

What is your sense of the consistency of services across all the one stop centers? OPPAGA indicated they were not consistent. Each LWDB has a comprehensive Career Center that provides access to all services and required partners. Service delivery is designed to meet the needs of each community by the Board of Directors of each LWDB, which includes private business and community stakeholders.

Unlike retail chains, for example, whose success is rooted in their consistency in service delivery, product consistency, etc., it would be detrimental to the communities we serve should this standard be applied to the workforce development system. Communities, job seekers, and businesses vary and the strength of an LWDB lies in its ability to be flexible and responsive to the needs of the communities we serve. The variation in service delivery is an example of this kind of flexibility and value to Floridians.

Wrap-Around Services

Wrap-around services, commonly called support services, may be provided to eligible individuals who are unable to obtain services through other programs.

The majority of energy and effort of local workforce boards is focused on individuals with significant barriers to employment and as such wrap around services play a key role in success. Local boards design their services to fill gaps and enhance the availability of wrap around services. Florida is a diverse state and resources available within communities vary by region, so the boards work directly with individuals to make sure the gaps are filled enabling the individual to achieve success.

Local Boards routinely pay for tuition, books, fees, uniforms, transportation, and post-certification testing required for licensing as well as supplies needed for training. Examples of supplies would range from welding helmets to stethoscopes.

Local workforce boards may pay for additional services, depending on the rules of the funding source, or work with other partners to provide the wrap around services. These are areas where strong partnerships are required both to provide the services and to avoid duplication of effort. The goal is to overcome barriers that prevent the individual from being successful in a career that provides economic self-sufficiency. It is important to note that all cases are handled on a case by case basis to determine the best path to success.

Examples of the additional wrap around services provided by a board or another entity through referral include:

1. Food Assistance
2. Emergency Shelter/Housing
3. Transportation assistance (gas cards, bus passes)
4. Needs-related payments, stipends for attending classes
5. Childcare
6. Clothing, including uniforms
7. Tools needed for education or employment
8. Counseling
9. Health and Wellness

Would the wrap around services be provided with someone you have a contract with?

Some services may be provided through a direct contract and others may be provided through a localized referral network. Each board maintains a list of partners that can provide wrap around services with the local board stepping in to fill gaps. For example, a faith-based partner in one part of the region may provide transportation assistance that isn't available to individuals from another part of the region. In this case a local board may utilize the faith-based group where available but pay for transportation where they don't have a local provider to provide or pay for the service.

Training

Classroom training paid for with WIOA must be in a local demand occupation, high performing and customer choice driven.

LWDBs provide training services in accordance with WIOA, Sec. 134, Use of Funds for Employment and Training Activities and related regulations. Excerpts from TEGL 3-15 below:

Training services must be provided through an Individual Training Account, where the LWDB pays tuition and training-related services to the eligible training provider or through a contract if such training is not available. LWDBs do not provide vocational training.

These regulations require that the LWDB must determine that the individual seeking training “has the skills and qualifications to successfully participate in the selected program of training services.” This is referred to as the “ability to benefit” and some regions may use the TABE or other assessments to determine what is needed for the individual’s success.

The selection of training services should be conducted in a manner that maximizes customer choice.

Providers added/removed from the Eligible Training Provider Lists (ETPL)

State ETPL ensures the accountability, quality and labor-market relevance of programs and ensures informed customer choice.

Training providers may be added to the ETPL by fulfilling the requirements established by the State and LWDB. This includes, at a minimum, licensure through the State’s Commission for Independent Education, supplies student-based information to FETPIP annually and meets performance criteria as applicable.

Providers may be removed from the ETPL. This can happen for several reasons, but the most common one being the training is for an occupation where demand changes and the training is no longer in demand either permanently or for a time (due to market saturation). Other reasons include widespread negative feedback from participants about the quality of training; poor outcomes and/or there are administrative issues with reporting, billing, etc.; that cannot be remedied.

Welfare Transition Program

LWDBs follow the state and federal requirement for work-related participation.

Federal and State (445) TANF E&T rules requires participation in work-related activities. Participation in a GED or high school completion program cannot count toward this requirement for anyone over age 20. Some local regions may use online resources for this training on the customer’s behalf so that they may study for the high school diploma or its equivalent while the participant participates in an allowable activity.

If the participant chooses to participate in community work experience, the number of hours is proportional to the amount of temporary cash assistance combined with the value of supplemental nutrition assistance. The calculation of hours uses the State minimum wage and, while conducting work experience, the participant is considered an employee of the State for purposes of workers’ compensation coverage.

Facilities

Some LWDBs rent space from the State at a much reduce rate than market value

The majority of the LWDBs are non-profit entities not State or county entities. The State does own buildings that LWDBs lease for their one stop career centers – also referred to as REED Act buildings. The square footage price covers the cost of operating and maintaining the building (i.e. utilities, janitorial services, landscaping, building insurance, maintenance, and repairs, etc.) An example for Sarasota County – the square foot price is currently \$13.98 which is well below the local commercial market rate.

Are there protocols to make sure employment numbers and wages are accurate that are being reported by employers?

DEO pulls performance data from information reported directly by employers.

For performance purposes, the LWDBs do not report employment numbers or wages to DEO. The employment and wage information are provided directly to DEO from the Department of Revenue who has received it directly from the employer.

FWDA

The Florida Workforce Development Association, FWDA, is a voluntary association of the local workforce development boards.

A primary purpose of FWDA is to build capacity through education, training and technical assistance to its members. The main venue to build capacity among all employees, from front-line programmatic staff to executive leadership is the annual Workforce Summit. The agenda from our last Workforce Summit is attached to this document.

As the Career Centers do not close during this training, many of the workshops are designed as ‘train the trainer’, so that the participant may return to their region equipped to train the appropriate staff.

FWDA has not had a dues structure in place for three years. This will be revisited upon the expansion of membership recently recommended by DEO and approved by the membership.

Here is a sampling best practices shared among the members:

- Looking to use best practice for Target Occupational Listing (in planning phase)
- Trade Adjustment Assistance policy development
- Development and training of MIS staff
- Joint creation of Welfare Transition orientation videos (in process)
- ongoing group policy and program development efforts
- handling of COVID and office reopening and service deliver structure
- New Board Member Orientation & Governance Training
- Monthly Board Member Education
- Meeting the needs of Small Business: Employer Roundtables
- Effective and Compliant Board Member Recruitment Process
- Succession Planning Task Descriptions to ensure Continuity of Operations
- Mentoring 5 new Directors
- Effective Reports to the Board
- Building Strong Community Partnerships

- Understanding Infrastructure Costs and Working with Mandated Partners
- Best HR Practices: Employee Handbook
- How to write Policies and Local Operating Procedures
- Meeting the needs of Youth with Barriers
- Creation of Infrastructure Funding Agreements (IFA)
- Convening community partners, who and how to invite stakeholders
- Google Ad Grants Program



Administrative Policy

**POLICY
NUMBER
TBD**

Title:	Local Workforce Development Area and Board Governance
Program:	Workforce Innovation and Opportunity Act
Effective:	TBD

I. PURPOSE AND SCOPE

The purpose of this policy is to provide guidance to Chief Local Elected Officials (CLEOs), Fiscal Agents, Local Workforce Development Boards (LWDBs), LWDB Chairpersons, LWDB Executive Directors, LWDB staff and workforce system partners on the requirements for local workforce development area (“local area”) and LWDB governance. This policy outlines key roles, responsibilities and requirements of the entities/individuals that make up the workforce development system within a local area.

This policy also identifies and describes required agreements to ensure the local area serves as a jurisdiction for the administration of workforce development activities and expenditure of Workforce Innovation and Opportunity Act (WIOA) adult, dislocated worker and youth funds allocated to LWDBs by the state.

II. BACKGROUND

WIOA envisions a workforce development system that focuses on the needs of job seekers and businesses and anticipates and responds to the needs of local and regional economies.

WIOA requires LWDBs and CLEOs to design and govern the system regionally, align workforce policies and services with regional economies and support service delivery strategies tailored to those needs. The local area serves as a jurisdiction for the administration of workforce development activities which requires the CLEO to play an active role in both the strategic planning and ongoing operation of the local system. Agreements between the CLEO and the entities responsible for the local workforce

development system will address how the local area functions and how administrative tasks will be carried out within the local area.

III. AUTHORITY

[Public Law 113-128, Workforce Innovation and Opportunity Act](#), Sections 106 and 107

[20 Code of Federal Regulations 679.310](#)

[20 Code of Federal Regulations 679.320](#)

[20 Code of Federal Regulations 679.370](#)

[Sections 445.004 and 445.007, F.S.](#)

[Chapter 119, F. S.](#)

[Chapter 286, F.S.](#)

[CSF Strategic Policy 2020.02.20.A.1 – Board Governance and Leadership](#)

[CSF Strategic Policy 2018.09.26.A.1 – Ethics and Transparency Policy](#)

IV. POLICIES AND PROCEDURES

A. Roles and Responsibilities

1. Chief Local Elected Official (CLEO)

Pursuant to WIOA sec. 3(9), the CLEO is the chief elected executive officer of a unit of general local government in a local area and, in a case in which a local area includes more than one unit of general local government, the representative(s) under the agreement (interlocal, consortium and other agreements as described in Section IV.E.1. of this policy) that specifies the respective roles.

The CLEO's responsibilities include:

- a) Requesting local area designation (as prescribed in [Administrative Policy 94 – Local Workforce Development Area Designation](#));
- b) Appointing members to the LWDB;
- c) Requesting LWDB certification (as prescribed in Administrative Policy 091 – Local Workforce Development Board Composition and Certification);
- d) In coordination with the local board, establishing bylaws;
- e) Designating a fiscal agent (if not serving as grant recipient);
- f) Remaining liable for any misuse of WIOA grant funds by the local area;
- g) In coordination with the local board and/or staff to the board, negotiating and reaching agreement on LWDB local performance measures with the state;
- h) Negotiating with the LWDB and required partners to maintain the workforce delivery system through the Memorandum of Understanding (as prescribed in [Administrative Policy 106 - Memorandums of Understanding and Infrastructure Funding Agreements](#)); and

- i) Partnering with the LWDB and planning region, if appropriate, to develop and submit the WIOA local plan and regional plan.

The CLEO may delegate the listed administrative functions except:

- a) Appointment of members to the LWDB.
- b) Designation of a fiscal agent (designation of a fiscal agent does not relieve the CLEO or Governor of liability for misuse of grant funds – [20 CFR 679.420](#)).

The CLEO may remove a member of the LWDB, the executive director of the LWDB, or the designated person responsible for the operational and administrative function of the LWDB for cause.¹

2. Fiscal Agent

The fiscal agent is the entity designated by the CLEO to perform accounting and funds management on behalf of the CLEO. The duties of the fiscal agent may include but are not limited to:

- a) Receiving funds;
- b) Ensuring sustained fiscal integrity and accountability for expenditures of funds in accordance with Office of Management and Budget (OMB) circulars, WIOA, corresponding federal regulations, state law and state policies;
- c) Responding to financial audit findings;
- d) Maintaining proper accounting records and documentation;
- e) Preparing financial reports; and,
- f) Providing technical assistance to sub-recipients regarding fiscal issues.

Although the appropriate role of the fiscal agent should be limited to accounting and funds management functions rather than policy or service delivery, there may be circumstances in which the fiscal agent may be the LWDB, the procured one-stop operator or the workforce services provider and/or youth service provider.

At the direction of the LWDB, the fiscal agent may have the following additional functions:

- a) Procure contracts or obtain written agreements;
- b) Conduct financial monitoring of service providers; and
- c) Ensure an independent audit is conducted of all employment and training programs.

¹ Section 445.007(2)(c)

3. Local Workforce Development Board

The LWDB is appointed by the CLEO in each local area in accordance with state criteria established under WIOA sec. 107(b) and certified by the Governor every two years in accordance with WIOA sec. 107(c)(2). The state's criteria for LWDB certification is found in Administrative Policy 091 – Local Workforce Development Board Composition and Certification.

The LWDB provides strategic and operational oversight, assists in achievement of the state's strategic and operational vision and goals, and maximizes and continues to improve quality of services, customer satisfaction and effectiveness of services provided. LWDB responsibilities include, but are not limited to:

- a) Developing and submitting local and, if applicable, regional plans;
- b) Conducting workforce research and regional labor market analysis;
- c) Convening local workforce development system stakeholders to assist in the development of the local plan and identify expertise and resources to leverage support for workforce development activities;
- d) Leading efforts to engage a diverse range of employers and other entities in the region;
- e) Leading efforts to develop and implement career pathways;
- f) Leading efforts in the local area to identify and promote proven and promising strategies and initiatives for meeting the needs of employers, workers, and job seekers;
- g) Conducting oversight of the WIOA adult, dislocated worker and youth programs and the entire workforce delivery system, ensure the appropriate use and management of WIOA funds and ensure the appropriate use, management, and investment of funds to maximize performance outcomes;
- h) Negotiating and reaching agreement on local performance measures with the CLEO and the state;
- i) In partnership with the CLEO, establishing bylaws and codes of conduct for LWDB members, LWDB executive director and staff to the LWDB; and;
- j) Establishing additional monitoring and reporting requirements if one entity fulfills multiple functions to ensure the entity is compliant with WIOA, final rules and regulations, OMB circulars and the state's conflict of interest policy.

A full list of LWDB functions can be found in WIOA sec. 107(d) and [20 CFR 679.370](#).

4. Local Workforce Development Board Chairperson

The LWDB chairperson is elected by the members of the LWDB and must be one of the business representatives on the board. The LWDB chairperson shall serve a term of no more than two years and shall serve no more than two terms. At a minimum, the state will review the LWDB chairperson's term requirements during the LWDB's certification process as described in Administrative Policy 091 –

Local Workforce Development Board Composition and Certification. The Florida Department of Economic Opportunity (DEO) will review each LWDB's composition during its annual programmatic monitoring, which may include a review of the LWDB chairperson's term(s).

The LWDB chairperson's duties may include but are not limited to:

- a) Leading the board to develop a guiding vision that aligns with the state's priorities;
- b) Acting as the lead strategic convener to promote and broker effective relationships between CLEOs and economic development, education, and workforce partners in the local area;
- c) Leading an executive committee to guide the work of the board, and ensure committees or task forces have necessary leadership and membership to perform the work of the board; and
- d) Leading the agenda-setting process for the year and guiding meetings to ensure both tactical and strategic work is completed in all meetings.

5. Local Workforce Development Board Executive Director

The LWDB may hire a qualified executive director and staff to assist in ensuring the functions of the local board are achieved. The LWDB must ensure the individual or entity designated as the executive director has the requisite knowledge, skills and abilities to meet identified benchmarks and to assist in effectively and ethically carrying out the functions of the LWDB which may include, but is not limited to:

- a) Coordinating with the CLEOs regarding the identification and nomination of members to the LWDB and ensuring membership is compliant with WIOA and Florida Statutes;
- b) Organizing board meetings and ensuring meetings are held according to the LWDB's bylaws and Florida's sunshine laws;
- c) Developing and submitting the local and regional workforce development plan;
- d) Conducting oversight of the WIOA adult, dislocated worker and youth programs and the entire one-stop delivery system, including development of policies and monitoring the administration of the programs;
- e) Negotiating and reaching agreement on local performance measures;
- f) Negotiating with CLEO and required partners for the Memorandum of Understanding (as prescribed in [Administrative Policy 106 - Memorandums of Understanding and Infrastructure Funding Agreements](#));
- g) In compliance with local board procurement policy, provide oversight of the competitive procurement process for procuring or awarding contracts for providers of youth program services, providers of workforce services (if applicable), and the one-stop operator as required in paragraph (I) of 20 CFR 679.370;

- h) Developing a budget for activities of the LWDBs; and
- i) Certifying the one-stop career centers. One-stop certification requirements may be found in [Administrative Policy 93 – One-Stop Career Center Certification Requirements](#)

B. One Entity Performing Multiple Functions

WIOA establishes clear roles and responsibilities for each entity or organization involved in the workforce delivery system. The LWDB should make every effort to ensure that roles and duties of workforce delivery system entities are clearly delineated. This includes efforts to designate or procure the functions of the fiscal agent, staff to the LWDB, one-stop operator, direct provider of workforce services, and provider of youth program services.

One entity may perform multiple functions if appropriate firewalls and internal controls are in place. Local entities or organizations often function simultaneously in a variety of roles, including fiscal agent, board staff, one-stop operator, provider of career services, and provider of youth services. **See section IV.B.3** of this policy for agreement requirements for one entity (not LWDBs) performing multiple functions.

See section IV. C. 1. for requirements for LWDBs serving multiple functions.

