



College of Central Florida
Enterprise Center, Building 42
3003 SW College Rd, Suite 206
Ocala, FL 34474

Performance and Monitoring Committee AGENDA

Revised 5/10/2021

Tuesday, May 11, 2021 – 9:00 a.m.

Join Zoom Meeting: <https://us02web.zoom.us/j/89196971520>
Phone No: 1-646-558-8656 (EST) Meeting ID: 891 9697 1520

| | | |
|---------------------------------------|--------------|---------------|
| Call to Order | | T. Knight |
| Roll Call | | C. Schnettler |
| Approval of Minutes, February 9, 2021 | Pages 2 - 35 | T. Knight |

DISCUSSION ITEMS

| | | |
|--|---------------|------------|
| State Update | | R. Skinner |
| Workforce Issues that are Important to Our Community | | R. Skinner |
| Monitoring Exit Summary Review PY 2020-2021 | Pages 36 - 42 | C. Weaver |

PUBLIC COMMENT

ACTION ITEMS

| | | |
|---------------------------------------|---------------|-------------|
| 2019-2020 Monitoring Review Close Out | Pages 43 - 64 | C. LeCouris |
| TPMA Annual Review | Pages 65 - 69 | D. French |

PROJECT UPDATES

| | | |
|---|---------------|--------------|
| Talent Center – January - March 2021 | Page 70 | A. Abrams |
| Event Report – YTD - 2020-2021 | Page 71 | C. Weaver |
| Workforce Intelligence – March 2021 | Pages 72 - 78 | C. Weaver |
| Performance Measures – March 2021 | Page 79 | C. Weaver |
| Quarterly Centers Reports – Quarter 3 - 2020-2021 | Pages 80 - 82 | C. Weaver |
| Experiential Learning Contracts | Page 83 | C. Weaver |
| YouthBuild Reports | Page 84 | C. Weaver |
| Net Promoter | Pages 85 - 87 | S. Litzinger |
| Contract Reports (Chamber, etc) | Pages 88 - 91 | C. LeCouris |

MATTERS FROM THE FLOOR

ADJOURNMENT

| 2020 – 2021 MEETING SCHEDULE | | | | | | |
|--|---|-------------------|------------------------|--------------------|---------------------|------------|
| Performance/ Monitoring | Business and Economic Development | Career Center | Marketing/ Outreach | Executive | Full Board | |
| All in-person committee meetings are held at the CF Ocala Campus, Enterprise Center, Room 206. All teleconference meetings will be held through Zoom. | | | | | | |
| Tuesday, 9:00 am | Thursday, 9:00 am | Thursday, 9:30 am | Wednesday, 9:00 am | Wednesday, 9:30 am | Wednesday, 11:30 am | |
| 8/11/2020 | 8/13/2020 | 8/20/2020 | 8/26/2020 | 9/2/2020 | 9/9/2020 | Zoom |
| 11/3/2020 | 11/5/2020 | 11/19/2020 | 11/18/2020 | 12/2/2020 | 12/9/2020 | CF Ocala |
| 2/9/2021 | 2/11/2021 | 2/18/2021 | 2/24/2021 | 3/3/2021 | 3/24/2021 | CF Lecanto |
| 5/11/2021 | 5/13/2021 | 5/20/2021 | 5/26/2021 | 6/2/2021 | 6/9/2021 | CF Ocala |

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
Performance and Monitoring Committee**

MINUTES

DATE: February 9, 2021
PLACE: Teleconference Only
TIME: 9:00 a.m.

MEMBERS PRESENT

Brandon Whiteman
Fred Morgan
Pat Reddish
Ted Knight, Chair
William Burda

MEMBERS ABSENT

OTHER ATTENDEES

Rusty Skinner, CSCLM
Dale French, CSCLM
Cory Weaver, CSCLM
Cindy LeCouris, CSCLM
Steven Litzinger, CSCLM
Andrea Abrams, CSCLM

Cira Schnettler, CSCLM
Amy Kelly, Underwood Sloan and Assoc.
Wes Underwood, Underwood Sloan and Assoc.
Ray Vanderford, TPMA
Nithya Pramekumar, TPMA

CALL TO ORDER

The meeting was called to order by Ted Knight, Chair, at 9:00 a.m.

ROLL CALL

Cira Schnettler called roll and a quorum was declared present.

APPROVAL OF MINUTES

William Burda made a motion to approve the minutes from the November 3, 2020 meeting. Fred Morgan seconded the motion. Motion carried.

DISCUSSION ITEMS

State Updates

Rusty Skinner notified the committee that the State is now requiring the local boards to submit local policy for review to align with State policy.

Workforce Issues that are Important to Our Community

None

PUBLIC COMMENT

None

ACTION ITEMS

WT/SNAP/WIOA Monitoring Report - Underwood and Sloan

Amy Kelly with Underwood Sloan and Associates reviewed the monitoring report. The report reflected twelve findings, five non-compliance issues, and ten observations across all programs with recommendations for policy creation or updates. The committee thanked Amy Kelly and the monitoring team for a thorough, comprehensive report. William Burda asked about the corrective actions that will be taken based on the findings. Dale French explained that any issues that can be corrected will be corrected and any issues that cannot be corrected will provide an opportunity for training. Dale French also stated that monitoring will continue through this quarter covering other programs and that report will be presented at the next meeting. William Burda made a motion to accept the monitoring report and accept the recommended changes to local policies. Fred Morgan seconded the motion. Motion carried.

PROJECT UPDATES

Talent Center

Cory Weaver reviewed the quarterly Talent Center report. She noted the annual dip in traffic in December due to CF being closed and the holidays. The majority of appointments are virtual. Both professionals and the students appear to be engaging effectively through the virtual resource.

Event Report – July – December 2020

Cory Weaver highlighted items from the Event Report, noting hiring events for the Dollar Tree Distribution Center, Amazon, and the World Equestrian Center. The annual Marion Youth Expo was held virtually this year and attendance was the highest it has ever been.

Workforce Intelligence – December 2020

Performance Measures – December 2020

Quarterly Comparison – Centers – Q2 - 2019-2020

Cory Weaver reviewed the reports and welcomed questions from the committee members.

Experiential Learning Contracts

Cory Weaver summarized each section of the report and noted that there was one OJT that did not end successfully due to attendance issues.

YouthBuild Reports

Cory Weaver highlighted that of the eleven participants enrolled in the first cohort of the

program, eight completed the program and achieved their high school diploma. The next cohort has started this week.

Net Promoter

Steven Litzinger explained that although services took a significant shift from in-person services to virtual services there was not a negative shift in scores from last year. At this time last year the score was 77 and this year was 75, clearly indicating how professionally staff was able to make the transition. He also noted that Business Services will switch from the Sales Force platform to a local platform for surveying businesses. We recently conducted the internal survey of employees and so far the data is reflecting the best scores since conducting the surveys. The full report will be available at the next meeting.

Contract Reports

Cindy LeCouris reviewed the performance report for all three counties and the youth report. Levy County met its goals last quarter. Citrus County did not meet one of its goals due to a Covid exposure. Marion County did not meet one of its goals, but has made some follow through in the first quarter so far. All economic partners have the opportunity to earn back any financial holdback by meeting all performance measures by the end of the contract term (June 30, 2021).

MATTERS FROM THE FLOOR

None

ADJOURNMENT

There being no further business, the meeting was adjourned at 10:05 a.m.

APPROVED:

PROGRAMMATIC MONITORING

**Underwood Sloan and Associates and
Indelible Business Solutions**

Preliminary findings of CareerSource Citrus Levy Marion's programmatic processes and procedures for the Workforce Innovation and Opportunity Act and Welfare Transition programs.

Draft
Report

Table of Contents

| | |
|--|-----------|
| Executive Summary | 3 |
| Review Scope..... | 4 |
| Overview of the Programs | 5 |
| Workforce Innovation and Opportunity Act | 5 |
| Welfare Transition Program | 5 |
| Overview of Monitoring Results | 6 |
| Summary of Findings | 7 |
| Workforce Innovation and Opportunity Act | 7 |
| Welfare Transition Program | 8 |
| Supplemental Nutrition Assistance Program – Employment and Training..... | 8 |
| Summary of Other Noncompliance Issues | 8 |
| Workforce Innovation and Opportunity Act | 8 |
| Welfare Transition Program | 9 |
| Summary of Observations..... | 9 |
| Workforce Innovation and Opportunity Act | 9 |
| Welfare Transition Program | 10 |
| Local Office Policy Review..... | 10 |
| 1. CLM Policy OPS-46 WIOA Adult and Dislocated Worker Services | 11 |
| 2. CLM Policy OPS-81 WTP Support and Incentive Services | 11 |
| 3. CLM Policy OPS-26 WIOA Eligibility/Services Information | 12 |
| 4. CLM Policy OPS-69 On-the-Job Training | 13 |
| 5. Projecting employment hours | 14 |
| 6. Measurable Skill Gains | 14 |
| 7. CLM Policy OPS-51 Earned Months Extension for Individuals Participating in a Substance Abuse or Mental Health Treatment Program..... | 15 |
| 8. CLM Policy OPS-59 Welfare Transition Hardship Extension of Temporary Cash Assistance (TCA) Time Limits | 15 |
| 9. CLM Policy OPS-56 Transitional Childcare for Welfare Transition Program Participants..... | 16 |
| 10. CLM Policy OPS-54 Relocation Assistance Program..... | 16 |
| 11. Work participation hours calculation | 17 |
| 12. Multiple program policies | 17 |
| Significant Prior Monitoring Findings | 18 |

CareerSource Citrus Levy Marion

| | |
|---|-----------|
| Workforce Innovation and Opportunity Act | 18 |
| 1. Program Follow-ups | 18 |
| 2. Recording of Measurable Skills Gains..... | 19 |
| Welfare Transition Program | 20 |
| 1. Documentation of Activity Hours Recorded on the Job Participation Rate Screen..... | 20 |
| 2. Safety Plan | 21 |
| Supplemental Nutrition Assistance Program – Employment and Training..... | 21 |
| 1. Documentation of Activity Hours | 21 |
| 2. Food Stamp Reimbursements (FSR) | 22 |
| 3. Assignment of Activity Hours..... | 23 |
| Participant Case File Review | 23 |
| Workforce Innovation and Opportunity Act – Adult | 24 |
| 1. Grievance/Complaint Form..... | 24 |
| 2. Veteran Status | 25 |
| 3. Supportive Services Activities | 26 |
| 4. Employment | 26 |
| 5. Measurable Skill Gains | 27 |
| 6. WIOA Verification Information..... | 27 |
| 7. Area Targeted Occupation | 28 |
| Workforce Innovation and Opportunity Act – Youth | 28 |
| 1. Supportive Services | 29 |
| Welfare Transition Program | 29 |
| 1. Support Services | 30 |

Executive Summary

Underwood, Sloan and Associates, LLC (USA) and Indelible Business Solutions were contracted to conduct programmatic and fiscal monitoring services for CareerSource Citrus Levy Marion (CSCLM). We aim to provide meaningful results through a holistic review of program processes in order to improve CSCLM operations, enhance services to the business community, and ensure quality assistance to those seeking employment and training opportunities.

Based on the contracted scope of work, the initial monitoring contained herein was focused on programmatic activities and program centric financial systems and controls and included interviews with frontline, mid-, and senior level staff. The monitoring included the review of randomly sampled program participant files, payments (training and support services), and payment processes for the Workforce Innovation and Opportunity Act (WIOA) Adult and Youth Programs and the Welfare Transition (WT) Program. The case file review included issuance of supportive services, needs based payments, tuition assistance, and payments made through work-based learning agreements such as On the Job Training (OJT), Customized Training, and Paid Internship and Work Experience agreements.

The review analyzed the validity of all payments as well as a review of CSCLM's processes and controls to ensure compliance with federal and state laws, regulations, and statutes. Finally, the review also provides suggestions for increased efficiencies for the current processes of payment management.

| | |
|----------------------------|---------------------------------|
| Findings | Twelve Findings |
| Other Noncompliance Issues | Five Other Noncompliance Issues |
| Observations | Ten Observations |

Overall, the review found that CSCLM's programmatic processes and procedures for these programs conform to applicable state and federal regulations. As the third highest performing Local Workforce Development Board (LWDB) in the State of Florida based on the PY2019-20 Statewide Indicators of Performance report, material findings of noncompliance were minimal. However, many opportunities are present for local office policy creation and/or updates to provide detailed guidance to program staff on many case management functions and processes to establish and reinforce compliance protocol.

Review Scope

During the October 1, 2020 introductory meeting with CSCLM and USA executive staff, it was determined that a three-day on-site monitoring visit would suffice to kick-off the programmatic review. During the initial visit, conducted October 6-8, 2020 at the Marion County office, staff were interviewed to gain a thorough understanding of the physical handling of the cases for the WIOA and WT programs, including case management, systems processing, and data requirements. Staff provided program policies, forms, and other material to support the internal processes that were explained in detail. At the conclusion of the site-visit, electronic access was granted to the reviewer for the systems necessary to review and test sample participant case files, specifically the Employ Florida, Atlas, One-Stop Service Tracking (OSST), and Gazelle systems.

The remainder of the programmatic review was conducted remotely.

In order to provide a holistic overview of CSCLM processes, not only for compliance with state and federal regulations but also to provide recommendations for efficiencies and improvements, the review included the following:

- A comprehensive evaluation of local office policies for sufficient guidance and compliance.
- A review of prior programmatic monitoring results from the Department of Economic Opportunity (DEO) to identify recurring issues or material findings for process improvement consideration.
- Testing a sample of WIOA Adult and Youth cases utilizing the DEO programmatic monitoring tool.
- Testing a sample of WT cases utilizing the DEO programmatic monitoring tool.
- A review of the sample participant case files for recommendations not included in the DEO programmatic monitoring tools.

All the items reviewed above were evaluated against and/or compared with the following as applicable:

- DEO-LWDB Grantee-Subgrantee Agreement
- DEO Administrative Policies and Final Guidance Papers, Communiques, and Memoranda
- Federal regulations
- State statutes
- US Department of Labor Employment and Training Administration's Training and Employment Notices (TENs) and Training and Employment Guidance Letters (TEGLs)
- The Workforce Innovation and Opportunity Act
- The State Supplemental Nutrition Assistance Program (SNAP) Plan
- The Temporary Assistance for Needy Families (TANF) State Plan

- Florida's TANF Work Verification Plan
- US Department of Labor Employment and Training Administration's findings of noncompliance from other LWDBs

Overview of the Programs

Workforce Innovation and Opportunity Act

WIOA is a federal law that authorizes funding for state and local workforce initiatives for eligible adults and youth. WIOA emphasizes the need for access to workforce services for all individuals, which includes adults, dislocated workers, and youth. Target populations include recipients of public assistance, low income individuals, employed workers that need skills upgrading or retraining, and veterans.

WIOA assists businesses not only with finding skilled workers, but with accessing various supports, including education and training for their current workforce, and it assists workers in increasing their long-term employment opportunities and wages through services offered at local career centers.

The goals of WIOA are to:

- Increase the prosperity of workers and employers.
- Reduce welfare dependency, increase economic self-sufficiency, meet employer needs, and enhance productivity and competitiveness.
- Improve services to individuals with disabilities.
- Increase access to employment, education, training and support services – particularly for people with barriers to employment.
- Create a comprehensive, high-quality workforce development system by aligning workforce investment, education, and economic development.
- Improve the quality and labor market relevance of workforce investment, education, and economic development efforts.
- Promote improvement in the structure and delivery of workforce services.

Welfare Transition Program

In October of 1996, two Acts went into law that dramatically changed the welfare programs in the State of Florida and around the country. The Temporary Assistance for Needy Families

(TANF) legislation changed the nation's welfare system from the receipt of cash assistance as an entitlement to one that requires work in exchange for time-limited assistance.

Also in October of 1996, Florida enacted the Work and Gain Economic Self Sufficiency (WAGES) Act. The Act was developed to implement the requirements of TANF and to emphasize work, self-sufficiency, and personal responsibility, as well as time-limited assistance. In October 2000, the Florida Workforce Innovation Act, Senate Bill 2010, was passed which substantially redefined Florida's welfare delivery system by replacing the former WAGES program with the Welfare Transition Program. The Workforce Innovation and Opportunity Act (WIOA), signed into law on July 22, 2014, is the first legislative reform of the public workforce system in 15 years and created improved access to comprehensive services in the One-Stop delivery system, to include the Welfare Transition Program, throughout the State of Florida and across the entire United States.

The goal of Florida's Welfare Transition (WT) program is to emphasize work, self-sufficiency, and personal responsibility. To accomplish this goal, the Florida legislature, using federal and state funding, has developed an array of support services and programs, to include:

- Specialized case management services.
- Job search assistance.
- Interviewing techniques.
- Individualized skills assessments.
- Employability workshops and life skills training.
- Educational/vocational school assistance.
- Work experience/job leads.
- Monthly travel allowance.
- Referral services

Overview of Monitoring Results

The outcome of the review is detailed in the following sections of the report identified by the respective program. Outcomes reflect issues noted during the monitoring review and are classified in the report as Findings, Other Noncompliance Issues, and Observations.

Recommendations and suggestions are also made on how to address any identified Findings, Other Noncompliance Issues, and Observations.

- *Findings* – are instances where noncompliance with requirements contained in federal or state laws, rules and regulations, administrative codes, state guidance, or other documents are found and are considered higher risk issues that could impact the integrity of the program operations and/or potentially result in questioned costs.

- *Other Noncompliance Issues* – are general noncompliance conditions considered lower risk findings but could potentially result in higher risk findings based on the nature of the deficiency (i.e. repeat violations, issues indicative of systemic problems in program operations, questioned costs, etc.).
- *Observations* – are informative statements or constructive comments made to identify processes that can help the LWDB improve service delivery and result in positive program outcomes.

Summary of Findings

Workforce Innovation and Opportunity Act

1. CLM Policy OPS-46 WIOA Adult and Dislocated Worker Services does not contain guidance on the issuance and storage of reloadable debit cards/instant issue cards or on the method(s) of delivery to participants. *Substantial issue of note in DOL findings of other LWDB
2. Prior year monitoring's included multiple findings reporting that follow-ups for participants exiting the WIOA program were not recorded timely in Employ Florida by the required quarter after exit. Other follow-up concerns include missing documentation to support that follow-up services were offered.
3. Prior year monitoring's included multiple findings reporting that measurable skill gains were not recorded in Employ Florida for the applicable program year in which the participants were enrolled in an educational or training program.
4. Current monitoring found that a signed Grievance/Complaint and EEO/Discrimination Form was not documented in the case file of one participant.
5. Current monitoring found that one participant in a Custom Business Training program indicated on the Custom Business Training Registration Form that they had served in the military, however the Employ Florida WIOA Application did not indicate such and there was no supporting documentation of veteran status in the participant's case file.
6. Current monitoring found that all youth participants who received supportive services for transportation did not have documentation in the case file to substantiate the amounts for transportation costs that were issued via bus passes or gas cards.
*Substantial issue of note in DOL findings of other LWDB

Welfare Transition Program

1. CLM Policy OPS-81 WTP Support and Incentive Services does not contain guidance on the storage of reloadable debit cards or on the method(s) of delivery to participants.
*Substantial issue of note in DOL findings of other LWDB
2. Prior year monitoring's included multiple findings reporting that documentation was missing to support the hours entered on the JPR screen. One of the reviews also found that projected hours were not properly case noted in OSST.
3. Prior year monitoring's included multiple findings reporting that a safety plan was not documented in the case file and that elements from the safety plan were not included in the IRP/ARP.
4. Current monitoring found that one participant was issued a reloadable debit card for reimbursement/payment of past due car payments. There was no documentation uploaded into Atlas to support the amount of payment issued or the receipt of the debit card by the participant.

Supplemental Nutrition Assistance Program – Employment and Training

1. Prior year monitoring's included multiple findings reporting that documentation was missing to support the hours entered on the JPR screen.
2. Prior year monitoring's found that participants' case files did not contain documentation to support the food stamp reimbursement for transportation costs that were issued.
*Related to substantial issue of note in DOL findings of other LWDB

Summary of Other Noncompliance Issues

Workforce Innovation and Opportunity Act

1. CLM Policy OPS-26 WIOA Eligibility/Services Information has the priority of service characteristics listed for the WIOA Adult program but does not specify that they must be applied in a specific priority order, instead the policy states that the individual must exhibit at least one of the characteristics listed (Policy, Section III, Adult, 3., page nine).
2. CLM Policy OPS-69 On-the-Job Training does not contain information on the documentation requirements of business reimbursements that are greater than 50%, instead the policy states that "a 75% reimbursement rate will be established when a business enters into an OJT agreement where the OJT trainee is designated as a focus

demographic in regards to WIOA eligibility as follows: Veteran, Individual with a disability, Welfare Transition participant Homeless, Criminal Offender” (Policy, paragraph three, page two).

3. Current monitoring found that when a participant has an active Scholarship Voucher Agreement with support services indicated, a support service/incentive activity is not being entered into the Employ Florida case.
4. Current monitoring found that three participants’ case files were closed with the Verification of Employment supporting documentation found in Atlas, however the employment information was not entered into Employ Florida.

Welfare Transition Program

1. There is no local office policy guidance on projecting employment hours.

Summary of Observations

Workforce Innovation and Opportunity Act

1. There is no local office policy guidance on documenting Measurable Skill Gains, including the different types of Measurable Skill Gains and what documentation is allowable.
2. Current monitoring found on multiple occasions that the supporting documentation for the identified measurable skill gains was uploaded into Atlas much later than when the documentation was obtained and the information added to the Employ Florida case file. In one case, the documentation was not uploaded until the end of the subsequent program year when the case was closed. In another case, the documentation was not uploaded separately under a Cred/Cert category, instead it was found with purchase order documentation.
3. Current monitoring found on multiple occasions that the supporting identification and verification information for the participant was uploaded into Atlas much later than when the documentation was obtained. In one case, the documentation was not uploaded for six months.
4. Current monitoring found on multiple occasions that supporting documentation in the Atlas system did not include verification that the selected area of training and the provider listed on the Scholarship Voucher Agreement were included on the Area Targeted Occupation List for Area 10.

Welfare Transition Program

1. CLM Policy OPS-51 Earned Months Extension for Individuals Participating in a Substance Abuse or Mental Health Treatment Program is outdated and the guidance no longer applies.
2. CLM Policy OPS-59 Welfare Transition Hardship Extension of Temporary Cash Assistance (TCA) Time Limits includes references and guidance regarding “earned months” that is outdated and no longer applies.
3. CLM Policy OPS-56 Transitional Childcare for Welfare Transition Program Participants includes an incorrect reference to Florida Statute, specifically that “Florida Statutes provide for individuals who are diverted from TCA through Up-Front Diversion to receive TCC for up to one year...” (Procedures and Definitions, bullet ten, page three).
4. CLM Policy OPS-54 Relocation Assistance Program includes duplicative qualifying requirements for relocation assistance, specifically the requirement “there is a basis that supports the assertion that relocation to a new community will contribute to the family’s self sufficiency” is in duplicate of the contributing factors requirement listed directly thereafter (I. Program Guidance, bullets two and three, page two). This policy also includes an incorrect citing of state guidance, “see AWI FG 04-023 for examples of these factors” (I. Program Guidance, bullet three, page two). The correct state guidance is AWI FG 01-023.
5. There is no local office policy guidance on the calculation of the mandatory TANF work participation hours.
6. Local office policy guidance that encompasses multiple programs is difficult to interpret for each program individually.

Local Office Policy Review

To provide a holistic review of the program’s processes, the monitor evaluated current policies for compliance with federal and state guidance to provide recommendations for improvements and efficiencies.

Local office policies were provided by CSCLM staff for the WIOA, Welfare Transition, and SNAP programs. It was expressed during the review that CSCLM intends to review and update all of the Welfare Transition policies as many of these are outdated.

The review found that the program’s policies provide adequate detail and instruction in accordance with federal and state guidance and offers the following improvement suggestions:

1. CLM Policy OPS-46 WIOA Adult and Dislocated Worker Services

Finding

Condition: This policy does not contain guidance on the issuance and storage of reloadable debit cards/instant issue cards or on the method(s) of delivery to participants.

Cause: This policy has not been revised/updated since the new Grantee-Subgrantee Agreement was executed (2020).

Criteria: 29 C.F.R. 95.21(b)(3) states, "Recipients shall adequately safeguard all such assets and assure that they are used solely for authorized purposes." In accordance with 2 C.F.R. 200.302(b)(4), each non-Federal entity must provide for "Effective control over, and accountability for all funds, property, and other assets. The non-Federal entity must adequately safeguard all assets and assure that they are used solely for authorized purposes." Further, 2 C.F.R. 200.303(a) states, "The non-Federal entity must establish and maintain effective internal control over the Federal award that provides reasonable assurance that the non-Federal entity is managing the Federal award in compliance with Federal statutes, regulations, and the terms and conditions of the Federal award."

In addition, the updated Grantee-Subgrantee Agreement with DEO stipulates that the subrecipient must certify that written administrative procedures, processes, and fiscal controls are in place for the payment of supportive services including, but not limited to prepaid gas or prepaid debit cards and that controls must address issuance, storage, and reconciliation of prepaid gas or prepaid debit cards. (Substantial issue of note in DOL findings of other LWDB)

Corrective Actions: It is recommended that this policy be updated to include procedures for the issuance and physical storage of reloadable debit cards/instant issue cards as well as the method(s) of delivery to participants in order to strengthen the safeguards of these assets.

2. CLM Policy OPS-81 WTP Support and Incentive Services

Finding

Condition: This policy does not contain guidance on the storage of reloadable debit cards or on the method(s) of delivery to participants.

Cause: This policy has not been revised/updated since the new Grantee-Subgrantee Agreement was executed (2020).

Criteria: 29 C.F.R. 95.21(b)(3) states, "Recipients shall adequately safeguard all such assets and assure that they are used solely for authorized purposes." In accordance with 2 C.F.R.

200.302(b)(4), each non-Federal entity must provide for “Effective control over, and accountability for all funds, property, and other assets. The non-Federal entity must adequately safeguard all assets and assure that they are used solely for authorized purposes.” Further, 2 C.F.R. 200.303(a) states, “The non-Federal entity must establish and maintain effective internal control over the Federal award that provides reasonable assurance that the non-Federal entity is managing the Federal award in compliance with Federal statutes, regulations, and the terms and conditions of the Federal award.”