C. Local Workforce Development Boards as Direct Providers of Workforce Services

Ideally, entities providing workforce services are procured through the LWDB, which is responsible for monitoring and overseeing the contracts as well as services performed through the contract. The LWDB is designed to oversee the workforce delivery system and its services. Chapter 445.007(6), F.S. allows LWDBs to be designated as the one-stop operator and direct provider of services (except training services), with the agreement of the CLEO and Governor based on the criteria established by the state workforce development board.

LWDBs seeking to provide workforce services, except training services, will follow the requirements established in [Administrative Policy 083 – Direct Provider of Workforce Services](#).

Before an LWDB may be designated as the One-Stop Operator, LWDBs must still follow criteria established in [Administrative Policy 097 – One-Stop Operator Procurement](#).

1. Local Workforce Development Boards Serving Multiple Functions

LWDBs serving multiple functions must be able to demonstrate that roles, responsibilities and duties of each function are clearly defined and delineated in locally established processes and procedures that clearly detail:

- a) How functions are sufficiently separated;
- b) Descriptions of the steps the local area has taken to mitigate risks that could lead to impropriety;
- c) Firewalls (physical, technological, policies, etc.) created to ensure such risks are mitigated; and
- d) Oversight and monitoring procedures.

These processes and procedures must be included in the LWDB's WIOA Local Plan.

D. Temporary Assumption of Duties for Procured and Contracted Services

While LWDBs may provide workforce services and assume the role of one-stop operator, many LWDBs procure and contract with providers for these services. In certain critical circumstances, (e.g., sudden termination of contract or failed procurement), the local board may need to temporarily assume the role(s) of one-stop operator, direct provider of workforce and/or youth program services. When this happens, LWDBs may request to temporarily assume the responsibilities that were being provided by a contracted vendor or services being sought when the procurement failed. Requests for boards to act as a one-stop operator and provider of workforce and/or youth program services on a time-limited basis must be approved by the CLEO and submitted to DEO. The request must include the duration for which the board will act as a one-stop operator and provider of services. The Department will make a recommendation to the state workforce development board.

1. Sudden Termination of Contract

If the circumstance arises that the LWDB or LWDB staff needs to temporarily serve in multiple roles due to sudden (unexpected) termination of a contract, a new competitive solicitation must be reissued timely. A new entity must assume the applicable role on or before the end of the temporary designation.

In the event of a sudden termination of contract, the LWDB must submit a formal request to serve in the capacity of the role for which the contract was terminated.

The LWDB will:

- a) Submit a request to serve in the role for which the contract was terminated;

- b) Provide documentation of the original contract and the termination notification, which should include the reason for termination;
- c) Provide an explanation and an organizational chart showing who will be responsible for assuming the role(s) temporarily. The explanation and organizational chart must clearly illustrate how the following will be enforced to minimize potential risks associated with the temporary designation.
 - 1. Separation of duties; (including but not limited to the temporary removal of duties from certain areas/individuals to allow assumption of the temporary role);
 - 2. Firewalls; (including but not limited to restriction from access to any information that may lead to impropriety); and
 - 3. Conflict of interest requirements.
- d) The length of time in which the LWDB seeks to temporarily serve in the role in which the contract was terminated, not to exceed one year from the date of request.

LWDBs will submit formal requests for temporary designation to CareerSource Florida and DEO via email at LWDBGovernance@deo.myflorida.com.

2. Failed Procurement

If the circumstance arises that the LWDB or LWDB staff needs to serve in multiple roles due to failed procurement, the LWDB will:

- a) Submit, in writing, the request to serve in the role sought through the failed procurement and provide the following:
 - 1. A copy of the competitive solicitation;
 - 2. Proof of the announcement medium used (e.g., newspaper, social media, website, email notification to potential bidders), including documentation showing how long the announcement was posted; and
 - 3. The length of time the LWDB seeks to temporarily serve in the role.
- b) An explanation and an organizational chart showing who will temporarily be responsible for assuming the role(s). The explanation and organizational chart will clearly illustrate how the following will be enforced to minimize potential risks associated with the temporary designation.
 - 1. Separation of duties; (including but not limited to the temporary removal of duties from certain areas/individuals to allow assumption of the temporary role);

2. Firewalls; (including but not limited to restriction from access to any information that may lead to impropriety); and
 3. Conflict of interest requirements.
- c) The LWDB will review the previously issued competitive solicitation and identify any elements that led to the failed procurement (e.g., unrealistic compensation for requested services, duties outside the scope of the role for which services are being sought);
 - d) Update and reissue the competitive solicitation (within one month of being granted temporary authority to serve in the role for which the procurement was not successful);
 - e) Once an entity is selected, notify DEO of the selection upon final approval by the LWDB; and
 - f) Onboard the selected entity of the new solicitation on or before the end of the temporary designation.

The individual or entity contracted to fulfill the role of the LWDB executive director ***must not*** be the one-stop operator or the provider of workforce and/or youth program services.

Formal requests for temporary designation will be sent to CareerSource Florida and DEO via email at LWDBGovernance@deo.myflorida.com.

3. Local Workforce Development Area Multi-Function Agreement

For circumstances in which an entity or organization, other than the local workforce development board, has been selected or otherwise designated to perform more than one function, the required contract or written agreement must include a clause to clarify how the entity will carry out its responsibilities while demonstrating compliance with WIOA and corresponding regulations, relevant OMB circulars, and the state's conflict of interest policy. The written clause in the contract or agreement must include, at a minimum, the following requirements:

- a) Definition of roles and responsibilities/duties per function (e.g., fiscal agent, one-stop operator, and/or procured provider of workforce or youth program services);
- b) Description of the separation of staff duties under each role, including deliverables for each separate function;
- c) Description of how budget authority is separated, including separate line item budgets for each function; and
- d) Description of how staff duties will be completed while demonstrating compliance with WIOA and corresponding regulations, OMB circulars, and the state's conflict of interest policy, including how conflict of interest will be minimized;

- e) Description of the roles and responsibilities within the organization, including an organizational chart, and sustainability if a function is removed; and
- f) Description of how fiscal monitoring will occur if the fiscal agent is performing multiple functions.

The written clauses in the agreement are intended to limit conflicts of interest or the appearance of conflicts of interest, minimize fiscal risk, and develop appropriate firewalls within a single entity performing multiple functions.

E. Governance Agreements

Implementation of a local workforce development system pursuant to WIOA requires that the CLEOs play an active role in both strategic planning and ongoing operation of the local system. When a local area includes more than one unit of general local government, the chief elected officials of such units may execute a written agreement that specifies the respective roles and liability of the individual chief elected officials. Chief elected officials are liable in their official capacity but not personally liable for the misuse of WIOA funds.

1. Interlocal, Consortium and Other Agreements

The purpose of having interlocal, consortium or other governing agreements is to ensure the decisions delegated to CLEO(s), or a consortium, reflect the agreement of all the chief elected officials in all jurisdictions of a local area and are consistent with requirements established in s 163.01, F.S. These agreements are between the chief elected officials of each jurisdiction within the local area and must contain signatures of the representative(s) authorized to enter into such agreements.

The interlocal or consortium agreement will clearly state the level of agreement to be reached among the governmental entities involved and identify the roles and responsibilities of the CLEOs within the local area. At a minimum, applicable agreements will address:

- a) **Identification of local workforce development area** – The agreement will clearly identify the units of local government which are covered by the agreement and which make up the local area.
- b) **Designation and responsibilities of the CLEO** – The parties to the interlocal agreement should identify the county commissioners and/or mayors to serve as the CLEO(s) of the local area for the purposes of approving local and, if appropriate, regional plans; establishing policy; authorizing WIOA expenditures; establishing contracts; paying for services outside of the local area; or paying costs associated with monitoring or audit findings or sanctions.

Areas where a consortium is serving in the capacity to perform the duties and functions of the CLEO will describe the duties/responsibilities of the consortium, members who make up the consortium, and the authority of its members in an agreement signed by the applicable elected officials or their authorized designee.

- c) **Establishment, appointment, and operation of the LWDB** – The agreement should include an agreed upon process for establishing and appointing the LWDB members, including:
 - 1. Membership of the LWDB that is consistent with WIOA and state guidance; and
 - 2. How the needs of all geographical areas in all jurisdictions will be represented within the local area.
- d) **Designation and responsibilities of the fiscal agent** – The fiscal agent is the entity designated to perform accounting and funds management on behalf of the CLEO. The agreement will identify the entity performing these duties.
- e) **Process for CLEOs to provide input** – The agreement will include a process for all CLEOs to provide input for the purposes of reaching a consensus on critical decisions that may impact the local workforce development system.
- f) **Liability** – Under WIOA, CLEOs are liable for misspent funds, disallowed costs, funds spent fraudulently, and potential sanctions for nonperformance. Therefore, it is recommended that CLEOs within a local area agree on how liability will be addressed. The following questions can be used to guide such discussions:
 - 1. How will sanctions related to performance be shared among the jurisdictions within the local area?
 - 2. How will the issue of disallowed costs or misspent funds that cannot be covered by federal grant funds be addressed?
- g) **Performance Accountability** – Generally, performance accountability is addressed in the WIOA local plan. However, CLEOs should agree on an approach to performance accountability. The following questions may be used to guide such discussions:
 - 1. Who will be responsible for negotiating local performance measures with the state (the executive director / staff to the board, local board)?

2. Will the local area have any performance criteria in addition to federal and state criteria? How will performance be administratively tracked locally?
 3. Will performance-related incentives be shared among the jurisdictions within the local area?
- h) **Dispute Resolution Process** – The governing agreement should include provisions for resolving disputes. Below are possible issues to address in the agreement relative to dispute resolution:
1. What types of disputes arise to the level of needing a dispute resolution process?
 2. What type of dispute resolution process should be used (mediation, arbitration, consultation with state, etc.)?
- i) **Other Agreement Provisions (Miscellaneous)**
1. Duration of the agreement; and
 2. Process for modification or termination of agreement.

2. Bylaws

Bylaws are the provisions by which the local area is governed and the LWDB and its operations are managed. Bylaws provide consistency and clarification on the roles and responsibilities of the various representatives governing the local workforce development system. The LWDB must ensure its bylaws are up to date and in alignment with requirements of WIOA and state policy. At a minimum, the following should be reflected in the local area's bylaws.

- a) **Purpose and Responsibilities (Functions)** – Describe the purpose of the LWDB (e.g. to set policy and establish oversight of the workforce development system). Describe the functions or the responsibilities of the LWDB (e.g. the local board has the responsibility to provide strategic and operational oversight, assists in achievement of the state's strategic and operational vision and goals, and maximizes and continues to improve quality of services, customer satisfaction, and effectiveness of services provided). **A list of the board's responsibilities can be found in Section IV.A.3. of this policy.**
- b) **Membership** – Include the processes and procedures for the following:
1. Recruiting, nominating, vetting and appointing board members;
 2. Filling LWDB member vacancies; and
 3. Resignation, reasons for disqualification, removal, and reappointment of board members.

Board membership and composition requirements can be found in [Administrative Policy 091 Local Workforce Development Board Composition and Certification](#)

- c) **Authority of LWBD** – Include the power and authorities of the LWDB, including authority to recommend, select and hire an executive director to perform operational and administrative functions of the board.
- d) **Duties of the members** – Describe the duties and term limits of the board members.
- e) **Officers** – Describe the authority of its officers, including terms of office and board officer duties.
- f) **Committees** – Describe the types of committees (e.g. executive committee, finance committee, nominating committee, etc.) as well as their authorities, responsibilities, terms of committee members and chairpersons, who has the authority to appoint committee members, and who may sit on the committee. The LWDB will prohibit any LWDB staff from serving as members of a committee or subcommittee.
- g) **Meetings and Minutes** – Describe frequency of meetings and describe how regular board and committee meetings are planned and conducted. The LWDB will also describe the process and requirements for calling special and emergency meetings, what constitutes an emergency meeting or special meeting, and who is authorized to call such meetings. This includes but is not limited to the requirement to provide the schedule to the board members and the public.
 - 1. **Record Keeping** – The LWDB will describe how meeting minutes will be scribed/recorded, retain records of board members who are present/absent, and record official acts of the board including the number of votes of members (yeas, nays and abstentions). Meeting minutes must be made available publicly on the LWDB's website.
 - 2. **Voting, Board Actions and Conflict of Interest** – Include voting and quorum requirements, record official acts of the board including the number of votes of members (yeas, nays, and abstentions). Abstentions due to conflict of interest must be recorded, include the name of the abstaining member and the reason for abstention. Strategic Policy [2012.05.24.A.2 - State and Local Workforce Development Board Contracting Conflict of Interest Policy](#) provides guidelines for approving contracts in which a conflict of interest may exist.

LWDBs must adhere to requirements in the Grantee-Subgrantee Agreement for board member conflicts of interest disclosures and applicable requirements. This

includes but is not limited to the requirement to adopt and abide by a conflict of interest policy that ensures compliance with state and federal law, regulations and policies.

LWDB members and staff must maintain integrity, accountability and transparency in decisions and actions that earn and protect the public trust in compliance with [Strategic Policy 2018.09.26.A.1 - Ethics and Transparency Policy](#). This includes taking all necessary steps to avoid the appearance of conflicts of interest.

The LWDB is subject to open government and confidentiality requirements in Chapters 119 and 286, Florida Statutes (F.S).²

While it is preferable that the elements outlined in section IV. E. of this policy be contained in comprehensive documents as described, it is acceptable that the items identified in this section be contained in separate agreements (memoranda of understanding, governing policies and procedures, etc.), as long as the requirements of this section are clearly met.

F. New Board Member Orientation and Annual Training

Members appointed to the LWDB are required to participate in orientation and annual training to ensure they understand the purpose of their participation on the LWDB. The purpose of orientation and training is to provide LWDB members with information that empowers them to effectively serve as a board member. The LWDB is expected to take all reasonable steps necessary to encourage attendance by the CLEO at board member orientation and training.

1. New LWDB Member Orientation

All new board members, within six months of appointment, will complete a new board member orientation. The board shall develop board member orientation for board members, which will cover at a minimum:

- a) Overview of WIOA;
- b) Overview of the workforce development system and structure;
- c) The state's workforce development system goals and strategies;
- d) The purpose of the LWDB;
- e) LWDB composition, including required members and areas of representation;
- f) Roles and responsibilities of the CLEO, fiscal agent, LWDB, LWDB chairperson, and LWDB executive director and staff;

² The LWDB is subject to Chapters 119 and 286, F.S. The LWDB is responsible for responding to public records requests and subpoenas. The LWDB is responsible for ensuring that its staff and agents have a working knowledge of Chapter 119, F.S. The LWDB agrees to appoint a public records coordinator for the purpose of ensuring that all public records matters are handled appropriately.

- g) Required partners and programs;
- h) How the workforce system is funded;
- i) Performance requirements;
- j) Sunshine law requirements; and
- k) Conflict of interest policy and disclosure of potential conflicts of interest.

2. Annual Training Requirements

Board members will complete an annual refresher training to remind them of the purpose of their appointment as a member to the LWDB. The annual training will include at a minimum:

- a) The state's workforce development goals and strategies;
- b) The purpose of the LWDB;
- c) Roles and responsibilities of the CLEO, fiscal agent, LWDB, LWDB chairperson, and LWDB executive director and staff;
- d) How the workforce system is funded;
- e) Performance requirements;
- f) Sunshine law requirements; and
- g) Conflict of interest policy.

New member orientation and refresher training may be offered in person and/or virtually at the local area's discretion. The LWDB must retain, and provide to DEO upon request, attendance records of participants and the dates of completion. New board members completing the board member orientation are not required to complete the annual refresher training in the same year they become a new member.

G. State and Local Monitoring

At the local level, the LWDB must conduct oversight of the procurement process and resulting contracts and agreements to ensure all aspects of written agreements and contracts are compliant with federal and state laws and regulations. Additionally, the LWDB must also ensure governing agreements are upheld. In instances where the LWDB is also the one-stop operator, the LWDB must follow the monitoring requirements outlined in [Administrative Policy 97 – One-Stop Operator Procurement](#). The LWDB must monitor compliance with this policy.

DEO will perform programmatic and fiscal monitoring and will review the local area's agreements and contracts during the annual monitoring review for compliance with federal and state laws and regulations. Findings and other noncompliance issues will be handled through the state's monitoring resolution process.

V. DEFINITIONS

1. **CLEO (CLEO in WIOA sec. 3(9)) –**

- a) A chief elected executive officer of a unit of general local government in a local area; and
- b) In a case in which a local area includes more than one unit of general local government, the individuals designated under the agreement described in section 107(c)(1)(B).

2. **Governance Agreements (i.e. Interlocal, Consortium and other governing agreements)** are written agreements designed to ensure that decisions by CLEO(s) or a consortium reflect the agreement of all the chief elected officials in all jurisdictions of a local area, including how the local board is governed, roles and responsibilities of members, liabilities, etc.

3. **Local Workforce Development Area (LWDA)** – geographical area that serves as the jurisdiction for the administration of workforce development activities and has been granted such designation by meeting criteria as prescribed in [Administrative Policy 94 – Local Workforce Development Designation](#).

4. **Fiscal Agent** is the entity designated to perform accounting and funds management on behalf of the CLEO.

5. **Board Chairperson** is a business representative among the board members who is elected by the board.

6. **Local Workforce Development Board** is a board established under WIOA sec. 107 to set policy for the local workforce development system.

7. **Executive Director** is an individual hired or designated by the LWDB to perform the operational and administrative functions of the board.

8. **Cause** includes but is not limited to engaging in fraud or other criminal acts, incapacity, unfitness, neglect of duty, official incompetence or irresponsibility, misfeasance, malfeasance, nonfeasance, or lack of performance.

VI. REVISION HISTORY

Date	Description
02/xx/2021	Approved by CareerSource Florida Board of Directors.
02/xx/2021	Issued by the Florida Department of Economic Opportunity.

VII. RESOURCES

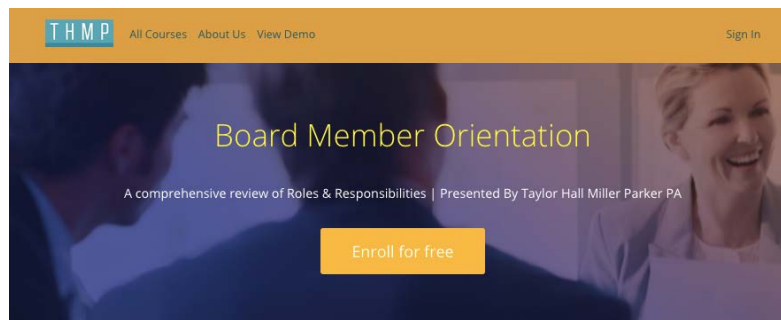
[WIOA Fact Sheet: Governance and Leadership](#)

How to Access BOARD MEMBER ORIENTATION Training

URL: <https://workforce-academy.thinkific.com/courses/board-member-orientation-py20-21?thug=eeade279>

Note: Thinkific supports the 2 most recent versions of **Chrome, Firefox, Safari** and **Edge** browsers.

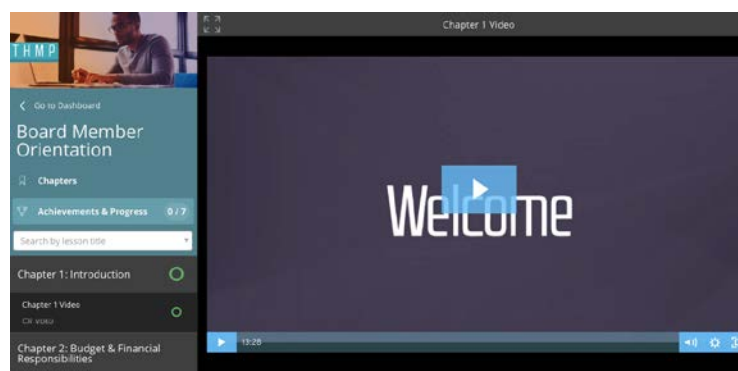
1. First, be sure to log-on to THMP Workforce Academy using the course URL (above), which takes you to the course landing page (below). Click on “Enroll for Free”:



2. Fill out the Enrollment Form (below) and click “Create Account.” If you already have an account, click “I already have an account” and log-in as you normally would:

The screenshot displays the enrollment form for the 'Board Member Orientation' course. At the top, there is a small video thumbnail of a man speaking. Below it, the text 'Enroll in Board Member Orientation for free' is centered. The form consists of four input fields: 'First Name', 'Last Name', 'Email', and 'New Password'. A large orange 'Create Account' button is positioned below the fields. At the bottom of the form, there is a link that says 'I already have an account!'.

3. Once enrolled, you'll automatically be directed to the course curriculum (below), where you can begin watching the course videos.





NOMINATION FORM

FAX: 352 873-7956

EMAIL: rskinner@careersourceclm.com

Phone: 352 873-7939, Ext 1204

John Murphy
Name: _____
Manager, Citrus County Chronicle
Title: _____
1624 N. Meadowcrest Blvd
Address: _____
Crystal River Citrus Zip 34429
City: _____ County: _____ Code: _____

☒ Private Business Owner/Chief Executive
☐ Agency/Company Representing – Must be representative with optimum
Policy-making authority
Citrus County Chronicle
Name of Business: _____
1624 N. Meadowcrest Blvd.
Address: _____
Crystal River Citrus Zip 34429
City: _____ County: _____ Code: _____
352-563-3255
Business Telephone: _____ Fax #: _____
352-634-0860
Cell #: _____
JMurphy@chronicleonline.com
E-Mail Address: _____

INFORMATION REQUIRED BY THE STATE - Check all that Apply

Sex: Male <input checked="" type="checkbox"/>	Female <input type="checkbox"/>		
Race: White <input checked="" type="checkbox"/>	Hispanic <input type="checkbox"/>	Black <input type="checkbox"/>	Other <input type="checkbox"/>
Veteran: Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	Disabled <input type="checkbox"/>	

Revised 4-26-16

CareerSource Citrus Levy Marion is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. All voice telephone numbers listed above may be reached by persons using TTY/TDD equipment via the Florida Relay Service at 711. If you need accommodations, please call 352-840-5700, ext. 7878 or e-mail accommodations@careersourceclm.com at least three business days in advance. CareerSource Florida Member.



NOMINATION FORM

FAX: 352 873-7956

EMAIL: rskinner@careersourceclm.com

Phone: 352 873-7939, Ext 1204

Name: Equilla Richardson

Title: Assistant General Manager

Address: 655 SW 52nd Ave

City: Ocala County: Marion Zip Code: 34474

☐ Private Business Owner/Chief Executive

☒ Agency/Company Representing – Must be representative with optimum Policy-making authority

Name of Business: TransformCo

Address: 655 SW 52nd Ave

City: Ocala County: Marion Zip Code: 34474

Business Telephone: 352-873-7377 Fax #:

Cell #: 352-342-4269

E-Mail Address: Equilla.Richardson@transformco.com

INFORMATION REQUIRED BY THE STATE - Check all that Apply

Sex: Male ☐

Female ☒

Race: White ☐

Hispanic ☐

Black ☒

Other ☐

Veteran: Yes ☐

No ☒

Disabled ☐

Revised 4-26-16

CareerSource Citrus Levy Marion is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. All voice telephone numbers listed above may be reached by persons using TTY/TDD equipment via the Florida Relay Service at 711. If you need accommodations, please call 352-840-5700, ext. 7878 or e-mail accommodations@careersourceclm.com at least three business days in advance. CareerSource Florida Member.



NOMINATION FORM

FAX: 352 873-7956

EMAIL: rskinner@careersourceclm.com

Phone: 352 873-7939, Ext 1204

David Pieklik
Name: _____
Economic Development Director
Title: _____
3600 West Sovereign Path, Suite 267
Address: _____
Lecanto Citrus Zip 34461
City: _____ County: _____ Code: _____

☐ Private Business Owner/Chief Executive
☒ Agency/Company Representing – Must be representative with optimum
Policy-making authority

Citrus County Board of County Commissioners

Name of Business: _____
3600 West Sovereign Path, Suite 267
Address: _____
Lecanto Citrus Zip 34461
City: _____ County: _____ Code: _____
(352) 527-5537

Business Telephone: _____ Fax #: _____
(352) 436-3479
Cell #: _____

David.Pieklik@citrusbocc.com

E-Mail Address: _____

INFORMATION REQUIRED BY THE STATE - Check all that Apply

Sex: Male <input checked="" type="checkbox"/>	Female <input type="checkbox"/>
Race: White <input checked="" type="checkbox"/>	Hispanic <input type="checkbox"/> Black <input type="checkbox"/> Other <input type="checkbox"/>
Veteran: Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	Disabled <input type="checkbox"/>

Revised 4-26-16

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Charles R. Oliver

2/3/2021



POLICIES AND PROCEDURES

SECTION: Financial	POLICY #: FIN-2	PAGE 1 of
TITLE: Travel and Business Meeting Expense Policy	EFFECTIVE DATE: MM/DD/YYYY	
REPLACES: FIN-2 dated 2-10-14		REVISION DATE: MM/DD/YYYY Note: Lodging and Meal Reimbursements

DISTRIBUTION: CAREERSOURCE STAFF, SERVICE PROVIDERS AND BOARD MEMBERS

POLICY

It is the policy of the CareerSource Citrus Levy Marion that costs associated with attendance at meetings, workshops, and conferences (meals, transportation, and lodging) are allowable if such are determined necessary and reasonable and the meeting, workshop, or conference serves a purpose consistent with Workforce funding. It is the CareerSource Citrus Levy Marion's responsibility to insure that program expenditures meet this requirement and adequate documentation is maintained. The Bureau of Compliance Staff will review meeting workshop, and/or conference costs to ensure compliance with this policy. All expenses that fail to comply with this policy will be questioned and subject to disallowance and repayment with Non-Workforce funding. The following expenses are NOT allowed:

- a. Room meal service charges and restaurant charges in excess of approved CareerSource Citrus Levy Marion's meal rates.
- b. Alcoholic beverages.
- c. All other such entertainment costs. (All costs including restaurant/hotel meal or food service charges) for functions whose purpose is social rather than business (such as networking receptions, ancillary tours, outings, etc.) are considered entertainment costs.
- d. Travel, rooms, per diem, and any other costs for persons other than CareerSource Citrus Levy Marion members (or members of a subrecipient's advisory/governing

board), CareerSource Citrus Levy Marion staff members, and other persons invited to speak or otherwise directly contribute to the purpose of the meeting.

In order for the CareerSource Citrus Levy Marion to pay per diem, restaurant/hotel meals or food service charges, mileage or other costs for CareerSource Citrus Levy Marion-sponsored conferences, the following conditions must be met:

- a. Advance approval of attending meetings, workshops or conferences must be obtained from the ~~Chief Operating Officer~~ or **Executive Vice President**.
- b. Any person entitled to reimbursement under CareerSource Citrus Levy Marion travel policies for a meal which has been paid for as part of a restaurant/hotel meal or food service charge must deduct reimbursement for that meal on their Travel Reconciliation Form.

LOCAL TRAVEL

For local travel not involving overnight stays, including business meetings attendance, departures will be logged on Auto Mileage Reports (**Attachment A**) at the time each trip is taken. Each Auto Mileage Report covers a one-month period and must be turned in to Finance for reimbursement as soon as possible after the end of each month. The traveler must sign, date and list their job title, and then give it to their Supervisor for review and certification of the report's accuracy **BEFORE** submitting to Finance for reimbursement.

NOTE: Mileage claimed must be from point of origin to destination based on the official DOT highway map and based on actual mileage for local vicinity mileage. If the actual mileage traveled is less than the DOT highway map, the lesser amount of mileage must be claimed.

Traveler may claim mileage from home to a work location outside their official headquarters provided that travel begins more than one hour before or after the traveler's regular work hours and provided the miles claimed do not exceed the miles actually driven.

- a. A Blanket Authorization to Incur Vicinity Mileage Form (**Attachment B**) must be completed for staff on a yearly basis, approved and signed by the Chief Executive Officer or ~~Chief Operating Officer~~ **Executive Vice President**. A copy should be maintained in the Finance Department and Staff Personnel File.
- b. A Blanket Authorization to Incur Travel Expenses Form (**Attachment C**) must be completed for Contractor/Provider Staff on a yearly basis, approved and signed by the Chief Executive Officer or ~~Chief Operating Officer~~ **Executive Vice President**. A copy should be maintained in the Finance Department and Contract File.

LODGING

Lodging expenses for an employee of the Board and board members, may not exceed the daily limit of \$175 for that of employees of the State of Florida, excluding taxes and fees. An employee of the Board or board member may expend his or her own funds for any lodging expenses over the limit for employees of the State of Florida.

Exceptions:

- a) The Board is participating in a negotiated group rate discount
- b) The Board obtains and maintains documentation of at least three comparable alternatives demonstrating that such lodging at the required rate is not available
- c) Other hotels whose rate meets the state requirement are not convenient to conduct business or have safety concerns

OVERNIGHT TRAVEL

The procedures established by the CareerSource Citrus Levy Marion for overnight travel provide that requests for travel must be approved in advance by the Chief Executive Officer or ~~Chief Operating Officer~~ Executive Vice President. An Authorization to Incur Travel Expenses form (**Attachment D**) and Advance for Travel Expense Form (**Attachment E**) must be completed and approved prior to the beginning date of travel. After the trip has been completed, the traveler submits a Travel Reconciliation Form (**Attachment F**).

All travel advances are recorded as receivables of the CareerSource Citrus Levy Marion until the travel has been completed by the employee and a Travel Reconciliation Form is submitted. Upon submission of a Travel Reconciliation Form, the correct project is charged and any difference between an advance and the actual expense is settled by either the traveler or the CareerSource Citrus Levy Marion.

FORMS PROCEDURES/ROUTING

Authorization to Incur Travel Expense Form:

- a. Traveler completes/signs/dates form stating that the travel is to be incurred in connection with Board business and a description of how it benefits the Board. Attached to the form should be a copy of the program or agenda. Traveler should maintain a copy of the completed form as it must be included as support for the Travel Reconciliation Form.
- b. Supervisor reviews for accurateness, approves/signs form and submits to Workforce Board Administrative Assistant.
- c. Board Executive Assistant assures accurateness of form and submits to Chief Executive Officer or ~~Chief Operating Officer~~ Executive Vice President for

approval/signature.

- d. Approved form is returned to the Board Executive Assistant for processing of travel arrangements.
- e. Scanned or electronic signatures are acceptable.

Advance for Travel Expense Form:

- a. Board Executive Assistant completes form.
- b. Traveler signs form
- c. Supervisor approves/signs form
- d. Form submitted to Finance Department for processing advance
- e. Scanned or electronic signatures are acceptable

Travel Reconciliation Form:

- a. Traveler or Board Executive Assistant completes form. All appropriate backup documentation, receipts and originally signed/approved Travel Authorization Form should be attached to the Travel Reconciliation Form. An electronic signature is also considered an original signature. Hotel receipt should include room charges. Meal receipts are not necessary.
- b. Traveler signs/dates form.
- c. Form submitted to Chief Executive Officer or ~~Chief Operating Officer~~ Executive Vice President for approval/signature.
- d. Form submitted to Finance Department for final processing
- f. Original or electronic signature is needed on this form.

NOTE: For individuals covered under the Americans with Disabilities Act (ADA), there are special provisions for travel reimbursements that apply and may be authorized through the individual's Supervisor.

TRAVEL SPECIFICS

Mileage Reimbursement:

The mileage reimbursement rate will be \$.445 cents per mile.

Meal Reimbursement:

Only allowed where overnight travel is required. In that case the rate shall be as follows:

Breakfast	\$6
Lunch	\$11
Dinner	\$19

Meal allowance is as follows:

Breakfast - \$6.00 (When travel begins **BEFORE** 6 a.m. and extends **BEYOND** 8 a.m.)

Lunch - \$11.00 (When travel begins **BEFORE** 12 noon and extends **BEYOND** 2 p.m.)

Dinner - \$19.00 (When travel begins **BEFORE** 6 p.m. and extends **BEYOND** 8 p.m.)

No day travel meal reimbursements are allowed under current law.

On days where overnight travel has occurred, but the day is a travel day, not subject to overnight accommodations, a per diem rate of \$80 can be claimed. That rate is broken out as a reimbursement of \$20 per quarter of the day. **If a meal is provided during the conference/event then the quarter reimbursement is reduced by the meal allowance of \$6 for breakfast, \$11 for lunch, or \$19 for dinner.** Quarters of a day are as follows:

Midnight- 6 am

6am- noon

Noon- 6pm

6pm- midnight

Reimbursable Incidental Expenses:

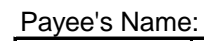
- a. Taxi fares in excess of \$25, on a per fare basis, require a receipt. Amounts less than \$25 do not.
- b. Parking fees or tolls in excess of \$25, on a per transaction basis, requires a receipt. Amounts less than \$25 do not.
- c. Tips paid to taxi drivers that do not exceed 15 percent of the taxi fare are reimbursable and do not require a receipts.
- d. Actual amount of tip paid for mandatory valet parking is not to exceed \$1 per occasion are reimbursable and do not require a receipt.
- e. Actual portage paid shall not exceed \$1 per bag not to exceed \$5 per incident are reimbursable and do not require a receipt.