In addition, the updated Grantee-Subgrantee Agreement with DEO stipulates that the subrecipient must certify that written administrative procedures, processes, and fiscal controls are in place for the payment of supportive services including, but not limited to prepaid gas or prepaid debit cards and that controls must address issuance, storage, and reconciliation of prepaid gas or prepaid debit cards. (Substantial issue of note in DOL findings of other LWDB)

Corrective Actions: It is recommended that this policy be updated to include procedures for the physical storage of reloadable debit cards as well as the method(s) of delivery to participants in order to strengthen the safeguards of these assets.

3. CLM Policy OPS-26 WIOA Eligibility/Services Information

Other Noncompliance Issue

Condition: This policy has the priority of service characteristics listed for the WIOA Adult program but does not specify that they must be applied in a specific priority order, instead the policy states that the individual must exhibit at least one of the characteristics listed (Policy, Section III, Adult, 3., page nine).

Cause: This policy has not been revised/updated since the state guidance was released (2020).

Criteria: [Administrative Policy on Workforce Innovation and Opportunity Act Priority of Service, Policy Number 105](#), states that 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. 3) Individuals who are basic skills deficient. The state guidance then goes on to list the specific priority of service to include veterans and asserts that 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. 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. 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.

Corrective Actions: It is recommended that this policy be revised to include the appropriate priority of service characteristics in the specific sequential order listed in the state guidance.

4. CLM Policy OPS-69 On-the-Job Training

Other Noncompliance Issue

Condition: This policy does not contain information on the documentation requirements of business reimbursements that are greater than 50%, instead the policy states that "a 75% reimbursement rate will be established when a business enters into an OJT agreement where the OJT trainee is designated as a focus demographic in regards to WIOA eligibility as follows: Veteran, Individual with a disability, Welfare Transition participant Homeless, Criminal Offender" (Policy, paragraph three, page two).

Cause: This policy has not been revised/updated since the revised state guidance was released (2020).

Criteria: [Administrative Policy on Workforce Innovation and Opportunity Act On-the-Job Training, Policy Number 009](#), as well as [Training and Employment Guidance Letter \(TEGL\) No. 19-16](#), states that LWDBs may increase the wage reimbursement level above 50 percent up to 75 percent for the extraordinary costs of providing the training and additional supervision related to the training; however, factors used when deciding to make the increase must be documented and include the following: a) The characteristics of the participants, taking into consideration whether they are individuals with barriers to employment; b) The size of the employer, with an emphasis on small businesses; c) The quality of employer-provided training and advancement opportunities; and d) Other factors the LWDB may determine appropriate.

Corrective Actions: It is recommended that this policy be updated to include the documentation requirements from state and federal guidance on the determination of wage reimbursement greater than 50%.

5. Projecting employment hours

Other Noncompliance Issue

Condition: There is no local office policy guidance on projecting employment hours.

Cause: The cause of the issue is unknown; management consultation may be necessary to determine.

Criteria: [Welfare Transition Program Final Guidance on Projecting Employment Hours, FG 072](#), requires that RWBs develop a local operating procedure on projecting employment hours. The local procedure must include the requirement to obtain documentation of employment, proof of a full pay cycle and documentation that the closure alert has been received prior to projecting hours. The procedure should also provide program staff the guidance on how to enter information.

Corrective Actions: It is recommended that a policy be created outlining the process for projecting employment hours or revise the applicable current policies to include this information.

6. Measurable Skill Gains

Observation

Condition: There is no local office policy guidance on documenting Measurable Skill Gains, including the different types of Measurable Skill Gains and what documentation is allowable.

Cause: The cause of the issue is unknown; management consultation may be necessary to determine.

Criteria: 20 C.F.R. 677.155(a)(v), WIOA Section 116 and TEGL 10-16 Change 1

Federal and state guidance require Measurable Skill Gains (MSG) be recorded in the state's MIS and supported by appropriate case file documentation within the program year. The MSG indicator is used to measure interim progress of participants who are enrolled in education or training services for a specified reporting period.

Corrective Actions: It is recommended that a policy be created to provide technical guidance to program staff on the usage and documentation of measurable skill gains as this is a direct indicator of the local performance.

7. CLM Policy OPS-51 Earned Months Extension for Individuals Participating in a Substance Abuse or Mental Health Treatment Program

Observation

Condition: This policy is outdated and the guidance no longer applies.

Cause: This policy has not been revised/updated since 2000, prior to the change in statute.

Criteria: In 2005, [Senate Bill 408](#) removed the earned months provisions from Section 414.105, F.S. to align the statute with federal policy on time limitations. [Final Guidance on Medical Incapacity, FG 05-051](#), deletes all reference to substance abuse/mental health treatment earned months as a result of statutory changes by the Florida legislature. In addition, [Guidance Paper on Welfare Transition Hardship Extension to Temporary Cash Assistance \(TCA\) Time Limits, FG 025](#), states that TCA recipients may no longer earn months to extend receipt of cash assistance for the successful completion of substance abuse and mental health treatment programs.

Corrective Actions: It is recommended that this policy be retired as the earned months provisions have been deleted from Florida Statute.

8. CLM Policy OPS-59 Welfare Transition Hardship Extension of Temporary Cash Assistance (TCA) Time Limits

Observation

Condition: This policy includes references and guidance regarding “earned months” that is outdated and no longer applies.

Cause: This policy has not been revised/updated since 2003, prior to the change in statute.

Criteria: In 2005, [Senate Bill 408](#) removed the earned months provisions from Section 414.105, F.S. to align the statute with federal policy on time limitations. [Guidance Paper on Welfare Transition Hardship Extension to Temporary Cash Assistance \(TCA\) Time Limits, FG 025](#), states that (1) TCA recipients may no longer earn additional months for working and complying with program requirements and (2) TCA recipients may no longer earn months to extend receipt of cash assistance for the successful completion of substance abuse and mental health treatment programs.

Corrective Actions: It is recommended that this policy be revised and updated to remove all guidance related to earned months as these provisions have been deleted from Florida Statute.

9. CLM Policy OPS-56 Transitional Childcare for Welfare Transition Program Participants

Observation

Condition: This policy includes an incorrect reference to Florida Statute, specifically that “Florida Statutes provide for individuals who are diverted from TCA through Up-Front Diversion to receive TCC for up to one year...” (Procedures and Definitions, bullet ten, page three).

Cause: This policy includes guidance to limit Transitional Childcare to one year based on the local directive and incorrectly cites statute.

Criteria: While [Final Guidance on Welfare Transition Transitional Childcare, FG 04-020](#), provides the authority for the RWB to limit the length of time TCC referrals will be provided, Section 445.032, F.S. specifically provides for TCC for up to two years. The one year time limit is based upon local policy, not statute.

Corrective Actions: It is recommended that this policy be revised to correct this statutory reference.

10. CLM Policy OPS-54 Relocation Assistance Program

Observation

Condition: This policy includes duplicative qualifying requirements for relocation assistance, specifically the requirement “there is a basis that supports the assertion that relocation to a new community will contribute to the family’s self sufficiency” is in duplicate of the contributing factors requirement listed directly thereafter (I. Program Guidance, bullets two and three, page two). This policy also includes an incorrect citing of state guidance, “see AWI FG 04-023 for examples of these factors” (I. Program Guidance, bullet three, page two). The correct state guidance is AWI FG 01-023.

Cause: State guidance and statute were incorrectly interpreted.

Criteria: [Final Guidance on Welfare Transition Program Relocation Assistance, FG 01-023](#), asserts that once TCA eligibility is determined, either as a current recipient or an applicant that qualifies for Up-Front Diversion, (1) a need for relocation must be demonstrated as well as (2) a contributing factor to achieving self-sufficiency as a result of the relocation. In addition, Section 445.021(2)(b), F.S. lists the same contributing factors as the Final Guidance but under the statement that “A determination that there is a basis for believing that relocation will contribute to the ability of the applicant to achieve self-sufficiency.”

Interpretation of the statute and the guidance indicate that the contributing factors make up the basis to support the assertion that relocation will contribute to self sufficiency and that these are not two separate qualifying requirements.

Corrective Actions: It is recommended that this policy be revised to include the qualifying requirements found in state guidance and statute. Listing out in the policy the specific examples for the needs and contributing factors is also recommended as well as correcting the reference to state guidance.

11. Work participation hours calculation

Observation

Condition: There is no local office policy guidance on the calculation of the mandatory TANF work participation hours.

Cause: The cause of the issue is unknown; management consultation may be necessary to determine.

Criteria: While CLM OPS-10 Unpaid Community Service/Work Experience documents the process for calculating the participation hours for community service and work experience activities, there is no guidance on the total amount of hours needed per 42 U.S. Code § 607 and state established standards for TANF work activities.

Corrective Actions: It is recommended that a policy be created to provide technical guidance to program staff on the TANF work participation hours requirements with detailed instruction on calculating the required hours by activity (core and supplemental), comparing the calculated amounts to the established minimums based on family type, and denoting where deeming is appropriate.

12. Multiple program policies

Observation

Condition: Local office policy guidance that encompasses multiple programs is difficult to interpret for each program individually.

Cause: N/A

Criteria: N/A

Corrective Action: It is recommended that separate policies be developed for each program individually to ensure accurate understanding of each program's requirements.

Significant Prior Monitoring Findings

To further the holistic review of the program's compliance, the monitor compiled previous programmatic monitoring reports completed by the Department of Economic Opportunity, Division of Workforce Services, Bureau of One-Stop and Program Support. Specifically, the results from Program Years 2016-17, 2017-18, 2018-19 and the preliminary review summary for Program Year 2019-20 were analyzed for recurring findings of noncompliance or for major issues of concern to identify meaningful areas of improvement.

Workforce Innovation and Opportunity Act

1. Program Follow-ups

Finding

Condition: Deficiencies were found for multiple years reporting that follow-ups for participants exiting the WIOA program were not recorded timely in Employ Florida by the required quarter after exit. Other follow-up concerns include missing documentation to support that follow-up services were offered.

Cause: The cause of the issue is unknown; management consultation may be necessary to determine.

Criteria: WIOA Sec. 116, TEGL 17-05, and the Follow-up Memorandum entitled "Entering Case Follow-ups in Employ Florida Marketplace" dated March 23, 2007

Federal and state guidance require quarterly follow-ups for participants exiting the WIOA program. Participants who exited the WIOA programs with employment were to receive 1st, 2nd, 3rd, and 4th quarter follow-up services based on their exit date. Follow-ups must be conducted with the employer to determine the participant's continued employment status. Quarterly follow-ups also help to determine performance outcomes.

Corrective Actions: Program staff must continue to ensure that follow-ups are conducted at the required intervals and entered timely in the system by the due date indicated in the follow-up table. The "WIOA Exiters for Follow-Up Report" in Employ Florida should continue to be used by program staff. To further assist in this process, case managers can set

appropriate follow-up due dates in Employ Florida to alert and/or remind them of upcoming events and timelines to prevent the required deadlines for follow-ups to expire.

This finding was an issue for Program Years 2016-17 and 2017-18. While subsequent monitorings have not discovered this to be a continuing issue, multiple instances across program years indicate a potential opportunity for process improvements.

2. Recording of Measurable Skills Gains

Finding

Condition: Deficiencies were found for multiple years reporting that measurable skill gains were not recorded in Employ Florida for the applicable program year in which the participants were enrolled in an educational or training program.

Cause: There are no written procedures regarding reporting and documentation of Measurable Skill Gains. This finding is linked to Local Office Policy Review item 6 – Measurable Skill Gains.

Criteria: 20 C.F.R. 677.155(a)(v), WIOA Section 116, and TEGL 10-16 Change 1

Federal and state guidance require Measurable Skill Gains (MSG) be recorded in the state's MIS and supported by appropriate case file documentation within the program year. The MSG indicator is used to measure interim progress of participants who are enrolled in education or training services for a specified reporting period.

Corrective Actions: Program staff must ensure that MSG attainment information is recorded timely and accurately in Employ Florida to match the MSG documents retained in the participant case files. It is also recommended that local office policy be created or amended to include guidance for program staff on the reporting and documentation requirements for Measurable Skill Gains.

This finding was an issue for Program Years 2018-19 and 2019-20. Multiple instances across program years indicate a potential opportunity for process improvements.

Welfare Transition Program

1. Documentation of Activity Hours Recorded on the Job Participation Rate Screen

Finding

Condition: Deficiencies were found for multiple years reporting that documentation was missing to support the hours entered on the JPR screen. One of the reviews also found that projected hours were not properly case noted in OSST.

Cause: There are no written procedures regarding reporting and documentation of the hours entered on the JPR screen. This finding is linked to Local Office Policy Review item 5 – Projecting employment hours.

Criteria: 445.010 F.S.; 45 C.F.R. 261.60-62 and 45 C.F.R. 262; and Florida’s Work Verification Plan

Federal Law and state guidance require engagement in work activities and participation hours must be documented and auditable. Program staff must enter hours of participation on the job participation rate (JPR) screen in OSST and this data is then used to report performance (participation rates). Also, when employment hours are being projected, they must be updated to reflect the actual hours documented on the paystubs when they are received to ensure the hours reported to the Department of Children and Families (DCF) are accurate and match documentation retained in participant case files.

Corrective Actions: Although the number of instances is minimal, program staff must continue to ensure documentation or other forms of allowable verification for participation rate hours are retained in the case files. Program staff must thoroughly review each case transaction to ensure hours of participation in countable work activated are documented by the participant and verified by staff prior to entering the hours in OSST. Local quality assurance staff should also closely monitor and follow through on the actions proposed in their prior CAP(s).

It is also recommended that local office policy be created or amended to include guidance for program staff on the documentation requirements for job participation rate hours.

This finding was an issue for Program Years 2017-18 and 2018-19. While subsequent monitorings have not discovered this to be a continuing issue, multiple instances across program years indicate a potential opportunity for process improvements.

2. Safety Plan

Finding

Condition: Deficiencies were found for multiple years reporting that a safety plan was not documented in the case file and that elements from the safety plan were not included in the IRP/ARP.

Cause: The cause of the issue is unknown; management consultation may be necessary to determine.

Criteria: 45 C.F.R. 261.11-14; 45 C.F.R. 260.50-59; 445.021 F.S.; 445.028 F.S.; 445.030 F.S.; 445.031 F.S.; 445.032 F.S.; and FG 02-026 Domestic Violence Program Final Guidance Paper

Federal regulations and state guidance require LWDBs to complete a safety plan and include the elements of the safety plan on either the Individual Responsibility Plan (IRP) or the Alternative Requirement Plan (ARP) for individuals identified as victims of domestic violence.

Corrective Actions: If a participant has been identified as a victim of domestic violence, program staff must ensure that all requirements for development of a safety plan are met, including the requirement that information from the safety plan be included on the IRP/ARP.

This finding was an issue for Program Years 2018-19 and 2019-20. Multiple instances across program years indicate a potential opportunity for process improvements.

Supplemental Nutrition Assistance Program – Employment and Training

1. Documentation of Activity Hours

Finding

Condition: Deficiencies were found for multiple years reporting that documentation was missing to support the hours entered on the JPR screen. This is also a repeat issue for Welfare Transition.

Cause: There are no written procedures regarding reporting and documentation of the hours entered on the JPR screen.

Criteria: 7 C.F.R. 273.7 (d)(4)(ii), (e)(1), (m) (3) (v) (A), and the State SNAP Plan

Federal law and state guidance require hours spent in an activity be verified, entered on the OSST system's JPR screen, and documented in the participant's case file.

Corrective Actions: Program staff must ensure that they accurately count and verify participation hours before entering the information in OSST, and that timesheets used to support the hours are maintained in the participant's case file. It is also recommended that local office policy be created or amended to include guidance for program staff on the documentation requirements for job participation rate hours.

This finding was an issue for Program Years 2016-17 and 2017-18. While subsequent monitorings have not discovered this to be a continuing issue, multiple instances across program years indicate a potential opportunity for process improvements.

2. Food Stamp Reimbursements (FSR)

Finding

Condition: Deficiencies were found reporting that participants' case files did not contain documentation to support the food stamp reimbursement for transportation costs that were issued.

Cause: There are no written procedures regarding the maintenance of the supporting documentation in participants case files.

Criteria: 7 C.F.R. 273.7 (d) (4) (ii) and the State SNAP Plan

Federal law and state guidance require participants engaged in program activities must be reimbursed for expenses that are reasonably necessary and directly relate to participation in the program. Reimbursement for transportation costs are based on the presentation of appropriate documentation.

Corrective Actions: Program staff must ensure documentation is collected to support issuance of a food stamp reimbursement before processing for payment and that appropriate documentation is maintained in the participant's case file. It is also recommended that OPS-80 Supplemental Nutrition Assistance Program (SNAP) be updated to include guidance for program office staff on the documentation retention procedures.

This finding was an issue for Program Year 2016-17. While subsequent monitorings have not discovered this to be a continuing issue, processes related to participant reimbursements were a substantial issue of note in the DOL findings of other LWDB.

3. Assignment of Activity Hours

Finding

Condition: Deficiencies were found for multiple years reporting that participants were assigned less than 80 hours of work activities per month. One of the reviews also found that participants were assigned more than 120 hours for a month.

Cause: The cause of the issue is unknown; management consultation may be necessary to determine.

Criteria: 7 C.F.R. 273.7(d)(4)(ii), (e)(1), and (m)(3)(v)(A), (m)(5)(B)(ii); 273.24(a)(3)(ii), and the State SNAP E&T Plan

Federal and state law require Able-Bodied Adults without Dependents (ABAWDs) to meet certain participation requirements. For purposes of meeting these requirements, ABAWDs must participate in one or more qualifying components (i.e. education, job search, job search training, etc.) for 20 hours per week to average 80 hours per month. Additionally, employed participants cannot be assigned to more than 120 hours monthly.

Corrective Actions: Program staff must accurately assign participants to the correct number of hours in program activities and accurately count and verify participation hours before entering the information into OSST.

This finding was an issue for Program Years 2018-19 and 2019-20. Multiple instances across program years indicate a potential opportunity for process improvements.

Participant Case File Review

The current monitoring included sample testing and review of participant case file records. Electronic access was granted to the monitor for the Employ Florida, One-Stop Service Tracking (OSST), and Atlas systems in order to remotely review the sample cases provided by CSCLM. The files were checked to determine whether adequate documentation was maintained to support participant eligibility and services rendered as well as the validity and accuracy of system records and keyed entries made by program staff against original source documents. Case files were further reviewed for operational efficiencies and improvement opportunities.

DEO's programmatic monitoring review tools were used to conduct the review for each of the workforce programs included in the monitoring. The tools are designed to provide a comprehensive assessment of the processes and procedures used by CSCLM staff to operate and manage programs. Use of the monitoring tools ensured the review process followed a

planned and consistent course of action that provided adequate verification of specific program data elements.

Workforce Innovation and Opportunity Act – Adult

The WIOA Adult case file review focused on compliance with federal, state, and local guidelines. The review included, but was not limited to:

- A review of program and operational processes to ensure that all case files contained evidence that participants were eligible, enrolled in allowable activities, and any training provided was in demand occupations provided by institutions on the state/local eligible training provider list.
- A review to determine if participants who entered into employment were placed in jobs that offered a self-sufficient wage as defined by local policy, if credential/certification attainment data were accurately recorded in Employ Florida, and if follow-ups were performed at the required intervals.
- If employed workers were participating in skills upgrade or other training/retraining activities, the review checked to see if training was provided in response to the employer's assessment that such training was required for the workers referred.

The sample reviewed consisted of 22 WIOA Adult participant case files. Most participant case files reviewed contained documentation of eligibility and other case management elements, and participant data records in Employ Florida were determined to have been correctly entered based on case file documentation requirements. However, the following issues were identified and are noted as appropriate based on the severity (Finding, Other Non-compliance Issue, or Observation):

1. Grievance/Complaint Form

Finding

Condition: A signed Grievance/Complaint and EEO/Discrimination Form was not documented in the case file of one participant (4.5 percent). There is a staff note that the CareerSource Citrus Levy Marion Services Application forms were received online and they are dated, however there are no signatures present.

Cause: Electronic submission of the CSCLM Services Application forms did not allow for applicant signature.

Criteria: DEO FG 00-004 rev. 06/08/07, 20 C.F.R. 683.600

Federal and state guidance require that each local area must establish and maintain a procedure for participants to file grievances and complaints alleging violations of the requirements of title I of WIOA and must provide information about the content of the grievance and complaint procedures to participants. A signed and dated Grievance/Complaint and EEO/Discrimination Form should be found in every participant's case file.

Corrective Actions: If a participant submits the Release of Information/Attestation form online without the required signature, program staff must ensure that the participant signs the form and that the signed form is uploaded into Atlas.

2. Veteran Status

Finding

Condition: One participant (4.5 percent) in a Custom Business Training program indicated on the Custom Business Training Registration Form that they had served in the military, however the Employ Florida WIOA Application did not indicate such and there was no supporting documentation of veteran status in the participant's case file.

Cause: Program staff did not accurately complete the Employ Florida WIOA Application with the participant's veteran status and obtain the required documentation.

Criteria: WIOA Sec. 3(63)(A) and (B), JVA 38 U.S.C. Section 4215 and 101, 20 C.F.R. 1010.110, and Local Workforce Services Plan

Federal and state guidance require recipients of federal funding for qualified job training programs to collect and maintain information on applicants and/or participants that are veterans or eligible spouses of veterans for priority of service. Documentation of veteran status should be found in every veteran's or eligible spouse of a veteran's case file.

Corrective Action: When program staff are given permission by the participant to register their information in Employ Florida, they should make sure to enter the participant's information as reported to ensure accurate data and reporting. Documentation regarding the participant's veteran status should be maintained in the case file.

3. Supportive Services Activities

Other Noncompliance Issue

Condition: When a participant has an active Scholarship Voucher Agreement with support services indicated, a support service/incentive activity is not being entered into the Employ Florida case.

Cause: Current office process does not include the entry of separate support service/incentive activities into Employ Florida when a 300-level activity (Occupational Skills Training) is open.

Criteria: While local office policy and state and federal guidelines/regulations do not require a separate activity, the DEO WIOA monitoring tool specifically asks if a support service/incentive activity was entered in the State MIS, with a No response indicating that the participant did not receive a supportive service (line 80 on the DEO WIOA Adult and Dislocated Worker Review Tool PY 2020-21).

Corrective Actions: It is recommended that local office policy be revised to include guidance on utilizing appropriate support service/incentive activities in Employ Florida in order to ensure transparency and compliance with state monitoring.

4. Employment

Other Noncompliance Issue

Condition: During case file reviews, it was observed on three occasions (13.6%) that participants' case files were closed with the Verification of Employment supporting documentation found in Atlas, however the employment information was not entered into Employ Florida.

Cause: There are no written procedures on recording employment information in Employ Florida.

Criteria: Federal Data Validation Requirements

Corrective Actions: It is recommended that upon closure of cases in Employ Florida for participants with unsubsidized employment, that the employment information be entered into the system for accurate reporting.

5. Measurable Skill Gains

Observation

Condition: During case file reviews, it was observed on multiple occasions that the supporting documentation for the identified measurable skill gains was uploaded into Atlas much later than when the documentation was obtained and the information added to the Employ Florida case file. In one case, the documentation was not uploaded until the end of the subsequent program year when the case was closed. In another case, the documentation was not uploaded separately under a Cred/Cert category, instead it was found with purchase order documentation.

Cause: There are no written procedures regarding reporting and documentation of Measurable Skill Gains. This finding is linked to Local Office Policy Review item 6 – Measurable Skill Gains.

Criteria: N/A

Corrective Actions: It is recommended that measurable skill gains documentation be uploaded timely into Atlas as a separate document upon receipt to allow for prompt case reconciliation.

6. WIOA Verification Information

Observation

Condition: During case file reviews, it was observed on multiple occasions that the supporting identification and verification information for the participant was uploaded into Atlas much later than when the documentation was obtained. In one case, the documentation was not uploaded for six months.

Cause: The cause of the issue is unknown; management consultation may be necessary to determine.

Criteria: N/A

Corrective Actions: It is recommended that CSCLM implement a specific expectation that all supporting documentation and case files be uploaded timely into Atlas to allow for prompt case reconciliation and to ensure that documentation is available for audit.

7. Area Targeted Occupation

Observation

Condition: During case file reviews, it was observed on multiple occasions that supporting documentation in the Atlas system did not include verification that the selected area of training and the provider listed on the Scholarship Voucher Agreement were included on the Area Targeted Occupation List for Area 10.

Cause: There is no written policy on including verification in the case file supporting that the training and provider are included on the Area Targeted Occupation List.

Criteria: N/A

Corrective Actions: It is recommended that verification be included with the Scholarship Voucher Agreement that the training program and the provider selected are listed on the Area Targeted Occupation List for Area 10 for processing efficiencies and documentation consistency.

Workforce Innovation and Opportunity Act – Youth

The WIOA Youth case file review focused on compliance with federal, state, and local guidelines. The review included, but was not limited to:

- The process for determining and documenting participant eligibility including low-income status, if the youth had at least one of the federal/local barriers, and whether documentation in the participant case files substantiate program participation information recorded in Employ Florida.
- A review of processes and procedures used by CSCLM and the service provider to manage and administer their youth program, including whether youth met the requirements for their respective customer groups and whether an objective assessment was provided of academic and skill levels and the service needs of each participant.
- Whether attainment data on credentials/certifications were recorded accurately in Employ Florida and all that all youth exiting the program received required follow-up services.

The sample reviewed consisted of 11 WIOA Youth participant case files. Participant case files reviewed contained documentation of eligibility and other case management elements, and participant data records in Employ Florida were determined to have been correctly entered based on case file documentation requirements. However, the following finding was identified:

1. Supportive Services

Finding

Condition: During case file reviews, it was observed that all participants who received supportive services for transportation did not have documentation in the case file to substantiate the amounts for transportation costs that were issued via bus passes or gas cards.

Cause: There are no written procedures regarding the calculation of the amounts for supportive services transportation needs.

Criteria: 29 C.F.R. 95.21(b)(3) states, "Recipients shall adequately safeguard all such assets and assure that they are used solely for authorized purposes." In accordance with 2 C.F.R. 200.302(b)(4), each non-Federal entity must provide for "Effective control over, and accountability for all funds, property, and other assets. The non-Federal entity must adequately safeguard all assets and assure that they are used solely for authorized purposes." Further, 2 C.F.R. 200.303(a) states, "The non-Federal entity must establish and maintain effective internal control over the Federal award that provides reasonable assurance that the non-Federal entity is managing the Federal award in compliance with Federal statutes, regulations, and the terms and conditions of the Federal award."