OFFICIAL SIGNATURE

THOMAS E. SKINNER, JR.
Chief Executive Officer

EVP COORD:

ATTACHMENT A



*Misc Expenses = tolls, parking, etc.

Payee Signature

Supervisor Certification

85



ATTACHMENT B

AUTHORIZATION TO INCUR VICINITY MILEAGE
July 1, _____ – June 30, _____

Traveler's Name: _____

Title: _____

Travel Justification:

Yearly Cost Estimate: _____

| Approved by CEO or ~~COO~~ EVP:

Signature



ATTACHMENT C

**AUTHORIZATION TO INCUR TRAVEL EXPENSES FOR
ALL CONTRACTOR/PROVIDER STAFF**

Program Year: July 1, _____ to June 30, _____

Contractor/Provider/Agency: _____

STAFF NAME	POSITION/TITLE	TRAVEL ESTIMATE AMOUNT

Use additional sheets as needed.

Travel Justification: _____

Agency Representative's Name: _____

Signature

Date

Approved by CareerSource Citrus Levy Marion CEO or ~~COO~~ EVP:

Signature

Date



ATTACHMENT D

AUTHORIZATION TO INCUR TRAVEL EXPENSE

RWB 10		NAME:		OFFICIAL HEADQUARTERS:				DATE:				
DEPARTURE DATE:			RETURN DATE:									
DESTINATION AND PURPOSE OF TRIP			ESTIMATED COST:									
			REGISTRATION FEE	PER DIEM	MEALS	AIRLINE	CAR RENTAL	GROUND TRANSPORTATION	MILEAGE	HOTEL	PARKING	MISC
			TOTAL ESTIMATED COST:									
CONFERENCE OR CONVENTION TRAVEL: EXPLANATION OF BENEFITS ACCRUING TO THE BOARD												
***ALSO ATTACH AGENDA, LIST OF TOPICS OR OTHER BACKUP FOR JUSTIFICATION												
I UNDERSTAND THE USE, POSSESSION OR TRANSPORT OF ALCOHOL OR ILLEGAL DRUGS IS STRICTLY PROHIBITED AT ANY TIME WHEN I AM RESPONSIBLE FOR ANY VEHICLE USED FOR OFFICIAL BOARD TRAVEL.												
I HEREBY CERTIFY THAT TRAVEL AS SHOWN ABOVE IS TO BE INCURRED IN CONNECTION WITH OFFICIAL BUSINESS OF THE BOARD.												
SIGNED BY TRAVELER/DATE:			APPROVED BY - SUPERVISOR/DATE:				APPROVED BY CEO or GOO EVP/DATE:					

Revised MM/DD/Y



ATTACHMENT E

ADVANCE FOR TRAVEL EXPENSES

Traveler's Name: _____
Date of Request: _____
Purpose of Travel / **Conference Name:** _____
City of Origin / Destination: _____
Date of Departure: _____ **Time of Departure:** _____ Date of Return: _____
Account(s) to be Charged: _____

EXPENSES ALREADY PAID IN ADVANCE:

_____ Nights Lodging @ \$ _____	\$ _____
_____ Parking or Mandatory Valet Parking	\$ _____
_____ Registration	\$ _____
_____ Airfare	\$ _____
_____ Other (Car Rental, misc.)	\$ _____

TOTAL EXPENSES PAID IN ADVANCE:

\$ _____

EXPENSES ADVANCED TO PERSON TRAVELING:

_____ Breakfast	@ \$6.00	\$ _____
_____ Lunch	@ \$11.00	\$ _____
_____ Dinner	@ \$19.00	\$ _____
_____ Nights Lodging	@ \$	\$ _____
_____ Mileage @ .445 eff. 7-1-10		\$ _____
_____ Parking or Mandatory Valet Parking @ \$ _____		\$ _____
_____ Other (car rental, misc.)		\$ _____

TOTAL TRAVEL ADVANCE PAID TO PERSON TRAVELING:

\$ _____

GRAND TOTAL OF ESTIMATED EXPENSES:

\$ _____
=====Comments: _____

Traveler hereby requests a travel advance as shown above and certifies that travel is to be incurred in connection with official business of CareerSource Citrus Levy Marion.

TRAVELER'S SIGNATURE: _____

SUPERVISOR'S SIGNATURE: _____

TRAVELER'S NAME:

TRAVEL RECONCILIATION - CAREERSOURCE CITRUS LEVY MARION - ATTACHMENT F

Date of Travel	Point of Origin	Point of Destination	Purpose of Travel	Hr Depart/ Hr Return	Meals Claimed	Mileage Claimed	Vicinity Mileage Claimed	Lodging Expense or Per Diem	Other Expenses	Other Expenses Description
										Registration
										Parking
										Tolls
										Portage (Tips)
										Cabs
										Airfare
										Baggage Fees #_____
Computations or Comments: Agenda, list of topics or program and a Approved Authorization to Incur Travel Expenses Form and required receipts must be attached to this Reconciliation Form						TOTAL MEALS CLAIMED	TOTAL MILES x.445 effec 7-1-10	TOTAL LODGING/ PER DIEM	TOTAL OTHER EXPENSES	GRAND TOTAL
						BALANCE:				
						LESS TRAVEL ADVANCE (INCLUDES PAYMENT OF REGISTRATIONS, AIRFARE, HOTEL, CHARGES TO COMPANY CREDIT CARD AND TRAVEL ADVANCE TO TRAVELER):				
						REIMBURSEMENT TO TRAVELER:				
						AMOUNT OWED CAREERSOURCE CLM:				

I hereby certify or affirm that the above expenses were actually incurred by me as necessary traveling expenses in the performance of my official duties; attendance at a conference or convention was directly related to official duties of the agency; any meals or lodging included in a conference or convention registration fee have been deducted from this travel claim; and that this claim is true and correct in every material matter and same conforms in every respect with the requirements of CareerSource Citrus Levy Marion's Travel Policy. I hereby certify that the above claimed expenses are allowable under CareerSource Citrus Levy Marion Policy and that the totals and extensions are accurate.

TRAVELER'S SIGNATURE: _____

DATE: _____

APPROVED BY CEO OR ~~GOO~~-EVP: _____

DATE: _____

Revised MM-DD-YY



RECORD OF ACTION/APPROVAL

Executive Meeting Wednesday, March 3, 2021

TOPIC/ISSUE:

One Stop Operator Procurement and Contracting

BACKGROUND:

Procurement of a One Stop Operator is a requirement under the Workforce Innovation and Opportunity Act. The Executive committee met on October 5, 2016 prior to our initial procurement to determine what the definition of a One Stop Operator would be in this region. The subsequent procurements were modeled after that definition. Input from the Career Center and Executive committees was solicited during regular meetings this program year prior to the release of an Invitation to Negotiate (ITN) and no changes to the definition were recommended by the members. An ITN was released on December 10, 2020. The deadline for responses to be received was February 19, 2021. Two proposals were received, one from Thomas P. Miller & Associates and one from LDW Group LLC.

POINTS OF CONSIDERATION:

Thomas P. Miller & Associates has extensive experience with working with the staff and board in our area throughout the last 4 years. The total cost of a 12-month contract will be \$66,880.00 for services rendered and \$8120.00 for travel and per diem for a total of \$75,000.00. LDW Group LLC has experience working with two large workforce boards in Florida. The total cost of a 12-month contract will be \$75,000.00. The scoring matrices for the two contracts provide an aggregate score of 80.25 for Thomas P. Miller & Associates and 66.25 for LDW Group LLC, out of the highest possible score of 100 (aggregate scoring matrix on following page). Both proposals provide similar services, however, the review team determined that Thomas P. Miller & Associates offers more comprehensive services that better fit the needs of our region at this time. Both submitted proposals met all requirements as listed in the ITN. The One Stop Operator contract will be renewable up to three additional program years (4 years total) at the Board's discretion.

STAFF RECOMMENDATIONS:

Approve the selection of Thomas P. Miller & Associates to provide One Stop Operation duties for CareerSource CLM beginning July 1, 2021 through June 30, 2022.

COMMITTEE ACTION:

BOARD ACTION:

One Stop Operator Review

Aggregate Review Scores

CareerSource Citrus Levy Marion One Stop Operator Review

Criteria		Maximum Points	Thomas P. Miller & Associates	LDW Group LLC
1	Rate how well the respondent's proposal addressed all requested elements contained in the Invitation to Negotiate (ITN)	10	8.5	6.75
2	Rate the respondent's overall experience overseeing program delivery in the workforce system based on their proposal	10	8	5.75
3	Rate the respondent's understanding of the various funding streams offered in the workforce system as well as those through partner agencies	10	7.5	5.75
4	Rate the respondent's past quantifiable experience in workforce as it relates to operation of One Stop career centers	10	7.75	7
5	Rate the respondent's proposed level of collaboration and provision of input by members of CareerSource management and members of the Board of Directors	10	8	6.5
6	Rate the respondent's organizational and staff qualifications	10	8	6.75
7	Rate the respondents quantifiable performance history in workforce Development (letters of recommendation will be accepted)	10	7.5	7.75
8	Rate how well the proposed scope of work aligns with the requested services in Part III of the ITN (Program Parameters and Description of Services Sought)	10	8.25	6
9	Rate how well the proposed deliverables will create a comprehensive One Stop 'system'.	10	8.5	7.5
10	Rate the respondents demonstrated knowledge of the Workforce Innovation and Opportunity Act (WIOA)	10	8.25	6.5
Reviewers Total Score:		100	80.25	66.25

Reviewers Signature: Reviewer Aggregate Scoring



RECORD OF ACTION/APPROVAL

Executive Meeting Wednesday, March 3, 2021

TOPIC/ISSUE:

Youth Services Provider Procurement and Contracting

BACKGROUND:

An Invitation to Negotiate (ITN) was released on December 10, 2020. The deadline for responses to be received was February 19, 2021. One Expression of Interest and one proposal was received from Eckerd Connects. Staff sends copies of each solicitation to all known relevant organizations. All solicitations are advertised in local print media and posted to our website RFP page. Staff contacted the corporate offices of Equus Workforce Solutions (formerly ResCare Workforce Service) but did not get a response to their offer to send a copy of the ITN. ResCare had previously submitted an Expression of Interest during our 2016 procurement cycle but did not submit a final proposal.

POINTS OF CONSIDERATION:

Eckerd Connects has extensive experience working with the youth and staff in our area. Eckerd is quick to respond to all requests by the board and staff and provide seamless integration of services and staff within the career centers. During the last 4 years Eckerd Connects has provided youth services for CSCLM and has consistently met performance metrics each year. The submitted proposal has been reviewed by staff and it has been determined that it meets all requirements as listed in the ITN. This contract will be renewable up to three additional program years (4 year total) at the Board's discretion. The final budget for Youth services will be contingent on funding levels to be announced later in the program year.

STAFF RECOMMENDATIONS:

Approve the Sole Source selection and contracting with Eckerd Connects to provide youth services beginning July 1, 2021 through June 30, 2022.

COMMITTEE ACTION:

BOARD ACTION:



RECORD OF ACTION/APPROVAL

Executive Meeting Wednesday, March 3, 2021

TOPIC/ISSUE:

Area Re-designation; Board Certification

BACKGROUND:

WOA requires each workforce development area and Board to be recertified every two years

POINTS OF CONSIDERATION:

The re-designation must be approved by the Consortium and the local Director.

STAFF RECOMMENDATIONS:

Request approval to sign the certification and submit it and the Board information to the Consortium for their approval.

COMMITTEE ACTION:

BOARD ACTION:

APPLICATION FOR SUBSEQUENT LOCAL WORKFORCE DEVELOPMENT AREA DESIGNATION

LOCAL WORKFORCE AREA INFORMATION	
NAME OF LOCAL AREA: CareerSource Citrus Levy Marion	
LWDB NUMBER: 10	
DATE OF SUBMISSION:	
CONTACT PERSON NAME: Thomas E. Skinner, Jr.	PHONE: 352-873-7939 ext. 1204 EMAIL ADDRESS: rskinner@careersourceclm.com
PERFORMED SUCCESSFULLY	
THE TERM “PERFORMED SUCCESSFULLY” MEANS THE LOCAL WORKFORCE DEVELOPMENT AREA MET OR EXCEEDED THE ADJUSTED LEVELS OF PERFORMANCE FOR PRIMARY INDICATORS OF PERFORMANCE FOR THE LAST TWO CONSECUTIVE YEARS FOR WHICH DATA ARE AVAILABLE, AND THE LOCAL AREA HAS NOT FAILED THE SAME INDIVIDUAL MEASURE FOR THE LAST TWO CONSECUTIVE PROGRAM YEARS.	
SUSTAINED FISCAL INTEGRITY	
THE TERM “SUSTAINED FISCAL INTEGRITY” MEANS THAT THE SECRETARY OF LABOR HAS NOT MADE A FORMAL DETERMINATION, DURING EITHER OF THE LAST TWO CONSECUTIVE YEARS PRECEDING THE DETERMINATION REGARDING SUCH INTEGRITY, THAT EITHER THE GRANT RECIPIENT OR THE ADMINISTRATIVE ENTITY OF THE AREA HAS MISEXPENDED FUNDS PROVIDED.	

BY SIGNING BELOW, THE LOCAL CHIEF ELECTED OFFICIAL AND THE LOCAL WORKFORCE BOARD EXECUTIVE DIRECTOR CERTIFY THAT THE LOCAL AREA HAS PERFORMED SUCCESSFULLY AND SUSTAINED FISCAL INTEGRITY FOR SUBSEQUENT DESIGNATION OF THE EXISTING LOCAL AREA.

LOCAL WORKFORCE BOARD EXECUTIVE DIRECTOR
NAME: Thomas E. Skinner, Jr.
SIGNATURE:
DATE:

LOCAL CHIEF ELECTED OFFICIAL	
NAME AND TITLE: Jeff Gold, Commissioner	COUNTY: Marion County, Consortium Chair
SIGNATURE:	DATE:

LOCAL CHIEF ELECTED OFFICIAL	
NAME AND TITLE:	COUNTY:
SIGNATURE:	DATE:

LOCAL CHIEF ELECTED OFFICIAL	
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NAME AND TITLE:	COUNTY:
SIGNATURE:	DATE:

LOCAL CHIEF ELECTED OFFICIAL	
NAME AND TITLE:	COUNTY:
SIGNATURE:	DATE:



RECORD OF ACTION/APPROVAL

Executive Meeting Wednesday, March 3, 2021

TOPIC/ISSUE:

OPS-26 Eligibility Services Information OPS-46 WIOA Supportive Services

BACKGROUND:

Per the recent updated policy from CareerSource Florida under Policy 109, we are required to update policy changes regarding Priority of Service and Support Services. Additionally, the Programmatic Monitoring Report provided by Underwood Sloan & Associates provided information on a finding in OPS-46, which does not include guidance on the issuance and storage of reloadable/instant issue cards or on the method(s) of delivery to participants. Job title corrections were also updated.

POINTS OF CONSIDERATION:

Staff have updated Operations policy ***OPS-26 Eligibility Services Information and OPS-46 WIOA Supportive Services*** to address all the requirements as set forth in CSFL Policy 109 and the Sloan Underwood & Associates Programmatic Monitoring Report as well as under the sub-grantee agreement. Upon approval from the Executive Committee CSCLM is required to send the updates to Department of Economic Opportunity for approval as well.

STAFF RECOMMENDATIONS:

Approve OPS-26 and OPS-46 to be implemented under our official policies and procedures.

COMMITTEE ACTION:

BOARD ACTION:



POLICIES AND PROCEDURES

SECTION: Program Operations	POLICY #: OPS-26	PAGE 01 of 11
TITLE: WIOA Eligibility/Services Information	EFFECTIVE DATE: 12/03/2020	
SUPERCEDES: OPS-26	Dated January 31, 2017	
REPLACES: OPS-43	Dated May 09, 2000	

DISTRIBUTION: CareerSource Citrus Levy Marion staff and Service Providers

PURPOSE:

To provide policy guidance and interpretation of Federal and State workforce laws. Local procedural guidance is also provided to assure consistency. The policy is intended for use in conjunction with Federal and State laws and regulations.

POLICY:

It is the purpose of the Workforce Innovation and Opportunity Act (WIOA) to provide and increase access to workforce services to eligible citizens of the United States. WIOA is designed to assist those with barriers to employment to access workforce services needed to succeed in the job market as well as to align workforce investment with education and economic development systems.