In addition, the updated Grantee-Subgrantee Agreement with DEO stipulates that the subrecipient must certify that written administrative procedures, processes, and fiscal controls are in place for the payment of supportive services including, but not limited to prepaid gas or prepaid debit cards and that controls must address issuance, storage, and reconciliation of prepaid gas or prepaid debit cards. (Substantial issue of note in DOL findings of other LWDB)

Corrective Actions: It is recommended that policy guidance be created to ensure that supportive service payments are issued to participants in the actual amount of need and that documentation to substantiate the amount be uploaded into the Atlas system or detailed in a case note.

Welfare Transition Program

The Welfare Transition case file review focused on program processes, operational practices, and MIS data to determine compliance with program requirements. The review included, but was not limited to:

- The initial and any subsequent assessment processes.
- The process for developing the Individual Responsibility Plan (IRP), the IRP tool used locally, and the process for developing and assigning participants to work activities.
- A review of documentation to support hours entered into OSST for participant credit, and to ensure participants are engaged in activities that meet federal requirements and definitions.

The sample reviewed consisted of 22 Welfare Transition participant case files. Participant case files reviewed contained documentation to support all case management elements, and participant data records in OSST were determined to have been correctly entered. However, the following issue was identified:

1. Support Services

Finding

Condition: One participant (4.5 percent) was issued a reloadable debit card for reimbursement/payment of past due car payments. There was no documentation uploaded into Atlas to support the amount of payment issued or the receipt of the debit card by the participant.

Cause: There are no written procedures regarding the retention of supporting documentation for reloadable debit cards. This finding is linked to Local Office Policy Review item 2 – CLM Policy OPS-81 WTP Support and Incentive Services.

Criteria: 445.025 F.S., and TANF State Plan 2017-2020

Federal and state guidance provide for support service payments to participants in the form of reimbursement for actual expenditures against receipts or invoices. Documentation should be found in the case file to support the amounts entered in OSST for support service payments and reimbursements.

Corrective Actions: Local Office policies and procedures should be updated to include direction for program staff to upload documentation into the participant's case file to support the amounts entered into OSST for all support services provided and for the issuance of the reloadable debit cards to the participants.

It was noted during the review that CSCLM staff intends to update the referenced policy to include guidance on the uploading of the supporting documentation.

Participant Case File Review

A total of 39 participant case files were reviewed.

| 2020-2021 Monitoring Results | | | | | | | | |
|------------------------------|--|--|--------------------|----------------------|----------------|------------------|-------------|--|
| Workforce Program | Issue | Applicable Reference | Prior Year Finding | Current Year Finding | Prior Year ONI | Current Year ONI | Observation | Recommendation |
| WT / TANF | 1. There was an instance where a safety plan was not developed for a victim of domestic violence. Additionally, elements from a safety plan were not included in the IRP/ARP for a victim of domestic violence | <u>Domestic Violence Guidance AWI F G 02-026 and Relocation Guidance AWI FG 01-023.Y</u> | Y | Y | N/A | N/A | N/A | The LWDB program staff must develop a safety plan for all participants that disclose they are victims of domestic violence and ensure that elements from the safety plan are included in the IRP/ARP for victims of domestic violence to identify resources, address barriers to self-sufficiency and to outline the steps to help keep the family safe. |
| | 2. There was an instance where employment documentation in a participant case file, did not match the information entered in OSST | <u>445.010 (f) F.S.</u> | N/A | N/A | N | Y | N/A | LWDB staff must ensure that employment documentation (employment verification form/telephone verification form/OSST case notes) matches the information entered into the OSST system and is retained in the participant's case file. |

| | | | | | | | | |
|---------------|--|------------------------|----------|----------|----------|----------|----------|--|
| | 3. Staff are not ending services and closing cases in OSST timely. Cases remained open for an extended period without any activities or services being provided. | <u>Reporting Data.</u> | N/A | N/A | N/A | N/A | Y | LWDB staff must ensure that all services and activities are ended in OSST and the case is closed if ongoing participation is not required. |
| Totals | | | 1 | 1 | 0 | 1 | 1 | |

SUPPLEMENTAL NUTRITION ASSISTANCE EDUCATION AND TRAINING PROGRAM (SNAP E&T)

Participant Case File Review

A total of 16 participant case files were reviewed.

The review did not reveal any Findings, Other Noncompliance Issues or Observations.

COLLECTION OF DEMOGRAPHIC DATA

The Demographic Process review tool was used to gather information about CSCLM's practice of collecting demographic data. Staff indicated all customers are asked to register when they enter the career centers. The registration process advises customers the information requested is voluntary, kept confidential, and only used in accordance to federal law. No issues were found.

FINANCIAL DISCLOSURE

In reviewing the Financial Disclosure Process Tool, CSCLM board members have filed their Financial Form 1F with the appropriate entity. No issues were found.

LOCAL DEO MERIT STAFFING STRUCTURE

In reviewing the CSCLM's Local Deo Merit Staffing Structure, the region provided the appropriate organizational chart, transmittal and ethics code. No issues were found.

SECTOR STRATEGIES

In reviewing the LWDB's Sector Strategies, the region provided targeted sectors, documentation of individuals trained and documentation of outreach services. The region should create a local implementation sector strategy policy.

BOARD GOVERNANCE

The Board Governance review tool was used to gather information about the LWDB's compliance with board governance requirements and board membership. The review did not reveal any issues.

WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA)

ADULT AND DISLOCATED WORKER PROGRAM

Participant Case File Review

A total of 27 participant case files, (19 adults and eight dislocated workers) were reviewed.

| 2020-2021 Monitoring Results | | | | | | | | |
|--|---|---|--------------------|----------------------|----------------|------------------|-------------|--|
| Workforce Program | Issue | Applicable Reference | Prior Year Finding | Current Year Finding | Prior Year ONI | Current Year ONI | Observation | Recommendation |
| Workforce Innovation and Opportunity Act (WIOA) Adult and Dislocated Worker Program | 1. in a couple of instances, measurable skill gains were not recorded in Employ Florida for the applicable program year in which the participants were enrolled in an educational or training program. Note: Issue combined with WIOA Special Projects in the final report. | <u>22 CFR Part 677.155 (a)(v), WIOA Sec. 116 and TEGL 10-16 Change 1.</u> | N/A | N/A | N | Y | N/A | The LWDB must ensure that measurable skills gains are captured and recorded in Employ Florida for each applicable program year that the participant is enrolled in an educational or training program. |
| Totals | | | 0 | 0 | 0 | 1 | 0 | |

WIOA YOUTH PROGRAM

Participant Case File Review

A total of 13 out-of-school participant case files were reviewed.

The review did not reveal any Findings, Other Noncompliance Issues or Observations.

SPECIAL PROJECTS

- CareerSource Citrus Levy Marion - Sector Strategies Bridge to Skilled Trades
- LWDB 10 –Apprenticeship Expansion 2019 – Bridge to Skilled Trades-Apprenticeship
- LWDB 10 Soft Skills Development 2019 – Retail and Hospitality Academy
- LWDB 10 – Sector Strategies 2019 – Bridge to Skilled Trades II
- COVID-19 Public Health Emergency

Participant Case File Review

A total of 15 participant case files were reviewed.

| 2020-2021 Monitoring Results | | | | | | | | |
|---|--|---|--------------------|----------------------|--------------------------------------|--|-------------|--|
| Workforce Program | Issue | Applicable Reference | Prior Year Finding | Current Year Finding | Prior Year Other Noncompliance Issue | Current Year Other Noncompliance Issue | Observation | Recommendation |
| Workforce Innovation and Opportunity Act (WIOA) | 1. In a couple of instances, a measurable skill gain was not recorded in Employ Florida for the applicable program year in which the participant was enrolled in an educational or training program. | <u>22 CFR Part 677.155 (a)(v), WIOA Sec. 116 and TEGL 10-16 Change 1.</u> | N/A | N/A | N | Y | N/A | The LWDB must ensure that measurable skills gains are captured and recorded in Employ Florida for each applicable program year that the participant is enrolled in an educational or training program. |
| Totals | | | 0 | 0 | 0 | 1 | 0 | |

WAGNER-PEYSER

A total of 68 (30 job seekers, 20 job orders, 15 placements and three RESEA) case files were reviewed.

| 2020-2021 Monitoring Results | | | | | | | | |
|------------------------------|--|--|--------------------|----------------------|----------------|------------------|-------------|---|
| Workforce Program | Issue | Applicable Reference | Prior Year Finding | Current Year Finding | Prior Year ONI | Current Year ONI | Observation | Recommendation |
| Wagner – Peyser (WP) | 1. A job order with a wage rate listed below minimum wage did not have case notes on the job orders documenting staff verification that the employer will pay at least the Florida Minimum Wage rate. | <u>Fair Labor Standards Act/FL Statutes - Title XXXI Labor Section 448.01; DEO AP 099.</u> | y | Y | N/A | N/A | N/A | For job orders listed at or below minimum wage, LWDB staff must ensure they verify and document that the employer wage rate for the position is at or above the Florida minimum wage (unless exempt). Documentation must be recorded as a case note on the job order in Employ Florida. |
| | 2. A few job seekers with staff-entered Employ Florida registrations after 5/24/2019 did not have documentation of the job seekers' permissions to create the accounts in Employ Florida. Additionally, several of job seekers did not have full registrations completed in Employ Florida prior to the provision of the first service that triggered WP participation. | <u>20 CFR 652.207, 652.3, DEO AP 096 and 099 (rev. 5/24/2019).</u> | Y | Y | N/A | N/A | N/A | LWDB staff must ensure when registering individuals in Employ Florida, job seeker permission is documented. LWDB staff must also ensure that a full registration is completed in Employ Florida prior to the provisions of the first service that initiated WP participation. |
| | 3. A MSFWs were not referred to supportive services and did not receive service codes 169-178 in Employ Florida. | <u>20 CFR 653.107(j); 20 CFR 653.112(a)-(b); Florida DEO Agricultural Services Outreach Plan</u> | N | Y | N/A | N/A | N/A | LWDB must ensure MSFWs are referred to supportive services Employ Florida. |

| | | | | | | | | |
|--------------------------|---|--|----------|----------|----------|----------|----------|--|
| | 4. A staffing (private employment) agency job order did not contain the phrase "Position offered by no-fee agency". | <u>Wagner-Peyser Act of 1933 as amended Sec 13 (b)(1).</u> | N/A | N/A | Y | Y | N/A | Staff must ensure all job orders for private employment/staffing agencies must contain the phrase "Position offered by a no-fee agency." |
| | 5. The O*Net code did not match the Job Order's (11236903) description. | 20 CFR 652.3; DEO AP 099 | N/A | N/A | N | Y | N/A | The LWDB must ensure the O*Net code match the job order description. |
| WP Assessment/EDP | 6. A WP Participant's EDP/assessment did not have specific action steps listed for the short and long- term goals. | <u>20 CFR 651.10; 20 CFR 680.170; TEGL 19-16</u> | N/A | N/A | N | Y | N/A | The LWDB must ensure the specific action steps are listed to assist the participant with reaching their short and long-term goals. |
| Totals | | | 2 | 3 | 1 | 3 | 0 | |

CAREER CENTER CREDENTIALING

A Career Center Credentialing review was conducted to determine compliance with program guidance. The methodology for conducting the review will include self-certification by the LWDB that the following credentialing requirements had been met for the review period at each of the career center locations in the LWDA (posters, signage and resource room verification). All other administrative requirements and records (listing of front-line staff, continuing education hours attained, complaint system information, etc.) were reviewed by the monitor.

The monitor also reviewed the administrative documents provided to determine whether all "front-line" staff members had completed their required Tier I Certification courses and the 15 hours of continuing education courses in related subjects. As part of the credentialing process, the monitor reviewed the LWDB's complaint system to ensure that a system is in place to process any Wagner-Peyser complaints received.

| 2020-2021 Monitoring Results | | | | | | | | |
|---|--|---|--------------------|----------------------|----------------|------------------|-------------|--|
| Workforce Program | Issue | Applicable Reference | Prior Year Finding | Current Year Finding | Prior Year ONI | Current Year ONI | Observation | Recommendation |
| Wagner – Peyser (WP) – Career Center Credentialing | 7. Multiply front-line staff did not complete their 15 hours of continuing education prior to the staff's Tier 1 certification anniversary date. | <u>One-Stop Credentialing and Skills Standards - CSF FG-092</u> | N/A | N/A | N | Y | N/A | LWDB Staff must ensure Tier 1 certified front-line staff complete 15 hours of continuing |

| | | | | | | | | |
|---------------|--|--|----------|----------|----------|----------|----------|---|
| | | | | | | | | education prior to the staff's Tier 1 certification anniversary date. |
| Totals | | | 0 | 0 | 0 | 1 | 0 | |

MANAGEMENT INFORMATION SYSTEMS (MIS)

The LWDB appears to have policies and procedures in place to ensure that individuals who are no longer employed in the LWDB are promptly removed from having access to the MIS. The LWDB provided an up-to-date listing of all MIS users during the review period who have had their status revoked. The monitor was unable to match the names of terminated users on the LWDB 's list with user staff accounts maintained by DEO's Internal Security Unit (ISU) to determine whether any of those individuals still had access to the system and/or if their privileges had been revoked. If the list received does not match with the ISU list following notification, the LWDB will be notified and given a chance to respond prior to the issuance of the report. The LWDB will be given an opportunity to provide supporting documentation if an issue is identified. According to the LWDB, a review of all staff access to systems is performed whenever a change in personnel is performed. Additionally, the MIS security forms are maintained electronically or in hard (paper) copy form in a secure location.

The LWDB had documentation to provide support to the policies and procedures ensuring a background screening was conducted for all new staff (Board, contractor, or provider) hired during the review period. Additionally, the LWDB provided documentation that all newly hired staff completed Individual Non-Disclosure and Confidentiality Certification forms and security access agreements. No issues were observed.



RECORD OF ACTION/APPROVAL

Performance and Monitoring Committee Tuesday, May 11, 2021

TOPIC/ISSUE:

Acceptance of 2019-2020 monitoring close-out

BACKGROUND:

State programmatic and finance monitoring occurred May 18 through May 29, 2020. We have submitted our responses to the monitoring for DEO's review and approval.

POINTS OF CONSIDERATION:

We received a close-out letter dated April 29, 2021 accepting our responses and officially closing the last programmatic monitoring review.

STAFF RECOMMENDATIONS:

Accept the final report and close-out letter.

COMMITTEE ACTION:

Quality Assurance Report

Program Year 2019-20

February 25, 2021

Programmatic and Financial Compliance Monitoring Review

Local Workforce Development Board-10



**Florida Department of Economic Opportunity
Division of Workforce Services
and
Division of Finance and Administration**



Florida Department of Economic Opportunity | Caldwell Building | 107 E. Madison Street | Tallahassee, FL 32399
850.245.7105 | www.floridajobs.org
[www.twitter.com/FLDEO](https://twitter.com/FLDEO) | www.facebook.com/FLDEO

**QUALITY ASSURANCE REPORT
CAREERSOURCE CITRUS LEVY MARION
LOCAL WORKFORCE DEVELOPMENT BOARD (LWDB) 10**

TABLE OF CONTENTS

| | | |
|--------------|--|-----------|
| I. | INTRODUCTION AND OVERVIEW..... | 3 |
| II. | DESCRIPTION OF MONITORING APPROACH..... | 6 |
| III. | FINANCIAL MONITORING RESULTS..... | 7 |
| IV. | PROGRAMMATIC MONITORING RESULTS..... | 8 |
| | WELFARE TRANSITION (WT)..... | 8 |
| | SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM-EMPLOYMENT AND TRAINING (SNAP E&T) .. | 10 |
| | WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA) | 12 |
| | • WIOA FORMULA-FUNDED ADULT AND DISLOCATED WORKER PROGRAM | 12 |
| | • WIOA FORMULA-FUNDED YOUTH PROGRAM | 13 |
| | • WIOA ADULT/DISLOCATED WORKER SPECIAL PROJECTS | 14 |
| | TRADE ADJUSTMENT ASSISTANCE (TAA) | 14 |
| | WAGNER-PEYSER (WP) PROGRAM | 15 |
| | • REEMPLOYMENT SERVICES AND ELIGIBILITY ASSESSMENT (RESEA) PROGRAM | 17 |
| | • CAREER CENTER CREDENTIALING..... | 17 |
| V. | FINANCIAL DISCLOSURE REVIEW | 18 |
| VI. | COLLECTION OF DEMOGRAPHIC INFORMATION | 18 |
| VII. | MANAGEMENT INFORMATION SYSTEMS (MIS) | 18 |
| VIII. | TRAINING AND TECHNICAL ASSISTANCE..... | 19 |
| IX. | CONCLUSION..... | 19 |
| X. | APPENDIX | 20 |

I. INTRODUCTION AND OVERVIEW

The Department of Economic Opportunity (DEO) must perform annual monitoring of its subrecipient workforce entities as required by federal and state laws, rules, regulations and applicable DEO guidance. To accomplish DEO's monitoring goal, a joint programmatic and financial monitoring review of CareerSource Citrus Levy Marion (the "LWDB") workforce programs was conducted by DEO's Bureau of One-Stop and Program Support (OSPS) and Bureau of Financial Monitoring and Accountability (FMA) staff. The joint programmatic and financial monitoring strategy was designed to maximize resources and better coordinate the different elements of the review process.

The monitoring activities included assessing the LWDB's program operations, management practices, system protocols, internal controls, financial record keeping and reporting to determine if the LWDB operated in compliance with each of the programs' laws, regulations, state and local plans, policies and guidance, and any contracts or agreement terms. The monitoring was conducted via a desk review and onsite review to test participant case file records and financial activities and transactions.

A detailed description and analysis of the issues identified and the methodology each team used in its review of the programmatic and financial management elements are outlined further in this report. All programmatic and financial management issues identified are generally categorized as Findings, Issues of Noncompliance, and Observations based on a scale of high, medium and low risk probabilities. High, medium and low risk factors are used to separate those issues that present more of a threat to program operations than others including issues that may potentially impact the fiscal integrity or delivery of services within program operations.

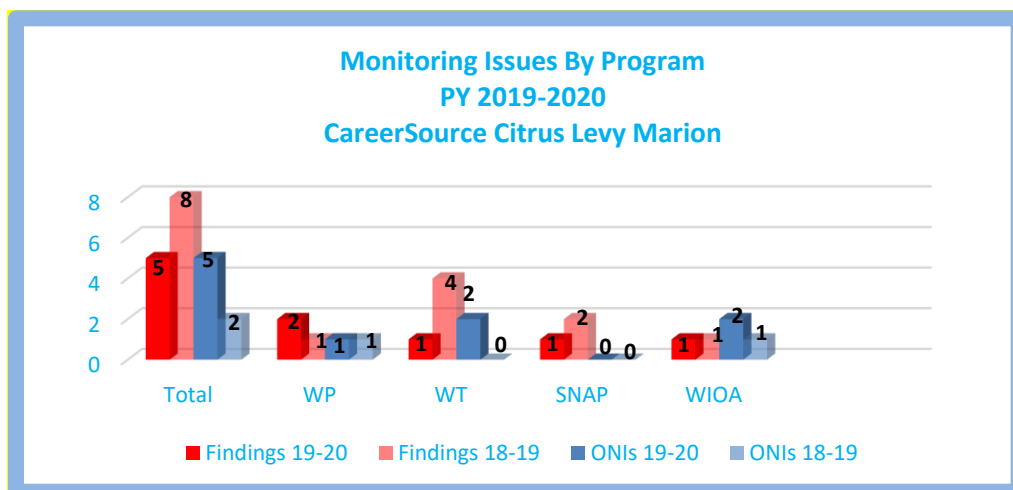
The review revealed that the LWDB has the systems in place to perform the broad management, operational, and financial functions required to operate workforce programs. However, deficiencies in case file documentation requirements and operational and system practices in several program review areas were identified during the review. There were also several new and repeat issues found which may affect program operations if noncompliance continues.

The results of each of the LWDB's workforce programs are summarized in the following chart by program and category.

SUMMARY TABLE OF PROGRAMMATIC MONITORING RESULTS

N=No. Y=Yes. N/A=Not Applicable.

| 2019-20 Monitoring Results | | | | | |
|----------------------------|--|--------------------|----------------------|--------------------------------------|--|
| Workforce Program | Issue | Prior Year Finding | Current Year Finding | Prior Year Other Noncompliance Issue | Current Year Other Noncompliance Issue |
| WT | Safety plans for a couple of participants identified as victims of domestic violence were missing. Also, the Individual Responsibility Plans (IRP) did not include required elements from the safety plans. | Y | Y | | |
| | An IRP for one participant did not include all required elements. | | | N | Y |
| | Pre-penalties and sanctions were not being initiated or requested in OSST timely for one participant. | | | Y | Y |
| WT Totals | | 1 | 1 | 1 | 2 |
| SNAP E&T | A couple of participants were not assigned to 80 hours in work activities and some were assigned to more than 39 hours in job search/job search training. A participant was also assigned to job search for more than 12 consecutive months. | Y | Y | | |
| SNAP E&T Totals | | 1 | 1 | 0 | 0 |
| WIOA Adult | Several OJT and CT agreements did not contain required clauses. | N | Y | | |
| | Supportive services recorded in Employ Florida for a participant did not match documentation in the file. | | | N | Y |
| WIOA Common Issue | Measurable skills gains (MSG) not recorded in Employ Florida for several participants. | | | N | Y |
| WIOA Totals | | 0 | 1 | 0 | 2 |
| WP | Several job orders did not document that jobs met Florida's minimum wage rate requirements. | N | Y | | |
| | Permissions not documented to create Employ Florida registrations or to refer job seekers. There were also several incomplete participant applications. | N | Y | | |
| | A staffing (private employment) agency job order did not contain the phrase "Position offered by no-fee agency". | | | N | Y |
| WP Totals | | 0 | 2 | 0 | 1 |
| Results-All Programs | | 2 | 5 | 1 | 5 |



Note: The above chart reflects a two-year comparison of the number of monitoring issues (PY 2018-19 and PY 2019-20).

DEFINITIONS APPLICABLE TO PROGRAMMATIC MONITORING

1. **Finding** – A high risk issue which directly impacts the integrity or effectiveness of program operations or could potentially result in major program deficiencies (e.g., participant ineligibility, missing files, lack of fully executed contracts, issues indicative of systemic problems in program operations, appearance of fraud or abuse, non-conforming services provided to participants, questioned costs, etc.). Findings are expected to be responded to in the Corrective Action Plan (CAP).
2. **Other Noncompliance Issue (ONI)** – A medium risk issue that results in deviation from process or practice not likely to result in failure of the management system or process but has a direct impact on program operations (data validity, timeliness of entering system information, missing program elements and employment plan information, failure to timely conduct follow-ups, etc.). ONIs could potentially be upgraded to a finding over time based on the nature of the deficiency (e.g., repeat violations, issues indicative of systemic problems in program operations, questioned costs, etc.). ONIs are expected to be responded to in the CAP.
3. **Observation** – A low risk issue intended to offer an opportunity to improve current local practices, processes and procedures that result in positive program outcomes. Observations, in certain instances, are expected to be responded to in the CAP.
4. **General Program Comment** – Issues identified and corrected during the review or 10-day response period. These resolved issues are referenced in the report as general comments. General comments may lead to an ONI or Finding in subsequent year reviews if the issue(s) persist. General comments are not expected to be responded to in the CAP.
5. **Notable Program Practice** – Informative statements that highlight and recognize positive program processes and practices.

SUMMARY TABLE OF FINANCIAL MONITORING RESULTS

| 2019-20 Financial Monitoring Results | | | | |
|--|----------------------|--------------------------|--------------|-------------------------------|
| Category | Repeat of Prior Year | Reference(s) | | |
| Prior Year Corrective Action Follow-Up | None | N/A | | |
| Category | Findings | Issues of Non-Compliance | Observations | Technical Assistance Provided |
| Internal Control Environment | | | 1 | |
| Property Management | | | 1 | |
| TOTAL | 0 | 0 | 2 | 0 |

DEFINITIONS APPLICABLE TO FINANCIAL MONITORING

1. **Finding** – Lack of compliance with federal or state laws, rules and regulations, administrative codes, or state guidance that may result in disallowed costs or impact the integrity of program operations. Findings are expected to be responded to in the CAP.
2. **Issue of Noncompliance** – Lack of compliance with federal or state laws, rules and regulations, administrative codes, or state guidance but may not result in disallowed costs or do not impact the integrity of program operations. Issues of Noncompliance are expected to be responded to in the CAP.
3. **Observation** – Informative statements or constructive comments to improve the delivery of services and to help ensure continued fiscal integrity of the LWDB. Observations are not expected to be responded to in the CAP.
4. **Technical Assistance** – Any assistance provided by the financial monitoring team to LWDB staff.

II. DESCRIPTION OF MONITORING APPROACH

Review Scope

The monitoring scope consisted of a programmatic and financial review of the LWDB's workforce programs. Local operating procedures (LOP), program services and activities, local plans and reports, as well as financial management practices, record keeping, safeguards and reporting were reviewed to determine if appropriate processes, procedures and controls were in place and properly implemented. The monitoring review also included sample testing of participant case file records. To maximize resources and accomplish the review objectives, collaboration with program experts in the evaluation of both programmatic and financial data by a joint monitoring review team was conducted.

Programmatic Monitoring Review Methodology

The participant case file review sample consisted of randomly selected files from each of the workforce programs reviewed based on OSPS's sampling methodology. The files were provided and reviewed through a secure transfer site provided by the LWDB to their electronic file management document storage system which allowed the monitoring team to review the files remotely. The files were reviewed to determine whether adequate documentation was maintained to support participant eligibility and services rendered. The files were also reviewed and validated by checking the accuracy of management information system (MIS) records and comparing keyed entries made by LWDB staff against original source documents.

The participant case file review sample size was compiled from the total participant population served by each program for the review period. This was determined based on the total number of files entered into and captured by the MIS. The number of client files reviewed for each program was based on the relative percentage share of the total files required to achieve a valid sample size.

Note: Programs reviewed, dates of review, entrance/exit conference attendees and other logistics are outlined in the Appendix Section of this report.

Financial Monitoring Review Methodology

The financial monitoring review focused on all financial management systems to determine if the LWDB properly accounted for and correctly recorded and reported expenditures. During the financial monitoring review, an examination of the LWDB's accounting records, internal controls, and supporting documentation which included, but was not limited to, a review of cash management, general ledgers and cost allocations, Payroll and Personnel Activity Report (PAR) testing, disbursement testing, and reporting of program data in the MIS was completed. A sample of participant records identified during the programmatic monitoring was also reviewed and tested for financial monitoring reporting and compliance by the financial monitoring team. The monitoring procedures utilized during the review are described in detail in the financial monitoring tool and risk assessment plan.