Under Title I of the WIOA, the workforce development system provides the framework for delivery of workforce services at the State and local levels to individuals (i.e. dislocated workers, Adults with barriers, youth, and veterans) and employers in need of those services. CareerSource Citrus Levy Marion is committed to utilizing a holistic approach to promote career development in tandem with workforce development. Our integrated workforce system ensures that **Basic Career Services** are available for the universal population and staff assisted **Individualized Career Services** and Training Services are provided to eligible and sufficiently prepared customers. The following information provides guidance for the services provided through the Workforce Innovation and Opportunity Act.

WORKFORCE INNOVATION AND OPPORTUNITY ACT

SERVICES INFORMATION

SECTION I

WHAT IS THE WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA)?

The Workforce Innovation and Opportunity Act or WIOA is a federal law that provides the framework for creating a world-class workforce development system. The Act supersedes the previous Workforce Invest Act of 1998. The purpose of the Act is defined in six main principles:

- 1) To increase, for individuals in the United States particularly those individuals with barriers to employment, access to an opportunities for the employment, education, training, and support services they need to succeed in the labor market
- 2) To support the alignment of workforce investment, education, and economic development systems in support of a comprehensive, accessible, and high-quality workforce development system in the United States.
- 3) To improve the quality and labor market relevance of workforce investment, education, and economic development efforts to provide America's workers with the skills and credentials necessary to secure and advance in employment with family-sustaining wages and to provide America's employers with the skilled workers the employers need to succeed in a global economy.
- 4) To promote improvement in the structure of and delivery of services through the United States workforce development system to better address the employment and skill needs of workers, jobseekers, and employers.
- 5) To increase the prosperity of workers and employers in the United States, the economic growth of communities, regions, and States, and the global competitiveness of the United States.
- 6) To provide workforce investment activities, through the statewide and local workforce development system, that increase the employment, retention, and earnings of participants, and increase attainment of recognized postsecondary credentials by participants, and as a result, improve the quality of the workforce, reduce welfare dependency, increase economic self-sufficiency, meet the skill requirements of employers, and enhance the productivity and competitiveness of the Nation.

The WIOA is divided in five "titles," each of which addresses major aspects of the system.

- ◆ **Title I:** Creates the overall structure of the system including state and local workforce boards, one-stop career centers, and Youth Councils. It specifies allowable activities and procedures for measuring performance. It replaces the Workforce Investment Act (WIA) of 1998.

- ◆ **Title II:** Amends existing adult education and literacy legislation and aligns these services with the workforce investment system.
- ◆ **Title III:** Defines the Wagner-Peyser (Employment Service) Act to better integrate with the overall vision of workforce investment.
- ◆ **Title IV:** Amends the federal Rehabilitation Act and requires increased alignment through defined partnerships with the workforce investment system.
- ◆ **Title V:** Provides the transition of the Act and allows states to consolidate two or more federal workforce-related programs through a state unified plan.

SECTION II

EMPOWERING THE NATION'S JOBSEEKERS

The Workforce Innovation and Opportunity Act provides the framework for a continued national workforce preparation and employment system designed to meet both the needs of the nation's businesses *and* the needs of job seekers and those who want to further their careers.

Title I of the legislation is based on the following elements:

- Training and employment programs are tailored for the needs of the population within each workforce development area with a sense of the needs within a larger workforce region comprised of partnering workforce areas.
- Customers must be able to conveniently access Career and Training Services through the local One Stop centers, as well as through electronic or 'virtual' mediums. Services may be classified as self-service, or staff assisted.
- Customers should have choices in deciding the training program that best fits their needs and the organizations that will provide that service. They should have control over their own career development.
- Customers have a right to information about how well training providers succeed in preparing people for jobs. Training providers will provide information on their success rates in order to be qualified as an approved educational provider.
- Businesses will provide information, leadership, and play an active role in ensuring that the system prepares people for current and future jobs. WIOA stipulates the percentages of representation from private sector, business, labor, education and economic development on the local workforce development board.

Title I defines the Workforce Investment System. In Florida, the State and local workforce investment board as well as the Department of Economic Opportunity (DEO) share in the leadership and oversight of the workforce investment system. Locally, the workforce development board and sub committees provide input and guidance to the structure of the local workforce area.

Title I requires that standards for success are established for organizations that provide training services and a system outlined for determining their initial eligibility to receive funds. It establishes the funding mechanism for States and local areas, specifies participant eligibility criteria, and authorizes a broad array of services for youth, adults, and dislocated workers. It also authorizes certain statewide activities and a system of *accountability* to ensure that customer needs are met.

WIOA also re-authorizes: Job Corps; Native American programs; Migrant and Seasonal Farmworker programs; Veterans' Workforce Investment programs; Youth Opportunity grants for high-poverty areas; technical assistance efforts to States and local areas; demonstration, pilot, and other special national projects; program evaluations; and National **Dislocated Worker** grants.

Title II reauthorized Adult Education and Literacy programs.

Title III re-authorized the Wagner-Peyser Act and continues to require that Employment Service/Job Service activities become part of the "One-Stop" system and established a national employment statistics initiative. It requires linkages between the Act's programs and WIOA career activities, the Trade Adjustment Act, Veteran services as well as the Welfare Transition Program.

Title IV reauthorized the Rehabilitation Act programs and linked these programs to State and local workforce development Areas. WIOA also establishes a required partnership with workforce development.

Title V contains general provisions that include authority for State unified plans relating to several workforce development programs, incentive grants for States exceeding negotiated performance levels under the Workforce Innovation and Opportunity Act, Adult Education Act, and Perkins Vocational Education Act, and transition provisions.

A Customer-Focused System

The most important aspect of the Act is its focus on meeting the needs of businesses for skilled workers *and* the training, education, and employment needs of individuals. Key components of the Act enable customers to easily access the information and services they need through the One Stop system; empower adults to obtain the training they find most appropriate through Individual Training Accounts, and ensure that all State and local programs meet customer expectations.

The system is based on the One Stop concept where information about and access to a wide array of job training, education, and employment services is available for customers at a single location. Customers are able to easily:

- Receive a preliminary assessment of their skill levels, aptitudes, abilities, and support service needs.
- Obtain information on a full array of employment-related services, including information about local education and training service providers.

- Obtain information regarding approved training programs and providers as established through the local **Area Targeted Occupation List (ATOL)**. *Reference OPS-28 Area Targeted Occupation List*
- Receive help filing claims for **reemployment** assistance and evaluating eligibility for job training and education programs or student financial aid.
- Obtain job search and placement assistance, and receive career counseling.
- Have access to up-to-date labor market information that identifies job vacancies, skills necessary for in-demand jobs, and provides information about local, regional and national employment trends.

Through the One Stop, employers benefit by having a single point of contact to provide information about current and future skills needed by their workers, to list job openings, and to find job-ready skilled workers who meet their needs.

Empowerment Through **Individual Training Accounts**

WIOA focuses on customer choice to promote individual responsibility and personal decision-making through the use of "Individual Training Accounts" which allow customers to access the training they determine best for them. This market-driven system enables customers to get the skills and credentials they need to succeed in their local labor markets.

Good customer choice requires quality information. The One Stop system provides customers with a list of eligible training providers. Payment for services is arranged through the Individual Training Accounts. Only in exceptional cases may training be provided through a contract for services between the One-Stop Center and organizations providing the training.

As individuals become empowered to choose the services they require, States, local areas, and providers of those services become more accountable for meeting those needs.

For adults and dislocated workers (such as those who lose their jobs because of permanent layoffs or plant closings), measures for the rates of entry into unsubsidized employment, job retention, post-placement earnings, and acquired education and skill standards for those who obtain employment are established. Measures for Out of School Youth (16-24) also include the attainment of a high school diploma (or its equivalent) for those who enter post-secondary education or advanced training as well as for those who get jobs. Measures for In School Youth (14-21) include rates of basic skills and work readiness or occupational skills attainment, attainment of high school diplomas (or the equivalent), and placement and retention in postsecondary education, advanced occupational training, apprenticeships, the military or employment. These measures apply to both statewide and local performance.

The Act also requires that training providers must meet certain requirements in order to receive adult or dislocated worker funds. There are separate requirements for initial eligibility and for subsequently maintaining eligibility to receive funds. Training providers are held accountable for completion rates, the percentage of participants who obtain unsubsidized jobs and for their wages at placement. Training providers must also provide information about the cost of their programs. This information will be available to customers at One-Stop Centers. When authorizing training, CareerSource Citrus Levy Marion's Policy OPS 28, **Area Targeted**

Occupation List, will be used in conjunction with the state list of approved training vendors which can be found at <http://www.floridajobs.org/labor-market-information/publications-and-reports/labor-market-information-reports/regional-demand-occupations-list>.

SECTION III

ELIGIBILITY AND SERVICE REQUIREMENTS

The Act specifies three funding streams to the States and local areas: adults, dislocated workers, and youth.

Adults and Dislocated Workers

Most workforce services for adults and dislocated workers are provided through the One-Stop system and most customers will use their individual training accounts to determine which training program and training providers fit their needs.

The Act authorizes Basic Career Services (available to all customers *with no eligibility requirements*), Individualized Career Services (available to those who meet eligibility requirements) and Training Services for Adults and Dislocated Workers.

While the services for adults and dislocated workers may be the same, **there are dedicated funding streams.**

Basic Career Services

- information about available services
- labor market information (which identifies job vacancies; skills needed for in-demand jobs; and local, regional and national employment trends);
- access to provided technologies such as internet access, fax, phone, etc.

Individualized Career Services:

- initial assessment of skills and needs;
- additional comprehensive assessments;
- development of individual employment plans;
- group and individual counseling;
- case management;
- short-term pre-vocational services;
- Internship and Work Experience services.

WIOA establishes that there is no required 'tier' for receiving services. Customers may be assessed for their needs and immediately moved to either Career Services (self or staff assisted or Training as needed).

Training Services may include:

- occupational skills training;
- on-the-job training;

- entrepreneurial training;
- skill upgrading;
- job readiness training, and;
- adult education and literacy activities in conjunction with other training.

Under WIOA, the 'limited funding for priority' provision is removed. Priority of Service is given to those individuals that exhibit 'multiple barriers' or special priority categories as specified in the ADULT section of this policy. This priority applies to adult funds for training services only. **Funds allocated for dislocated workers are not subject to this requirement** as priority is met through dislocation.

Priority of service will be given for traditional adult training funds; will take into account all areas represented in our priority of service; and will not be driven only by income. Customers facing multiple barriers shall be given priority when seeking services. (see Priority of Service Definition section)

The Act also re-authorizes the provision of supportive services as outlined in OPS-46 Supportive Services, (e.g., transportation assistance, clothing allowance, tools of the trade, etc.) to assist participants receiving Career and Training services and the provision of temporary income support to enable participants to remain in training. Supportive services may be authorized for participants depending on availability of funding and accessibility through other programs providing such services.

Youth

Customers utilizing youth funds will meet eligibility through defined barriers and are ages 14 through 24 at the time of eligibility. All youth will be classified as In School Youth or Out of School Youth based on the eligibility criteria below. At least 75 percent of local youth funds must help those who are classified as Out of School. Youth participants will be classified per the standards below and will meet the barrier requirements as specified for In School and Out of School below:

Out of School Youth are defined as:

- A. Not attending any school (as defined under State law);
- B. Not younger than age 16 or older than age 24; and
- C. One or more of the following:
 - I. A school dropout.
 - II. A youth who is within the age of compulsory school attendance, but has not attended school for at least the most recent complete school year calendar quarter.
 - III. A recipient of a secondary school diploma or its recognized equivalent who is a low-income individual and is—
 - a) Basic skills deficient; or
 - b) An English language learner.
 - c) An individual who is subject to the juvenile or adult justice system.
 - d) A homeless individual (as defined in section 41403(6) of the Violence Against Women Act of 1994 (42 U.S.C. 14043e–2(6))), a homeless child or youth (as defined in section 725(2) of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11434a(2))), a runaway, in foster care or has

aged out of the foster care system, a child eligible for assistance under section 477 of the Social Security Act (42 U.S.C.677), or in an out of-home placement.

- e) An individual who is pregnant or parenting.
- f) A youth who is an individual with a disability.
- g) A low-income individual who requires additional assistance to enter or complete an educational program or to secure or hold employment.

IN-SCHOOL YOUTH are defined as:

- A. Attending school (as defined by State law);
- B. Not younger than age 14 or (unless an individual with a disability who is attending school under State law) older than age 21;
- C. A low-income individual; and is one or more of the following:
 - a) Basic skills deficient.
 - b) An English language learner.
 - c) An offender.
 - d) A homeless individual (as defined in section 41403(6) of the Violence Against Women Act of 1994 (42 U.S.C. 14043e–2(6))), a homeless child or youth (as defined in section 725(2) of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11434a(2))), a runaway, in foster care or has aged out of the foster care system, a child eligible for assistance under section 477 of the Social Security Act (42 U.S.C. 677), or in an out of-home placement.
 - e) Pregnant or parenting.
 - f) A youth who is an individual with a disability.
 - g) An individual who requires additional assistance to complete an educational program or to secure or hold employment.

Additionally, not more than five (5) percent of the individuals assisted under this section may be persons who would be covered individuals, except that the persons are not low income individuals.

Youth will be prepared for post-secondary educational opportunities or employment. Programs and services will link academic and occupational learning. Youth Program Service Providers will have strong ties to employers.

Services provided to youth must also include tutoring, study skills training and instruction leading to completion of secondary school (including dropout prevention); alternative school services; mentoring by appropriate adults; paid and unpaid work experience (such as internships and job shadowing); occupational skills training; leadership development; and appropriate supportive services. The following services as stated in WIOA section 681.460 will be made available to all Youth participants:

- i. Tutoring
- ii. Alternative Secondary School Services
- iii. Paid and Unpaid Work Experiences
- iv. Occupational Skill Training
- v. Education offered concurrently with and in the same context as Workforce Preparation Activities
- vi. Leadership Development Opportunities

- vii. Supportive Services
- viii. Adult Mentoring
- ix. Follow Up Services
- x. Comprehensive Guidance and Counseling
- xi. Financial Literacy Education
- xii. Entrepreneurial Skills Training
- xiii. Labor Market Information
- xiv. Transition Activities to Post-Secondary Education and Training

If summer programs are provided to youth, the summer employment opportunities must be linked to academic and occupational learning. The mix of year-round and summer activities is left to local discretion and CareerSource Citrus Levy Marion does not maintain a separate appropriation for a “summer” program.

ADULT

Eligibility categories/characteristics shall be defined as:

1. Meeting WIOA eligibility under Title I for the Adult Program as defined in the WIOA section 3(2) as a person of or over the age of 18 years old.
2. A resident residing within the geographic borders of Citrus, Levy or Marion counties or a resident of a neighboring county that is seeking employment or training in Citrus, Levy or Marion County.
3. WIOA focuses on serving individuals with barriers to employment and ensures access to these services on a priority basis. LWDBs must give priority for the provision of individualized career and training services in the following sequential order:
 1. Recipients of public assistance.
 2. Low-income individuals. Payments for reemployment assistance, child support payments and old-age survivors’ insurance are not excluded from income calculations for determining if an individual is low income.
 2. Individuals who are basic skills deficient.

Veteran and Adult Priority of Service

Veterans and eligible spouses receive priority of service for all USDOL-funded job training programs, which include WIOA programs. However, when programs are statutorily required to provide priority for a particular group, such as the WIOA priority for adult funds described above, priority must be provided in the order described below. Veterans who receive priority of service must meet all WIOA adult program eligibility requirements. For income-based eligibility determinations, amounts paid while on active duty or paid by the Department of Veterans Affairs (VA) for vocational rehabilitation, disability payments, or related VA-funded programs cannot be considered income for eligibility purposes.

LWDBs must ensure veterans and eligible spouses are made aware of their eligibility to priority of service, the full array of workforce programs and services available to them, and any applicable eligibility requirements for those programs and services.

Priority of service must be provided to eligible WIOA adult program participants in the following order:

- 1) Veterans and eligible spouses who are also recipients of public assistance, other low-income individuals, including the underemployed, or individuals who are basic skills deficient. Priority of Service Policy Number 105 Page 3 of 5
- 2) Individuals who are not veterans or eligible spouses who are included in the groups given WIOA priority selection criteria, (public assistance recipient, other low-income individuals including underemployed or basic skills deficient).
- 3) All other veterans and eligible spouses who are not included in the WIOA priority groups (see above items 1 and 2).
- 4) Other individuals who do not meet the statutory priority, but who are identified as priority populations established by the Governor and/or local workforce development boards.
- 5) Other Individuals who do not meet the statutory priority and who do not meet the Governor's or local workforce development board's discretionary priority, but who do meet the WIOA Adult program eligibility.