The sample size and selections for each monitoring objective included, but was not limited to, a risk assessment performed by FMA staff and reviews of the monthly general ledger and cost allocation statistics. The risk assessment includes factors such as the LWDB's funding allocation, results of prior monitoring and audit reports, personnel and staffing changes, and organizational structure.

Due to Covid 19 restrictions, DEO's financial monitoring activities included a desk review in lieu of an on-site monitoring review which was conducted during the week of May 18, 2020. The FMA monitoring team assigned to the LWDB consisted of Lisa Milton, Maureen Castaño and Janice Beahn.

Financial Management Entrance and Exit Conferences

An entrance conference was not conducted but communication of the monitoring review occurred via email. An exit conference was conducted on July 31, 2020 at the conclusion of the desk monitoring with Susan Heller, Director of Finance, Dale French, Director of Operations, and Thomas Skinner, Chief Executive Officer. A summary of any issues to date was provided. These items are discussed further in the Monitoring Results section of the report.

Programmatic and Financial Monitoring Review Tools

DEO's programmatic and financial monitoring review tools were used to conduct the review. The tools were developed to provide a framework for monitoring activities performed by OSPS and FMA staff as well as the criteria used to monitor. The tools were also designed to provide a comprehensive assessment of the processes and procedures used by LWDB staff to capture, manage, safeguard, account for and report data. Use of the monitoring tools also ensured that the review process followed a planned and consistent course of action that provided adequate verification of specific program data elements.

III. FINANCIAL MONITORING RESULTS

FMA performed financial monitoring procedures based on the elements described in the DEO 2019-20 Financial Monitoring Tool. The monitoring procedures performed included tests of transaction details, file inspections, and inquiries to (1) determine the status of recommendations from the prior year monitoring visit(s), and (2) to adequately support current year Findings, Issues of Noncompliance, Observations and Technical Assistance. The results of the financial monitoring testing are described below.

Findings and Issues of Noncompliance

There were no Findings or Issues of Noncompliance identified during the financial monitoring review period of April 1, 2019 – March 31, 2020.

Observations

Observation #10-20-01

Category: 3.0 Internal Control Environment

Condition: Required positions on the local workforce development board (LWDB) were vacant at the time of testing and the LWDB membership composition did not meet the requirements of law at that time.

- Board membership in business sector was less than the majority of total board membership.

Criteria: Pursuant to section 107(b)(2) of WIOA, the LWDB is required to have the following board composition and governing structure:

- A majority of the members of each local board shall be representatives of business in the local area.

Recommendation: It is recommended that the Chief Elected Official recruit board members to fill the vacant position in alignment with the requirements of WIOA, the regulations, and governing policies and procedures for recruiting, vetting, nominating, and appointing board members.

Observation #10-20-02**Category: 13.0 Property Management**

Condition: The reported value of Fixed Asset Costs for Data Processing Equipment was different in the 6/30/2019 Fixed Asset Report, general ledger, and fiscal year end audit as shown below:

| Fixed Asset Report – Data Processing Equipment 6/30/2019 | General Ledger 6/30/2019 | 6/30/2019 FYE Audit |
|--|--------------------------|---------------------|
| \$124,708.79 | \$125,759.87 | \$130,380.00 |

Criteria: 2 CFR 200.302 (b)(2) and (4) states that the financial management system of each non-Federal entity must provide for the following:

(2) Accurate, current, and complete disclosure of the financial results of each Federal award or program.

(4) Effective control over, and accountability for, all funds, property, and other assets.

Action Required: It is required that the LWDB determine the value of the data processing equipment and ensure appropriate and consistent entries are made to reflect the same value in all records and financial reports.

Technical Assistance

There was no technical assistance provided during the monitoring review period of April 1, 2019 – March 31, 2020.

IV. PROGRAMMATIC MONITORING RESULTS

The outcome of the programmatic monitoring is detailed in the following sections of the report. The information presented describes the issues noted and, where appropriate, recommendations for improvement.

WELFARE TRANSITION (WT)

Description of Review Methodology

The WT review focused on program processes and operational practices, participant case files, MIS data, state and local plans, and LOPs to determine compliance with program requirements including, but not limited to, the following:

- The initial and any subsequent assessment processes.
- The process for developing the Individual Responsibility Plan (IRP) and the process for developing and assigning participants to work activities.
- A review of documentation to support hours entered in the One-Stop Service Tracking (OSST) system for participation credit, and to ensure participants are engaged in activities that meet federal requirements and definitions.

Participant Case File Review

The sample size consisted of 39 participant case files. The following issues were identified:

Finding Number WT 10.01

Safety Plan/Safety Plan Elements

Applicable references: FG 02-026 (Domestic Violence Program Final Guidance Paper); 414.065 F.S.

State guidance requires LWDBs to complete a safety plan and include the elements of the safety plan on either the IRP or the Alternative Requirement Plan (ARP) for individuals identified as victims of domestic violence.

Safety plans were not documented in the case files of two participants identified as victims of domestic violence. Additionally, the IRPs did not include the elements from the safety plans.

Recurring Issue from Previous Year: Yes (Prior year CAP reviewed and verified but noncompliance continues to occur).

Risk Impact: Absence of a safety plan and failure to outline the elements of the safety plan on the IRP/ARP could place participants in potential danger by not knowing what safety resources are available to them or how to react in a confrontational situation.

Required Action: The LWDB must provide a plan of action with the CAP outlining the reasons for continued noncompliance (e.g., lack of specific guidelines for staff to follow, whether the errors made are common to specific program staff, insufficient staff training, etc.) as well as specific actions taken to prevent future occurrences including staff training, routine monitoring, and written notification to staff informing them of the requirements. The LWDB must also provide documentation showing staff have reviewed the two domestic violence participant files, developed a safety plan, and updated the IRPs/ARPs to include the elements from the safety plan, if the cases are still open.

ONI Number WT 10.00.01

Individual Responsibility Plans (IRP)

Applicable Reference(s): 45 CFR 261.11-12, and 14; Temporary Assistance for Needy Families (TANF) State Plan; DEO Memorandum dated October 22, 2014, titled Individual Responsibility Plan, Alternative Responsibility Plan, and Initial Assessment in OSST.

Federal regulations and Florida's TANF State Plan require a signed and dated initial assessment be completed within 30 days of becoming eligible and that information compiled from the initial assessment be used to design an IRP or a "road map" to self-sufficiency. The IRP must include employment goals, assigned weekly activities and services provided to participants.

Of the 14 mandatory case files reviewed that were required to have an IRP completed, one (7.1 percent) IRP did not include the assigned weekly activities the participant was required to complete.

Recurring Issue from Previous Year: No.

Risk Impact: Absence of an IRP without all required elements could eventually lead to a participant being placed in activities not conducive to overcoming barriers leading to employment and self-sufficiency.

Required Action: The LWDB must ensure the IRP is completed and include all required elements for mandatory program participants who have met with program staff and have been assigned to an activity or a deferral has been entered in the OSST system.

The LWDB must provide a plan of action with the CAP outlining the reasons for noncompliance as well as specific efforts taken to prevent future occurrences including staff training, routine monitoring, and written notification to staff informing them of the requirements.

ONI Number WT 10.00.02

Pre-penalty and Sanction Process

Applicable reference(s): 45 CFR 261.10, 12-14; 414.065, F.S.; Rule 65A-4.205, F.A.C.; and DEO FG 03-037.

Federal law requires the state to initiate its penalty process if a participant refuses to comply with work requirements or fails to comply with their signed IRP.

Of the 14 participant case files reviewed with a pre-penalty or sanction recorded in OSST, one (7.1 percent) participant had penalties and sanctions that were not requested or ended timely in the system. Additionally, it appears that program staff are allowing some participants additional time to comply with program requirements without initiating the penalty process at the time of noncompliance.

Recurring Issues from Previous Year: No.

Risk Impact: Not following appropriate procedures during the penalty process could potentially result in a sanction being requested which could lead a participant to file a grievance and/or request a fair hearing for a sanction that should not have occurred.

Required Action: The LWDB must ensure the pre-penalty process is initiated at the time the failure occurred and that program participants are not given extra time to comply with program requirements.

The LWDB must provide a plan of action with the CAP outlining the reasons for noncompliance as well as specific efforts taken to prevent future occurrences including staff training, routine monitoring, and written notification to staff informing them of the requirements.

Observations

The case file review also revealed that several participants were left in open WT activities for extended periods of time without closing the case timely. If a case is reopened to allow the applicant an opportunity to complete the work registration process, and if no services or activities are provided and the time has expired for completing the work registration process, LWDB staff must ensure that the case is closed timely in OSST.

It was also observed that LWDB staff are not recording the approved Up-front Diversion payments in OSST. If an applicant is approved for an Up-front Diversion payment and/or receives any type of support service (i.e., gas cards, Up-front Diversion, relocation assistance, etc.), LWDB staff must ensure that the amount and service provided is entered in the **Total Cost** column under **Service Type** in OSST.

SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM - EMPLOYMENT AND TRAINING (SNAP E&T)

Description of Review Methodology

The SNAP E&T review focused on compliance with federal, state, and local SNAP E&T guidelines and requirements including, but not limited to, the following:

- Reviewing the methods of assignment, participation in and completion of program activities.
- Assigning activities and hours of participation and issuing food stamp reimbursements (FSR).
- Verifying data entered in the OSST system with the documentation that is maintained in participant case files.

Participant Case File Review

The sample size consisted of 38 participant case files. Following are issues identified during the case file review:

Finding Number SNAP 10.02

Assignment of Activity Hours:

Applicable reference(s): 7 CFR 273.24(a)(1)(i) and the State SNAP Plan.

Federal law and state guidance require participant engagement in qualifying components (i.e. education, job search, job search training, etc.) for 20 hours per week to average 80 hours per month.

Of the 23 Able-Bodied Adults without Dependents (ABAWD) engaged in activities with participation hours entered on the JPR screen:

- One participant (4.3 percent) was assigned to fewer than the required 80 hours per month in work activities.

Of the 25 ABAWD participant case files reviewed where combined JS/JST activities were assigned with other qualifying components:

- One participant (4.0 percent) had more than 39 JS/JST hours assigned in OSST per month.
- One participant (4.0 percent) was assigned to JS/JST for more than 12 consecutive months.

Recurring Issue from Previous Year: Yes (Prior year CAP actions reviewed and verified but noncompliance continues to occur).

Risk Impact: Instances of participants not being assigned to the required number of hours could result in overpayment of food assistance benefits and negatively impact performance.

Required Action: The LWDB must ensure that participants are assigned to the mandatory work requirement of 80 hours per month or, if employed, not assigned to more than 120 hours monthly. The LWDB must also ensure that staff accurately count and verify participation hours before entering the information in OSST, and that JS/JST hours do not exceed 39 hours or 12 consecutive months.

The LWDB must provide a plan of action with the CAP outlining the reasons for continued noncompliance (e.g., lack of specific guidelines for staff to follow, whether the errors made are common to specific program staff, insufficient staff training, etc.) as well as specific efforts taken to prevent future occurrences including staff training, routine monitoring, and written notification to staff informing them of the requirements. Documentation must also be provided showing that staff have adjusted all participation hours, if the cases are still open.

Observations

The case file review also revealed that several participants were assigned to job search and/or job search training as a stand-alone activity. Additionally, a participant had their 590-appointment closed with an incorrect status code. The monitor also observed that the LOPs regarding notice of mandatory participation, penalty periods, and allowable program components were in need of revision.

For future reference, the LWDB staff should remind program staff that JS/JST cannot be assigned as stand-alone activities. The hours must be combined with other activities and must not exceed the required number of hours for each activity. The LWDB must also remind staff that initial appointments must be entered in OSST. Once an appointment (590 code) is generated in OSST, case managers are responsible for selecting the correct appointment status outcome.

WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA)

WIOA FORMULA-FUNDED ADULT AND DISLOCATED WORKER PROGRAM

Description of Review Methodology

The WIOA Adult and Dislocated Worker formula-funded review focused on compliance with federal, state, and local guidelines. The review included, but was not limited to, the following:

- A review of program and operational processes to ensure all case files contained evidence participants were eligible, enrolled in allowable activities, and any training provided was in demand occupations provided by institutions on the state/local eligible training provider list.
- A review to determine if participants who entered employment were placed in jobs that offered a self-sufficient wage as defined by local policy, if credential/certification attainment data were accurately recorded in Employ Florida, and if follow-ups were performed at the required intervals.
- If employed workers were participating in skills upgrade or other training/retraining activities, the reviewers checked to see if training was provided in response to the employer's assessment that the training was required for the workers referred.

The sample size consisted of 27 Adult and Dislocated Worker participant case files (18 Adults and nine Dislocated Workers). A common issue was identified and is outlined under the WIOA Special Project section of this report

Finding Number WIOA 10.03

On-the-Job Training (OJT) and Customized Training (CT) Agreements

Applicable references: WIOA Sec.122 (h), Sec. 134(c)(3)(A), Sec. 3(44), 20 CFR 681.430, 440, 540, 600, 680.770-840, Local Workforce Services Plan and Administrative Policy 009.