DISLOCATED WORKER

Dislocated Workers are defined as:

1. An individual who:
 - i. has been terminated or laid off, or who has received a notice of termination or layoff from employment;
 - ii. is eligible for or has exhausted entitlement to **reemployment** assistance; or
 - i. has been employed for a duration sufficient to demonstrate to the appropriate entity at a One Stop center attachment to the workforce but is not eligible for **reemployment** assistance due to insufficient earning or having performed services for an employer that was not covered under a State **reemployment** assistance law; and
 - ii. is unlikely to return to a previous industry or occupation;
2. An individual who:
 - i. has been terminated or laid off, or has received a notice of termination or layoff, from employment as a result of any permanent closure of, or any substantial layoff at, a plant, facility, or enterprise;
 - ii. is employed at a facility at which the employer has made a general announcement that such facility will close within 180 days; or
 - i. For purposes of eligibility to receive services other than training services, career services or support services, is employed at a facility at which the employer has made a general announcement that such facility will close.
3. Was self-employed (including employment as a farmer, a rancher, or a fisherman) but is unemployed as a result of general economic condition in the community in which the individual resides or because of natural disasters;

4. Is a displaced homemaker WIOA Section 3(16)
5. Is the spouse of a member of the Armed Forces on active duty (as defined in section 101(d)(1) of title 10, United States Code), **and**:
 - i. who has experienced a loss of employment as a direct result of relocation to accommodate a permanent change in duty station of such member; or
 - ii. is the spouse of a member of the Armed Forces on active duty and who meets the criteria described in paragraph WIOA Section 3(16)(B)

DISPLACED HOMEMAKER

The term “displaced homemaker” means an individual who has been providing unpaid services to family members in the home and who—

- a) (i) has been dependent on the income of another family member but is no longer supported by that income; or (ii) is the dependent spouse of a member of the Armed Forces on active duty (as defined in section 101(d)(1) of title 10, United States Code) **and** whose family income is significantly reduced because of a deployment (as defined in section 991(b) of title 10, United States Code, or pursuant to paragraph (4) of such section), a call or order to active duty pursuant to a provision of law referred to in section 101(a)(13)(B) of title 10, United States Code, a permanent change of station, or the service-connected (as defined in section 101(16) of title 38, United States Code) death or disability of the member; **and**
- b) is unemployed or underemployed and is experiencing difficulty in obtaining or upgrading employment.

CareerSource Citrus Levy Marion

LOCAL DEFINITIONS

SELF-SUFFICIENCY/LOW INCOME FOR ADULTS AND DISLOCATED WORKERS

1. **Low Income for ADULTS:** Earning a rate of pay at the local wage sufficiency rate as determined by DEO or less than 200% of the Metro Lower Living Standard Income Level based on family size.
2. **Dislocated Workers:** Earning a rate of pay representing the hourly equivalent at 80% of the layoff wage.
3. **Employed Worker:** Reference OPS-68 Custom Business Training, which allows the Region to increase the skill levels of the existing workforce to meet the needs of the employer, to leave no worker behind in obtaining and retaining employment opportunities, and to continuously foster economic growth.

OFFICIAL SIGNATURE

Thomas E. Skinner, Jr.
Chief Executive Officer

EVP Coord:



POLICIES AND

PROCEDURES

SECTION: Program Operations	POLICY #: OPS-46	PAGE 01 of 12
TITLE: WIOA Adult and Dislocated Worker Services	EFFECTIVE DATE: 12/03/2020	
SUPERCEDES: OPS-46		Dated July 1, 2015
REPLACES: OPS-08 Customer Travel Assistance OPS-29 Dislocated Worker Needs-Based Policy OPS-57 WIA Exit and Follow-up LOP-02 WIA Service Delivery and the Individual LOP-36 WIA Support Services		Dated September 25, 2003 Dated August 21, 2000 Dated September 25, 2003 Dated May 20, 2013 Dated November 18, 2014

DISTRIBUTION: CareerSource Citrus Levy Marion Staff and Service Providers

PURPOSE: To provide policy by which Career Services, Training Services and Supportive Service payments may be made to Workforce Innovation and Opportunity Act (WIOA) program customers in order to enable them to participate in their assigned/enrolled activity, training and/or to obtain/maintain employment.

I. POLICY

All services will be individually assessed based on a customer's demonstrated need and, where appropriate, will be contained in the customer's Individual Employment Plan (IEP). Eligible individuals may receive Basic Career Services (self-service), Individualized Career Services (staff assisted) and/or Training Services. There is not a requirement under WIOA that an eligible customer must complete a 'tier' of services prior to being enrolled in training. A customer may move directly to training should they be assessed that training is the optimal activity.

Basic Career Services are referred to as self-service. Basic Career Services do not require eligibility and include (but not limited to):

Provision of Job Listing
Labor Market Information
Labor Exchange
Information on Available Services/Partner Programs

Individualized Career Services are more involved, require eligibility and are tailored to the individual needs of the customer. These **include (but are not limited to):**

Comprehensive Skills Assessment
Career Planning
Development of an Individual Employment Plan
Work Experience and Internship Opportunities
Supportive Services
Case Management
Follow-up Services

Training services are available to eligible adults and dislocated workers who have met the eligibility requirement and who, after interview, evaluation or assessment, and case management are determined to be unlikely or unable to obtain or retain employment that leads to self-sufficiency or higher wages from previous employment through career services alone. The customer must be determined to be in need of training services and possess the skills and qualifications to successfully participate in the selected program.

The training program should be directly linked to occupations that support the local workforce and economy as listed on the **Area Targeted Occupation List**. WIOA training services are reserved for customers who do not have access to or adequate amounts of other sources of subsidized training such as TANF, VRAP, PELL, etc. The services are available to individuals who meet the current priority of service definition as established by the Citrus, Levy, Marion Regional Workforce Development Board (*CLM OPS 26 WIOA Eligibility/Services Information*). Examples of training services:

Occupational Skills/Classroom Training
On the Job Training
Customized Training
Apprenticeships
Pre-Apprenticeships
Incumbent Worker Training
Skill Upgrading and Re-Training
Entrepreneurial Training
Transitional Jobs
Supportive Services
Case Management
Follow-up Services
Concurrent Education in Job Readiness

Adult Education
Literacy Skills
English Language Acquisition

Some customers may need additional services to assist their vocational training, such as job readiness training, literacy activities including English language training, and customized training. (680.210 (a))

II. Developing and Amending the Individual Employment Plan (IEP)

- A. The customer's IEP is an ongoing strategy jointly developed by the customer and the Career **Development** Coach. The IEP identifies the customer's employment goals, the appropriate achievement objectives, and appropriate combination of services for the customer to achieve the employment goals. The Career **Development** Coach shall involve the customer in the employment planning process and document this involvement via the customer involvement statement. Both the customer and Career **Development** Coach will sign the statement thereby verifying their participation.
- B. Updates to the customer's IEP should occur any time there is a change made to their training and/or employment goals or plans. These changes should be discussed with the customer and documented on an IEP Amendment form. The Career **Development** Coach should note on the amendment how the change affects the goals of the original IEP, what new goals exist and how the Career **Development** Coach and the customer can work together to reach those goals.
- C. The IEP forms have been carefully created to include all elements required by Federal, State and local policies. Each IEP must be 100% complete to be effective and should contain as much detail as possible. The IEP is to be used by the customer as a guide toward next steps. One of its purposes is to help them stay focused while following the plan.

The document also helps the Career **Development** Coach in many ways, to include the tracking of the customer's goal progression; helps staff to assist the customer in activities that will help them define, refine and achieve goals; and it sets measurable accountability between the Career **Development** Coach and customer.

The following items should be considered when developing an IEP (Note: these items are also reviewed during local quality assurance reviews):

1. Is the plan signed and dated by both the customer and consultant?
2. Is the following required component included on the signed Plan: Training Objective, Short & Long Term Goals/Objectives, Support Service needs?
3. Is the following required component included on the signed Plan: Reason for WIOA Assistance?

4. Is the following optional component included on the signed Plan if provided; Career Services/ Activities provided; Type & Results of Assessment.
6. Is the following required component included on the signed Plan for Training (when applicable): <ul style="list-style-type: none"> • Type of training; Is training a demand occupation; approximate start date; • Name of approved training provider or if work-based, provide name of employer? • Pell Grant/Fund coordination Per OPS 27 – Individual Training Accounts
7. Is the following required component included on the signed Plan under Supportive Services: Is there evidence that support services were discussed with the customer and if support services were to be provided was frequency stated?
8. Is the following required component included on the signed Plan under Follow-up Services: Details as to future contacts and/or assistance; If further documentation was needed was there a description as to what it was and when it should be provided?
9. Under Contact Information & Preferred Method & Time: Is contact information and preferred method and time noted?
10. Is the plan personalized to the individual?

III. Case Notes

Case notes differ from the IEP in that the IEP defines a wide range of goals, objectives and services provided a customer where case notes give details of specific events, conversations and case follow-up. Case notes are an important tool in case management to document routine activity with each case. Case notes should tell the story of the customer and give a complete detail of the case. The information contained in the case notes should be objective and free of personal opinion or interpretations. The purpose of case notes is to not only help the Career **Development** Coach track services, discussions and activity with the case, but should also provide a thorough detail of the case should it need to be accessed by any other workforce staff and will allow for a seamless hand off of information. Case notes can also contain additional information that may or may not be included in the customer's IEP.

Case notes are most widely used for documenting discussions and follow-up between face-to-face visits. They are also entered to track actions by the Career **Development** Coach such as processing assistance requests, documenting referrals and managing financial aspects of the case and provide detailed information to other staff that may assist the customer. Current internal quality assurance efforts review the following components of case notes when reviewing a file. The following items should be considered when writing case notes:

1. Do the case notes tell the customer's story?
2. Are the case notes written by the consultant without using "canned" case notes?

3. If no to #2, was personal pertinent information relative to the customer inserted?
4. Are case notes timely, i.e. no long time lag between entries (at a minimum every 30 days)?
5. Do case notes coincide with contacts, interactions or case actions?
6. Were case notes written without abbreviations or acronyms not known to reviewer or would not be known to outside reviewer?
7. If a case note is being used as the verification for an action or decision, is there enough information provided in the case note for justification?
8. Are there Career Development Coach case notes in addition to system generated case notes?
9. Were the case notes written without inappropriate information, statements and/or language?
10. Are the case notes concise, clear, respectful and do not contain excessive typos?

IV. Contact and Routine Monthly Follow-up

Maintaining communication with WIOA customers is vital to successful outcomes. Customers must know that their Career **Development** Coach has their best intentions in mind. Customers must also feel comfortable sharing information that they ordinarily would not share with someone outside of the family unit. Regular follow-up with a customer can also help a Career **Development** Coach identify potential issues and barriers before they become issues.

Customer follow-up must occur on a regular basis with all WIOA cases and be documented in the customer's **EF** case note screen.

- A. Follow-up must occur at a minimum every thirty days. Follow-up may occur via:
 - One on one appointment
 - Telephone
 - E-mail
 - Social Media
- B. A face-to-face appointment must occur every ninety days. Each face-to-face appointment should include a review of the customer's current IEP and an amendment written and signed during the visit if appropriate. Otherwise, the details of the visit should be thoroughly documented in a case note.

Regardless of the method of follow-up, the generated case note must include specific elements. These elements will ensure that thoughtful and meaningful services are provided to the customer and reliable information is available. Case notes should be clear, concise and relevant. Case notes should be brief and to the point, contain only facts and written in the active voice. The elements of the case notes written during Follow-up should contain:

- Current status of goals listed in IEP
- Case note any changes or advancements. These should be documented in an IEP Amendment and reviewed and signed by both the Career **Development** Coach and the customer at the next face to face meeting.
- Barriers that exist or have come up that may prevent the customer from achieving their goals, **detail options for removing them.**
- What activities has the customer been involved with since the last follow-up.
- What activities the customer wishes to complete or participate in between now and the next follow-up or appointment.
- Any gaps in service/contact explained.
- Next steps for the Career Development Coach and the customer.

Post Closure Follow-up will be required once a WIOA case has been closed without activities for a period of 90 days. Cases that enter Post Closure Follow-up are required to have follow-up activities provided for a minimum of one follow-up each quarter for the first four quarters after exit (90 days with no activity). **One type of follow-up service highlighted in WIOA is to provide individuals counseling about the workplace.** It is the intent of WIOA that follow-up services are meaningful and are designed to provide continued support for customers that have exited WIOA. At least three (3) follow-up attempts must be made to a customer each quarter. Unsuccessful attempts must be documented in the follow-up module in Employ Florida (EF) to include the date, time and method of the follow-up.

Successful follow-up attempts should be completed in the follow-up module as well as a case note entry detailing what was discussed during the follow-up, the status and progress of the customer and any additional barriers or assistance that may be needed. Note: additional follow-up services may be provided to a customer without reopening their WIOA case by notating the provided services on the customer WIOA application module in **EF** using the 'F' or 'Follow-up' level activities. Follow-up services do not engage, nor extend participation.

V. Supportive Services

- A. To be eligible for support service assistance under the WIOA Program, customers must be enrolled in Individualized Career Services or Training Services.
- B. Supportive Services should be used to address the participant's barriers identified through the initial or objective assessment and must be documented in the participant's Individual Employment Plan (IEP) or Individual Service Strategy (ISS) as appropriate through the use of the Cost of Attendance (COA form).
- C. No support services will be provided without the coordination of management at the Assistant Director level or higher.
- D. Supportive services must be necessary to enable the individual to participate in career services or training activities.
- E. Support Services must not be available from other sources.

F. Abuse of support services may result in discontinuance of these services and/or WIOA funding. *Employees of the Citrus, Levy, Marion Regional Workforce Development Board are not eligible for WIOA Support Services.*

G. Supportive Services will not be limited by a specific cap but will instead be based on need.

Travel Assistance

Travel assistance issuance is designed to assist a customer that is satisfactorily attending training with the actual costs of travel to and from educational institutions and program associated activities such as internships, work experience, clinicals or other required activities necessary for program completion. Travel assistance will only be issued on a reloadable or one-time use debit card and is issued on a reimbursement basis. All customers receiving travel assistance will need to provide documentation for the prior period illustrating the travel that occurred. Travel assistance may be issued on an 'up-front' basis, but should only be done during extenuating circumstances and requires pre-approval from a member of management at the **Assistant Director level or above.**

Travel assistance is routinely reserved for customers that are participating in a career or training service that is not eligible for additional financial aid through PELL. Customers participating in PELL eligible programs are awarded additional WIOA funds toward tuition, book and fee costs that PELL would normally cover to compensate for the actual or overall costs of training. *Reference OPS-27 Individual Training Account (ITA Budgeting and Fund Coordination Policy).* Exceptions to this may be made with pre-approval from a member of management at the **Assistant Director level or above.**

Training programs that are not PELL eligible as well as Internships, Work Experience, On the Job Training and Custom Business Training are examples of non-PELL eligible career and training services for which travel assistance can be issued.

Travel assistance will only be reimbursed when documentation showing attendance at training is supplied to the customer's Career **Development** Coach. This documentation must be in the form of a CareerSource Citrus Levy Marion issued attendance sheet or documentation provided by the educational institution, online training provider (when training is required at a location other than the customer's residence) or other training provider such as timesheets or paystubs supplied by an employer while a customer is engaged in work-based training.

Customer's that are deemed eligible to receive travel assistance will be issued assistance in one of two ways:

- a. Customers may receive a flat amount of \$10.00 weekly for weeks where training attendance is documented.
- b. **Customers that travel a total of 50 miles or more a day to attend training activities may receive .25 per mile.** Note that this is limited to approved training providers in the local area of Citrus, Levy and Marion counties.

Travel assistance to any customer shall not exceed \$40.00 or the permissible calculation based on actual mileage driven in a four-week period. However, flexibility is key in assisting program participants achieve their goals. Exception to this policy may be permitted at any time based on current economic conditions. Exceptions require approval from a member of management at the Assistant Director level or above. A case note or documentation will be required and included in the customer's e-file detailing the reason for the exception (i.e. economic conditions including fuel costs that would limit the customer's ability to remain in training).

Bus Passes:

Bus passes are available for those customers who use public transportation in order to get to and from their activity and/or to transport children to childcare facilities. In Marion County, where public transportation is readily available, this method of travel reimbursement shall be considered first by the Career Development Coach and customer when developing a travel plan.

- a. Regular passes are valid for one calendar month (from the first to the last day of the month). The current cost is \$45.00.
- b. Career Development Coaches may request bus passes for the subsequent month starting the 25th of the current month through the 15th of the subsequent month. For example, passes for the month of September may be requested beginning August 25 through September 15. Any passes issued after the 15th will be by exception only and approved by the Finance Department staff.
- c. Any unused bus passes must be returned to the Finance Department on the first Friday of the month.

Cab Service:

- a. May be used when there is absolutely no other transportation service available.
- b. Must be pre-approved by a member of management at the Assistant Director level or higher.
- c. The customer may be paid in advance or reimbursed for cab fare up to \$20.00 per day.
- d. The cab fare receipt must accompany documentation for reimbursement.

Childcare Assistance Services

- a. Childcare services are available only on a case-by-case basis for special grant activities. Services are provided which appropriately support WIOA customers so that they may most effectively participate in approved activities. These activities may occur while participation in Individualized and Training Services.
- b. Customers participating in full-time training may receive reimbursement up to \$157.44 weekly per child for full time childcare and up to \$118.14 (based on a 25% reduction in hours from full time training) weekly per child for part-time childcare based on average costs as report by the Child Care Resource and Referral Network (CCR&R) as of 2020.
- c. All childcare assistance will be issued as a reimbursement to the customer for expenses incurred during the previous month. All expenses must gain pre-approval from a member of management at the Assistant Director level or higher. Each customer that receives childcare assistance will be informed of the expenses that will be reimbursed

by CareerSource Citrus Levy Marion through the development of the Scholarship Voucher Agreement (SVA) or the Support Service Agreement (SSA).

- d. If the customer's economic condition requires pre-payment of childcare services, interim approval must be obtained from a member of management at the Assistant Director level or higher.
- e. Childcare Assistance is available for a duration of up to six (6) months while the customer is fully participating in the activities as detailed in their Individual Employment Plan.
- f. Customers may require childcare to cover their study time. Many childcare providers charge a daily fee regardless of hours in attendance; therefore, full-time day care may be provided for fully participating students.
- g. Many training programs require Co-Op, practicum, clinical or laboratory experiences that occur in addition to the regularly scheduled courses. Assistance for childcare may support daycare during the time-period in which the customer is participating in these required training components.
- h. Some customers will need to maintain employment while participating in a training program. Assistance may be approved for the cost of childcare during the time-period in which the customer is engaged in employment.
- i. Training and Employment activities will be recorded on a customer timesheet to validate the customer's current and ongoing engagement in the training/employment activity. The timesheet, along with all appropriate backup documentation, will be submitted to finance to substantiate the childcare fees.
- j. The childcare budget and duration will be documented in the Customer's Scholarship Voucher Agreement (SVA) or Support Services Agreement (SSA).
- k. Reimbursement will occur monthly.

1. **Reloadable/Instant Issue Debit Cards:**

- a. Reloadable cards are ordered by finance from Global Cash Cards (run by ADP) and batches of cards are delivered to finance with no cash value assigned to them. Reloadable cards are kept with the bookkeeper in a securely locked file drawer. When reloadable cards are requested the bookkeeping department, upon approval from management at the Assistant Director level or higher, issues the card and mails directly to the customer. Once the customer is in receipt of the reloadable card and they advise their Career Development Coach they have activated the card, a request is made for support services amount to be loaded to the card. We do not purchase, distribute or house any pre-paid cards.
- b. Career Coaches must obtain supporting documentation before or after the use of such cards to ensure the card was used for the documented need and intended purpose. This will include but not limited to timesheets, paystubs, estimates, lease agreements, eviction notices, utility bills, invoices and receipts. Career Coaches will scan all documentation into Atlas.
- c. Reloadable cards are issued once. Funds can be placed on the card multiple times based on procedures detailed in this policy.
- d. The amount of issuance will be mathematically rounded when reloadable cards are utilized in order for cards to be issued in ten dollar increments.
- e. If a customer reports that a card is lost or stolen, the Career Development Coach will report this to the Finance Department and the Program Director. A member of management at the Assistant Director level or higher, must approve all card replacements.

I. Documentation of Program Services and Support Assistance

As supportive services are paid directly to or on behalf of eligible participants, LWDBs are required to maintain documentation sufficient to satisfy the requirements of this policy to ensure that funds are allowable and used for the intended purpose. At a minimum, documentation must include:

- a. The Activity Form, Scholarship Voucher Agreement, Support Services Agreement, Cost of Attendance, paystubs or written statements from employers or education partners shall be the documents of record for verifying participation and receipt of support services.
- b. Determination of the participant's need for supportive services included in the participant's IEP/ISS. Must include a budget/financial analysis form Cost of Attendance (COA) signed by the participant reflecting the participant's financial situation. An explanation regarding the participant's need for supportive services must be included in the participant's case notes in Employ Florida.
- c. Career Coaches are responsible for case notes either confirming that the needed supportive services were not available through other programs providing such services or that the urgency of the needed supportive service was such that referrals to other resources would delay the provision of the supportive service and create a hardship for the participant.
- d. Records of payments to vendors, including date of receipt, the amount of payment, check/voucher number, etc.
- e. For participants enrolled in training, proof/verification of attendance in training programs.
- f. For participants receiving assistance with childcare or dependent care, documentation of other resources explored.
- g. For participants receiving needs-related payments, documents used to determine the participant's eligibility for such payments and payment level.
- h. Ensure supportive services are WIOA-funded only when these services are not available through other agencies and that services are necessary for the individual to participate in WIOA career or training services.
- i. All disbursements of supported services are tracked in our financial management systems.

Supportive Service	Required Documentation
Travel-mileage reimbursement	CareerSource Citrus Levy Marion issued attendance sheet documentation provided by the educational institution, or actual mileage based on leading mapping software (screen shots, printouts)
Bus Passes	Attestation from candidate that public transportation is necessary
Cab Services	Proof no other transportation is available
Childcare	Training and Employment customer timesheet to validate the customer's current and ongoing engagement in the training/employment activity, along with receipts from daycare
Rent/Mortgage Payments	Copy of lease/mortgage statement reflecting past due amount
Utilities	Copy of statement reflecting past due amount
Clothing/Uniforms/Equipment	Two quotes for items requested, receipts
Ancillary Auto Expenses	Two quotes for repairs requested, current vehicle registration, driver's license, schedule of fees
Tangible Items	Two quotes for items requested
All other services	Receipts, copy of bills

II. AD – OSO Youth (18-24) Needs Related Payments

- A.** As supportive services are not an entitlement, staff must first determine a participant to be in financial need of supportive services before they are provided. Supportive services should be used to address the participant's barriers identified through the initial or objective assessment process. The plan for addressing these barriers, to include the provision of supportive services, must be documented in the participant's Individual Employment Plan (IEP) or Individual Service Strategy (ISS), as appropriate. LWDBs are encouraged to develop and use additional supporting documentation that demonstrates the participant's financial need, such as a budget/financial analysis form and/or a Statement of Need signed by the participant. The Cost of Attendance Form (COA) will be used to determine the participant's financial need.
- B.** Payment level of needs related payments will be determined using the 100% LLSIL Metro based on family size. For statewide projects, the payment level must be established by the State Workforce Development board.
- C.** To receive needs related payments, adults and OSY (ages 18-24) must:
 - 1. Be unemployed;
 - 2. Not qualify for, or have ceased qualifying for, Reemployment Assistance (RA) benefits; and
 - 3. Be enrolled in training services authorized under WIOA sec. 134(c)(3).
- D.** Budget will be established and reviewed with participant for needs related payments and will be reviewed on a quarterly basis.

III. Dislocated Worker Reemployment Needs-related payments

WIOA States that Funds allocated to a local area for adults under paragraph (2)(A) or (3) as appropriate, of WIOA section 133(b), and dislocated workers under WIOA section 133(b)(2)(B), may be used to provide needs related payments to adults and dislocated workers, respectively, who are unemployed and do not qualify for, or have ceased to qualify for, reemployment compensation ((including Trade Readjustment Act (TRA) benefits)) for the purpose of enabling such individuals to participate in programs of training services under WIOA subsection (c)(3).

To receive needs related payments, dislocated workers must be unemployed, and:

- 1. Have ceased to qualify for RA benefits or Trade Readjustment Allowance (TRA) under the Trade Adjustment Assistance (TAA) program; and
- 2. Be enrolled in training services authorized under WIOA sec. 134(c)(3) by the end of the 13th week after the most recent layoff that resulted in a determination of the worker's eligibility as a dislocated worker, or, if later, by the end of the eighth week after the worker is informed that a short-term layoff will exceed six months; or
- 3. Be unemployed, deemed ineligible for RA benefits or TRA under the TAA program, and be enrolled in training services authorized under WIOA sec. 134(c)(3).

Level of Payments

The level of a needs related payment made to a dislocated worker under this paragraph shall not exceed the greater of:

- a. The applicable level of reemployment assistance; or
- b. If the worker did not qualify for reemployment assistance, an amount equal to the poverty line based on family size divided by 52 equal weekly payments, for an equivalent period, which amount shall be adjusted to reflect changes in total family income.

Needs related payment may be provided on an exception only basis and must be pre-approved in writing by Chief Executive Officer or Executive Vice President or designee. All other options of income must be investigated, exhausted, and documented before a request is made.

OFFICIAL SIGNATURE

Thomas E. Skinner, Jr.
Chief Executive Officer

EVP Coord:



RECORD OF ACTION/APPROVAL

Executive Meeting Wednesday, March 3, 2021

TOPIC/ISSUE:

OPS-81 Welfare Transition Support Services

BACKGROUND:

Per the recent updated policy from CareerSource Florida under Policy 109, we are required to update policy changes regarding Support Services. Additionally, the Programmatic Monitoring Report provided by Underwood Sloan & Associates provided information on a finding in OPS-81, which does not include guidance on the issuance and storage of reloadable/instant issue cards or on the method(s) of delivery to participants. Eligibility for Services amounts and limits were adjusted to current prevailing limits/rates. Job title corrections were also updated.

POINTS OF CONSIDERATION:

Staff have updated Operations policy **OPS-81 Welfare Transition Support Services** to address all the requirements as set forth in CSFL Policy 109 and the Sloan Underwood & Associates Programmatic Monitoring Report as well as under the sub-grantee agreement. Upon approval from the Executive Committee CSCLM is required to send the updates to Department of Economic Opportunity for approval as well.

STAFF RECOMMENDATIONS:

Approve OPS-81 to be implemented under our official policies and procedures.

COMMITTEE ACTION:

BOARD ACTION:

Policy and Procedure



SECTION: Program Operations/WTP	POLICY #: OPS-81	PAGE 1 of 8
TITLE: WTP Support and Incentive Services	EFFECTIVE DATE: 12/03/2020	
REPLACES: OPS-81		DATED: May 18, 2017

DISTRIBUTION: CAREERSOURCE CITRUS LEVY MARION STAFF AND PROVIDERS

PURPOSE: To provide guidance by which related travel, childcare and other supportive service payments may be made to the Welfare Transition Program (WTP) customers in order to enable them to participate in their assigned/enrolled activity(ies), training and/or obtain/maintain employment.

I. POLICY: The provision of support services, where appropriate, will be contained in the customer's individual responsibility plan (IRP). Each customer will be individually assessed and must demonstrate a viable need for supportive services. Rationale for approval of these services will be documented by the Career Development Coach in the customer's file.

These services shall not be provided to customers who have been found eligible but do not agree to participate with program requirements or to follow his/her responsibility plan. Support services are not entitlements and are subject to budgetary constraints; in consequence they may be terminated without notice. All financial disbursements must be approved by an Assistant Director, Director or the Executive Vice President (EVP) or Chief Executive Officer (CEO).

II. WELFARE TRANSITION PROGRAM (WTP) ASSISTANCE

Support services for customers participating in the Welfare Transition (WT) Program are available in three categories.

- **Traditional Support Services:** These services include, but are not limited to, transportation, uniforms, tools, rent and utility assistance, and vehicle repairs. Customers participating in the WT program are not entitled to any retroactive support services or "traditional" support services after their participation in the program ends.
- **Vocational/Educational Support Services:** These services are subject to a maximum disbursement amount for tuition and a separate reasonable maximum disbursement amount for travel cost. Available for customers completing thirty (30) hours or more of employment or training. Vocational support for tuition expenses will only be authorized on program costs that are not eligible for PELL funding. Funding coordination may be conducted to determine the total amount of assistance needed to complete the program.

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Funding coordination should be conducted for all PELL eligible programs to determine the reasonable amount of assistance to provide.

- **Employment Support Services:** On-the-Job Training (OJT) services will be authorized up to 75% employer reimbursement.
- **Participation/Employment Benchmark:** Customers that achieve three consecutive months of participation at or above their required participation hours are eligible for a \$100.00 incentive (this incentive can be paid up to four times in a program year). Customers that exit the welfare transition program with employment are eligible for a \$100.00 incentive (this incentive may be once during a program year).

III. **TRADITIONAL SUPPORT SERVICES GUIDELINES**

- A. Customers that fully participate for a full month may receive a maximum of \$50.00 in travel support services while participating in required activities. Customers that do not participate fully for any given month are not eligible for support services. Any exception to this requires pre-approval from **Assistant Director, Director, EVP or CEO**. Customers that reach 'mandatory' status during any period of the month that does not allow them to participate for the entire month are eligible for \$10.00 weekly for each week active in the program IF they reach their full required participation hours for the partial month. (Example: if a customer enters the program in the third week of the month and fully participates for the remaining two weeks of the month, the customer would be eligible for \$20.00 in travel support services – or \$10.00 for each remaining week of the month assuming that only two full weeks remained in the month.)

If a case is received in the middle of the month but calculation of the participation allows the customer to provide all the required participation for that month, without excused time, and (s)he complies providing all required hours for the month, the customer will receive the full allotment of \$50.00.

- B. Travel and/or support assistance may be provided to customers that are assigned to activities according to WTP policies. The assistance will be issued **after timely receipt of fully and accurately completed documentation** to support the hours completed.

No support service travel assistance will be provided prior to the completion of the assigned activity or for **participation hours that reported to case management staff late**. Participation is due each Monday by 4:00PM. Exceptions to this rule due to extraordinary circumstances must be approved by an **Assistant Director, Director, EVP or CEO**.

- C. All monetary support service amounts are based on budgetary projections and may be changed at any time by CareerSource Citrus Levy Marion depending on availability of funding and the prevailing economic environment.

IV. **VOCATIONAL/EDUCATIONAL SUPPORT SERVICES**

- A. The Career **Development** Coach will determine if the customer is in need of educational

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travel support. In order to qualify for the travel assistance, the customer must comply with program participation requirements.

Note: OPS-28: Area Targeted Occupation List and Training Provider Selection, which is available on the organizational intranet, shall be used by Career Development Coaches when developing a customer's Individual Responsibility Plan (IRP). As referenced in CareerSource Citrus Levy Marion's OPS 26: WIOA Eligibility Services, a customer's program of services must be directly linked to occupations in demand. Also as referenced in CareerSource Citrus Levy Marion's OPS 27: ATOL Training Provider Variance Request (Form FM-CS-057) must be used when a training provider or training program is not listed on the local ATOL and a one-time variance is sought. Note: justification for variance must be provided and must document that the variance is in the best interest of the customer and will complement the customer's current skills or previous experience.

- B. The Career Development Coach will develop a training budget for the customer using CSCLM's Scholarship Voucher Agreement (FM-CS-007) for all customer's that will be participating in training. The Scholarship Voucher Agreement (SVA) must be approved by the program manager and an Assistant Director, Director, EVP or CEO. The approving authority will establish the necessary budget in the financial purchase order system.
- C. For those customers that have self-enrolled into a vocational program (whether currently on our Area Targeted Occupation List or not (if self-funded)), educational travel support may be approved and calculated using the same methodology as described in Section III Traditional Support Services. It will be based on the remaining time in the program, as long as the activity is used as their participation activity. Documentation must be obtained that establishes proof of enrollment and an anticipated end date of the program. The service will be issued on a prospective basis meaning that assistance may only be issued from the time it was approved and may not be issued to cover costs prior to approval. The customer will need to provide weekly documentation showing full attendance in the training to be eligible for support services.

V. EMPLOYMENT SUPPORT

- A. **OJT Participation.** Qualifying customers may be approved at an employee reimbursement rate of 75% - reference OPS-69: On the Job Training for specifics. Per state and local policy, the reimbursement rate is contingent on specific targeted populations.

Advance Travel Support. In instances whereby the customer, due to varying payroll cycles, may not receive their first paycheck for up to three weeks, travel assistance advances may be issued. Customers will be required to provide documentation verifying employment from the beginning of employment through the first projected pay date. Advances may be calculated at a rate of .25 per mile (times) daily required mileage (times) the number of days of work prior to the first pay date.

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Travel advances should only be requested when an urgent need is identified and employment cannot be maintained without a travel advance. Travel advances must be approved by an **Assistant Director, Director, EVP or CEO**.

VI. PARTICIPATION/EMPLOYMENT BENCHMARK

- A. Participation.** Customers may qualify for a maximum of **four (4)** \$100.00 participation incentives per program year (July 1 through June 30). Participation incentives are achieved when a customer successfully completes three full months of participation by providing appropriate and timely documentation to the Career **Development** Coach showing that they have completed all or more of their required participation hours. A full month will be defined as a month in which the customer is required to participate at least four weeks within the month. Three full months will be defined as three consecutive months in which required participation hours were achieved each of the consecutively counted months (not counting any previously counted months).
- B. Employment.** Customers may qualify for a maximum of one (1) \$100.00 employment incentive per program year (July 1 through June 30). Customers will be eligible for the employment incentive when verification of employment is provided to the customer's case manager **AND** the customer's case is scheduled to close due to income.

No more than a maximum of **\$500.00** may be provided to any one customer in the form of Participation or Employment incentives per program year.

VII. ELIGIBILITY FOR SERVICES

A. Mandatory WTP Customers

1. To be eligible for support services the WTP customer must be participating in countable activity(ies) and complying with activity(ies) as required by the WT program, unless excused for good cause. Customers must be notified when the countable activity ends. Any support service and assistance requested for any period after the countable activity ends will not be approved and is the complete responsibility of the customer.
2. Abuse of support services and assistance will result in discontinuance of support services and assistance.

B. Transitional WTP Customers:

1. To be eligible for transitional support services and assistance, the transitional customer must:
 - a) be employed;
 - b) Temporary Cash Assistance (TCA) cancelled due to **earned income**;

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- c) current income does not exceed 200% of the federal poverty level;
 - d) submit ongoing paystubs verifying continued employment; and
 - e) notify their Career **Development** Coach when employment ends.
2. Retroactive Support Services: Transitional customers are not entitled to retroactive support services after their employment ends. Receipt of retroactive transportation can only be approved by an **Assistant Director, Director, EVP, or CEO** if payment was not previously made and the customer can provide documentation of full engagement in work during the time of the request. If services have been provided to a customer who is not eligible, the Career Development Coach is required to recover the overpayment.
 3. Transitional transportation: Customers may be approved for transitional transportation assistance **for up to one (1) year** from the date of case closure. Assistance for this service is contingent on funding availability. The Career **Development** Coach shall determine the frequency of the distribution and will work with the customer to assist in moving the customer from workforce supported transportation funds to self-sufficient transportation.
 4. Transitional education and training: Employed customers may be eligible for education and training assistance for up to two (2) years from the last month of receipt of cash assistance. **Assistance for this service is contingent on funding availability.** The education and training must be job related; may include training to improve job skills in an existing area of employment, or help prepare for employment in another demand career. Requirements for approval of education and training will be in accordance with established local guidelines and processes. **Vocational support for tuition expenses will only be authorized on program costs that are not eligible for PELL funding. Funding coordination may be conducted to determine the total amount of assistance needed to complete the program. A determination and coordination of fund availability may be conducted using the *FM-CS-034 Cost of Attendance* form.**

VIII. METHODS OF DISBURSEMENT: Travel or Support Assistance will be provided by one of the following methods:

A. **Reloadable Debit Cards:**

1. Travel assistance and/or miscellaneous support allotment to any customer (Mandatory or Transitional) shall not exceed a maximum of \$50.00 monthly. Exception to this maximum amount requires approval from management at the **Assistant Director level or higher and must have justifiable reasoning and documentation to support additional services.**
2. Customers are solely responsible for the reloadable cards issued to them. If a card is lost or stolen, the customer will be advised to notify his/her Career **Development**

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Coach and to contact Global Cash Customer Service (1-866-395-9200) and request a new card. To avoid reloading a lost or stolen card, the Career **Development** Coach will not request support services until the new card is issued to the customer.

B. Bus Passes/Tokens: Bus passes/tokens are available for customers who use public transportation in order to get to and from their activity and/or transport children to childcare facilities. **In Marion County, where public transportation is available, this method of travel reimbursement shall be considered first by the Career Development Coach and customer when developing a travel plan.**

1. **Passes:** are valid for one calendar month (from the first day of the month to the last day of the month).
 - a) Staff may request bus passes for the subsequent month starting the 25th of the current month through the 15th of the subsequent month. For example, passes for the month of September may be requested beginning August 25th through September 15th.
 - b) Any passes issued after the 15th of the subsequent month will require pre-approval from program management.

C. Checks: May be used as a last resort as the method of disbursement.

IX. OTHER WTP SUPPORTIVE SERVICES

A. Childcare Assistance: Childcare assistance will be provided by the Early Learning Coalition (ELC) in each county in accordance with current CareerSource/ELC policy and procedures. Transitional Childcare Assistance may be provided for a total of up to twenty-four (24) months.

B. Miscellaneous Support Assistance: Other support services and assistance will be approved in accordance with current CareerSource Citrus Levy Marion policies and procedures.

C. Relocation Assistance: Refer to CareerSource Citrus Levy Marion's *OPS-54-Relocation Assistance Program*.

X. DOCUMENTATION OF SUPPORT ASSISTANCE

A. The Individual Responsibility Plan shall document all barriers **and supportive services to be provided to overcome those barriers.**

B. Time Sheets for the particular activity or Pay Stubs for employed customers will be the document of record for verifying participation.

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- C. The use of standardized Case Note Templates is permissible as long as the template is customizable for each individual. The standardized templates allow for full documentation as required by CSCLM and the Department of Economic Opportunity (DEO).

XI. RELOADABLE CARD DISPOSITIONS

A. Career Development Coaches

1. Reloadable Debit Cards will be requested from the Finance Department. Requests must include a copy of a Driver License, Social Security card and enrollment form signed by the participant. This is necessary to verify the customer's identity and signature.
2. Reloadable cards are ordered by finance from Global Cash Cards (run by ADP) and batches of cards are delivered to finance with no cash value assigned to them. Reloadable cards are kept with the bookkeeper in a securely locked file drawer. When reloadable cards are requested the bookkeeping department, upon approval from management at the Assistant Director level or higher, issues the card and mails directly to the customer. Once the customer is in receipt of the reloadable card and they advise their Career Development Coach they have activated the card, a request is made for support services amount to be loaded to the card. We do not purchase, distribute or house any pre-paid cards.
3. Career Development Coaches must obtain supporting documentation before or after the use of such cards to ensure the card was used for the documented need and intended purpose. This will include but not limited to timesheets, pay stubs, estimates, lease agreements, eviction notices, utility bills, invoices and receipts. Career Development Coaches will scan all documentation into Atlas. Additionally, finance staff have access to the list of purchases made on the card and can pull purchase records if needed. However, it is our intent to keep the responsibility on the customer to provide back-up when assistance is provided.
4. Services are provided by reimbursement at all times possible. If reimbursement is not possible then receipt documentation must be provided to the Career Development Coach after the supportive service funds are spent. (Note this is not a requirement for incentives or transportation assistance distributed per this policy.)
5. Career Development Coaches will scan into ATLAS the documentation related to the card/load request signed by customer.

B. Delivering Cards to the WTP Participants

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1. Reloadable Cards will be issued to participants based on the service details listed in this operating policy.
2. The customer will sign an enrollment form at the time of applying for the card. The signature must be dated and the enrollment form scanned into the customer's ATLAS file.
3. A case note will be entered stating the date that the card was received by the customer.
4. The Career **Development** Coach will create an account in the Gazelle System for each customer.

C. Requesting reload of cards for the WTP Participants

1. Career Development Coaches will provide the required documentation being submitted for the support service by use of system screen shots.
2. Job Participation Rate (JPR) updates and entries will be completed in the One-Stop Service Tracking (OSST) System.
3. A complete case note will be entered in OSST for JPR entry.
4. In OSST under the "skill development" section, the Career **Development** Coach will enter the support service under "services", selecting CareerSource Citrus Levy Marion as the provider and entering in the card details / cost.

D. Submitting Logs to Finance

1. Request to reload the card will be uploaded to the "Approvals" Folder in the Z drive. Request must include:
 - Copy of case note
 - Copy of JPR Screen showing that hours for corresponding period are entered
 - Copy of Voucher printed out of Gazelle System under the customer's account
 - Copy of Time Sheets (Exception: Job Search Log Forms and its supporting documentation are not required to be sent to Finance)
2. Requests will be reviewed for full compliance by the Program Manager. Final approval will be made by management at the **Assistant Director** level or higher.
3. The Finance Department will be notified by the signing authority that the request was approved and the requested amount of money will be deposited on the Reloadable Card.

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OFFICIAL SIGNATURE

Thomas E. Skinner, Jr.
Chief Executive Officer

EVP Coord.

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2020 State Fact Sheet FLORIDA

Children in Florida

Children under six

1,334,082

Children with all parents in the workforce

854,849

Children at or near poverty level

639,144

Child Care Spaces

2018 2019 As of July 2020

Child Care Center Spaces

726,078

738,803

722,894

Family Child Care Spaces

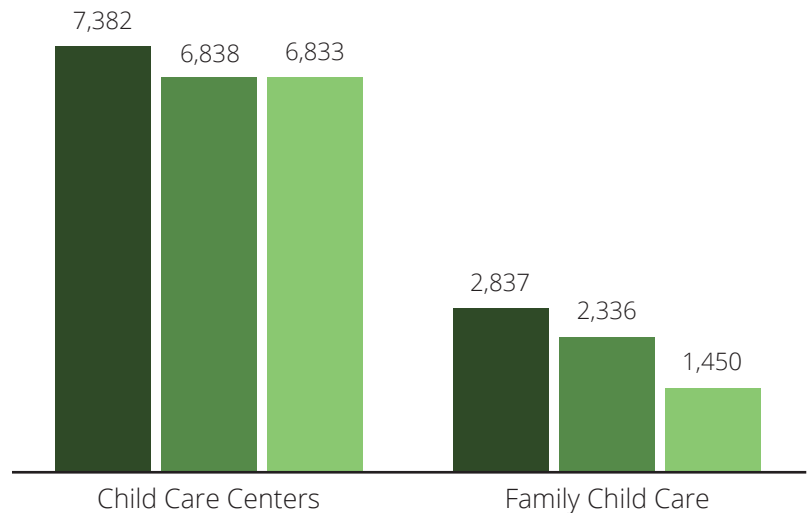
27,703

22,756

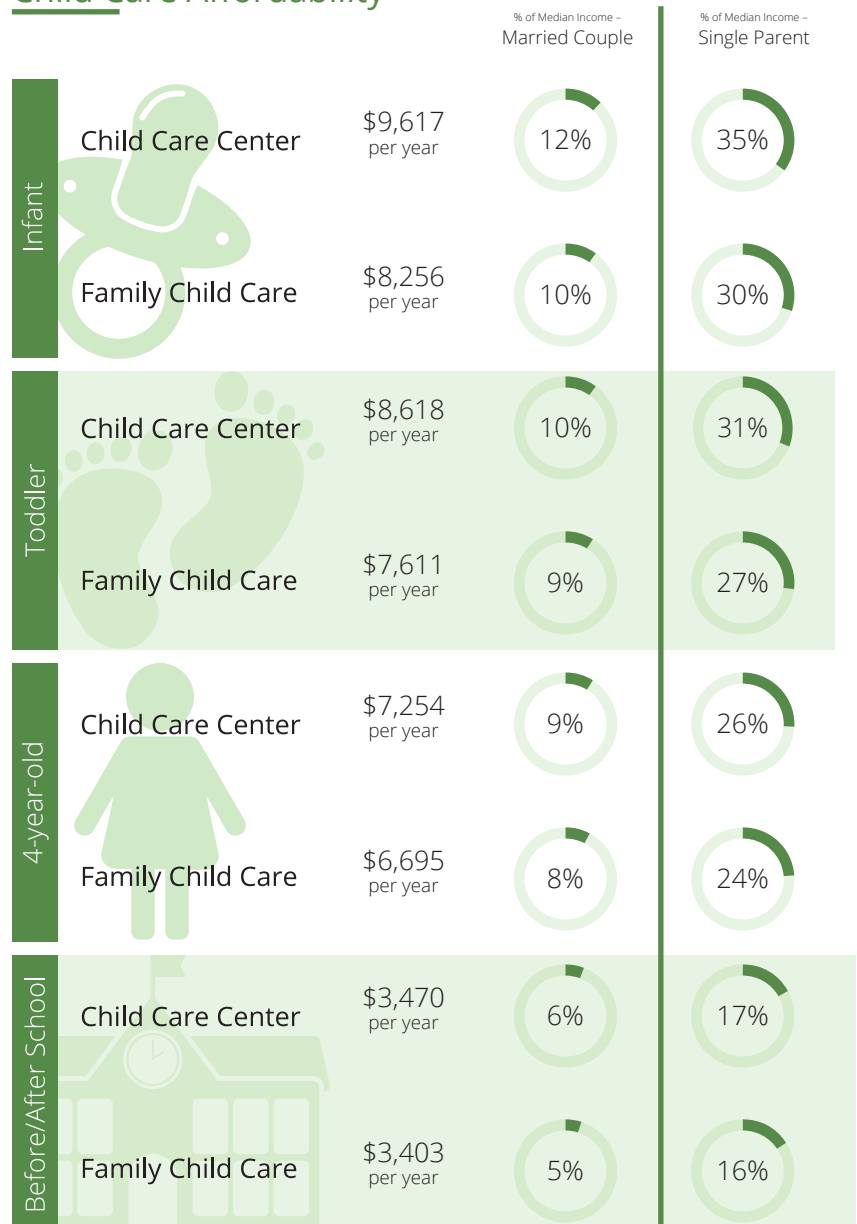
14,265

Child Care Programs

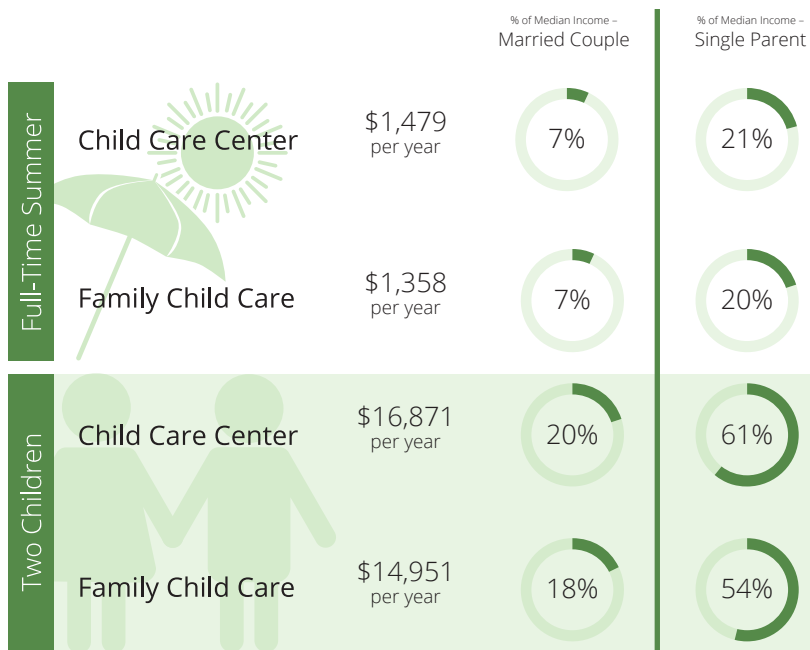
2018 2019 As of July 2020



Child Care Affordability



Child Care Affordability Cont'd

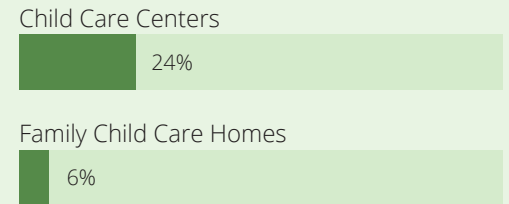


CCR&R Services

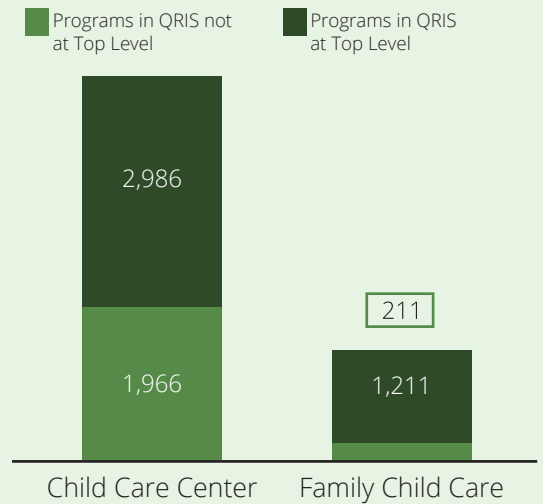
54,863
referrals received

Child Care Quality

% of Nationally Accredited Programs



Quality Rating and Improvement System



Contacts



www.floridaearlylearning.com



childcareaware.org