Federal law and state regulations require OJT and CT training agreements to include required clauses and prohibitions, duration of training, percent of reimbursement, type of training and if the training is designed to meet the special requirements of the employer. The following issues were noted:

- None of the three agreements reviewed of participants enrolled in an OJT activity specified that funds will not be used to directly or indirectly assist, promote, or deter union organizing.
- None of the two agreements reviewed of participants enrolled in a CT activity specified that the training is conducted with a commitment by the employer to employ or retain the individual upon successful completion of the training.

Recurring Issue from Previous Year: No.

Risk Impact: Failure to include the required clauses and prohibitions a work-based agreement could lead to potential questioned and/or disallowed costs if funds were expended.

Required Action: The OJT/CT agreement must specify all requirements and a copy of the agreement/contract must be maintained in the participant's case file or a central accessible location. Having a fully executed agreement that includes all required clauses and prohibitions will eliminate any confusion on the part of the LWDB and the employer regarding contractual requirements, payments, duties and responsibilities.

The LWDB must provide a plan of action with the CAP outlining the reasons for noncompliance as well as specific actions taken to prevent future occurrences including staff training, routine monitoring, and written notification

to staff informing them of the requirements. The LWDB must also provide documentation showing that program staff have reviewed all current OJT and CT agreements and have updated them with the missing clauses and prohibitions. A copy of the updated agreement boilerplate language must also be provided with the CAP.

ONI Number WIOA 10.00.03

Supportive Services

Applicable reference(s): WIOA Sec. 3(59) and 134(d)(2); 20 CFR 680.900-970; Local Supportive Service/Incentive Policy.

Federal and state guidance requires supportive services provided to participants be recorded in Employ Florida and documentation of the supportive service retained in participant case files.

Of the four case files reviewed with documentation of a supportive service activity included in the files, one (25.0 percent) did not have the supportive service activity accurately recorded in Employ Florida.

Recurring Issue from Previous Year: No.

Risk Impact: Failure to accurately enter supportive service information in Employ Florida negatively impacts performance reporting and federal data validation results.

Required Action: When a supportive service is provided, the LWDB must ensure the supportive service activity is entered in Employ Florida and documentation to support the service is maintained in the participant's case file or a central accessible location.

The LWDB must provide a plan of action with the CAP outlining the reasons for noncompliance as well as specific efforts taken to prevent future occurrences including routine monitoring, staff training, and written notification to staff making them aware of the requirements.

WIOA FORMULA-FUNDED YOUTH PROGRAM

Description of Review Methodology

The WIOA Youth formula-funded review focused on compliance with federal, state, and local guidelines and requirements to ensure workforce standards were met. The review included, but was not limited to, the following:

- The process for determining and documenting participant eligibility including low-income status, if the youth had at least one of the federal/local barriers, and whether documentation in participant case files substantiates program participation information recorded in Employ Florida.
- A review of processes and procedures used by the LWDB to manage and administer their youth program, including whether youth met the requirements for their respective customer groups and whether an objective assessment was provided of academic and skill levels and the service needs of each participant.
- Whether attainment data on credentials/certifications were recorded accurately in Employ Florida and all youth exiting the program received required follow-up services.

The sample size consisted of 13 WIOA Out-of-School Youth participant case files.

The review did not reveal any Findings, Other Noncompliance Issues or Observations.

WIOA ADULT/DISLOCATED WORKER SPECIAL PROJECTS

The sample size consisted of 15 participant case files for the following special projects:

- Apprenticeship Expansion 2019- five participant case files
- Soft Skills Development 2019- five participant case files
- Sector Strategies Bridge to Skilled Trades II- five participant case files

COMMON ISSUE

The following common issue was identified in the WIOA Adult/Dislocated Worker and Special Projects.

ONI Number WIOA 10.00.04

Recording of Measurable Skill Gains (MSG)

Applicable reference(s): WIOA Section 116; 20 CFR Part 677.155(a)(v); TEGL 10-16, Change 1.

MSGs must be recorded in Employ Florida and supported by appropriate case file documentation within the program year. The following issues were observed:

- Of the 15 WIOA Adult participant case files reviewed of participants enrolled in an education or training program, four (26.7 percent) did not have a MSG recorded within the program year.
- Of the 10 special project participant case files reviewed of participants enrolled in an education or training program, one (10.0 percent) did not have a MSG recorded within the program year.

Recurring Issue from Previous Year: No.

Risk Impact: Failure to enter and accurately record MSG information in Employ Florida negatively impacts performance results.

Required Action: Because the MSG indicator is used to measure interim progress of participants who are enrolled in education or training services for a specified reporting period, the LWDB must ensure that all MSG attainment information is captured and accurately recorded in Employ Florida.

A plan of action must be provided with the CAP outlining the reasons for noncompliance as well as specific efforts taken to prevent future occurrences including routine monitoring, staff training, and written communication to staff informing them of the requirements. An assurance must also be provided that staff will review all files that were opened subsequent to the review period where participants were in an education or training program to ensure MSGs have been captured and recorded by the applicable program year and documented appropriately.

TRADE ADJUSTMENT ASSISTANCE (TAA)

Program Description

The TAA program is designed to assist eligible trade-affected workers who have been laid off as a result of foreign competition with retraining and reemployment services. The review focused on verifying eligibility of trade-affected workers who qualify for training. The worker must be permanently laid off, hours reduced, or received a threat of job loss. Also, the potential separation date must be within the impact and expiration date of a certified petition, and the worker must meet the six program criteria to be entitled to training services.

Participant Case File Review

The sample size consisted of five TAA participant case files.

The review did not reveal any Findings, Other Noncompliance Issues or Observations. However, the following general program comments are noted:

GENERAL PROGRAM COMMENTS

A TAA certified worker who was enrolled in training was not co-enrolled in partnership with the WIOA Adult/Dislocated Worker program. While not mandated by legislation, it is highly recommended to co-enroll all eligible TAA participants to leverage resources and potentially enhance program outcomes.

WAGNER-PEYSER (WP) PROGRAM

Description of Review Methodology

The Wagner-Peyser review focused on compliance with the Wagner-Peyser Act, as amended, and federal guidelines that mandate the operation of the public labor exchange system. The review included, but was not limited to, the following:

- A review of Employ Florida to verify if the LWDB was following applicable rules and regulations, and if appropriate services were provided to the general public.
- A review of whether the LWDB complied with the federal definition of a placement, job development, counseling, and Equal Employment Opportunity regulations regarding discrimination based on race, creed, gender, national origin, and age. This included a review of Veteran and Migrant and Seasonal Farmworker (MSFW) services.
- A review of system data to ensure information was recorded accurately and required services were provided and documented.
- A review of the local career centers' credentialing process and Reemployment Services and Eligibility Assessment (RESEA) program for adherence to state rules and program guidelines.

Participant Case File Review

The sample size consisted of 69 participant case files (30 job seekers, 20 job orders, 15 job seeker placements and four RESEA). The following issues were identified:

Finding Number WP 10.04

Job Order Wage Rate Verification

Applicable reference(s): Fair Labor Standards Act of 1938 as amended, 29 U.S.C. section 206; 20 CFR 680.170; section 448.01, F.S.; TEGL 19-16 and DEO Administrative Policy 099.

Unless a job order is exempt by the Fair Labor Standards Act, the compensation for jobs must be greater than or equal to the federal or state minimum wage. Job orders listed in Employ Florida may have a wage rate listed below the minimum wage; however, the employer must attest that the position pays at least the minimum wage. Verification of the attestation must be documented in the job order case notes.

All ten (100 percent) job orders reviewed with a wage rate listed below the federal or state minimum wage did not have documentation that staff verified the employer would pay at least the state's minimum wage.

Recurring Issue from Previous Year: No.

Risk Impact: Allowing an employer to advertise or hire a job seeker at a wage rate that is less than the minimum wage could lead to minimum wage compensation violations.

Required Action: If an employer chooses to list a wage rate on a job order, the LWDB must ensure the wage rate is equal to or higher than the Florida minimum wage at the time the job order is displayed, unless otherwise exempted by the FLSA. The LWDB must also ensure a case note is entered on the job order documenting the verification of the job order wage rate.

The LWDB must submit a plan of action with the CAP outlining the reasons for noncompliance as well as specific efforts taken to prevent future occurrences including routine monitoring, staff training, and written communication to staff informing them of these requirements. Because this appears to be a systemic issue, documentation must also be provided that staff have reviewed, verified and entered case notes on all job orders opened subsequent to the review with wage rates less than the Florida minimum wage, ensuring the employer will pay the minimum wage.

Finding Number WP 10.05

Job Seeker Permission for Registration, Referrals and Requirements for Participation

Applicable reference(s): 20 CFR 651.10, TEGL 19-16, and Administrative Policy 096 and 099 (rev. 5/24/2019).

Staff registration of a new job seeker in Employ Florida and referral to job orders by staff have specific guidelines that must be followed. The LWDB must now obtain the job seeker's permission prior to creating and entering a new registration in Employ Florida. The permission must be documented in a case note on the Employ Florida activity history/service screen for each new registration. Job seekers must also have a full application in Employ Florida prior to receiving a service that initiates or triggers participation. The following issues were identified:

- Of the 22 job seekers with a staff entered registration after 5/24/2019, four (18.2 percent) were missing documentation of permission to create the new account in Employ Florida. Additionally, one (4.5 percent) job seeker's permission was granted and documented after the entry of the registration.
- Of the 25 job seekers reviewed, two (8.0 percent) did not have a full application documented in Employ Florida when a staff-assisted service initiated participation.
- Of the 11 job seeker placements reviewed with staff-entered job seeker referrals after 5/24/2019, three (27.3 percent) were missing documentation of permission to refer the job seeker.

Recurring Issue from Previous Year: No.

Risk Impact: Noncompliance with job seeker registration and placement guidance has an impact on performance reporting and measurements. Failure to document permission of staff registration, staff referrals, or obtaining a full application before participation can lead to erroneous or fraudulent job seeker entry of invalid or false registrations.

Required Action: The LWDB must ensure permission is granted by job seekers prior to the creation of staff entered accounts in Employ Florida and staff-assisted referrals. The LWDB must also ensure job seeker permission is documented in a case note on the job seeker's Employ Florida account. Additionally, staff must ensure full applications for job seekers are completed and entered prior to participation.

The LWDB must submit a plan of action with the CAP outlining the reasons for noncompliance as well as specific efforts taken to prevent future occurrences including routine monitoring, staff training and written communication to staff informing them of these requirements. The LWDB must also document efforts made by staff to contact, verify and document the job seeker's permission to create an Employ Florida registration and that a full application is completed.

ONI Number WP 10.00.05

Staffing (Private/Temporary Employment) Agencies

Applicable reference(s): Wagner-Peyser Act of 1933, as amended, Sec. 13(b)(1); Administrative Policy 99; DEO Memorandum entitled "Job Orders from Private Employment Agencies" dated June 31, 2007.

The Wagner-Peyser Act specifically states that job seekers are not to be charged a fee for referral and placement through the state employment security system. State guidance further requires all positions offered by staffing (private/temporary employment) agencies to carry the phrase "Position offered by no-fee agency" in the job description section of the job order.

Of the two job orders reviewed from staffing (private/temporary employment) agencies, one (50.0 percent) did not contain the phrase "Position offered by no-fee agency" in the job description section.

Recurring Issue from Previous Year: No.

Risk Impact: Noncompliance may lead to possible complaints and other issues if the job seeker is charged a fee for referral and placement.

Required Action: The LWDB must ensure program staff review all current job orders for private/temporary employment agencies to make sure the phrase "Position offered by no-fee agency" is indicated in the job description on all job orders for the specific industry.

The LWDB must submit a plan of action with the CAP outlining the reasons for noncompliance as well as specific efforts taken to prevent future occurrences including routine monitoring, staff training and written communication to staff informing them of the requirements. The CAP must also include documentation that the LWDB reviewed job orders entered by staffing/private employment agencies subsequent to the review ensuring the correct language is in the job order description.

REEMPLOYMENT SERVICES AND ELIGIBILITY ASSESSMENT (RESEA) PROGRAM

The RESEA program review focused on the LWDB's compliance with the requirements of the grant to assist reemployment assistance (RA) claimants return to work faster. The purpose of the review is to ensure the LWDB connected claimants/participants with in-person assessments and reemployment services and opportunities to further their reemployment goals and successful employment outcomes such as providing labor market information (LMI), identifying job skills and prospects, and reviewing a claimant's continued RA benefit eligibility.

Participant Case File Review

The sample size consisted of four participant case files. The review did not reveal any Findings, Other Noncompliance Issues or Observations.

CAREER CENTER CREDENTIALING

The career center credentialing review was conducted to determine compliance with program guidance. The methodology for conducting the review included self-certification by the LWDB that the following credentialing requirements had been met for the review period at each of the career center locations (posters, signage, and resource room verification). All other administrative requirements and records (listing of front-line staff, continuing education hours attained, complaint system information, etc.) were reviewed remotely by the monitor.

The monitor also reviewed the administrative documents provided to determine whether all “front-line” staff members had completed their required Tier I Certification courses and the 15 hours of continuing education courses in related subjects. As part of the credentialing process, the monitor reviewed the LWDB’s Employment Service Complaint System to ensure that a system is in place to process any complaints received.

The Career Center Credentialing review did not reveal any Findings, Other Noncompliance Issues or Observations.

V. FINANCIAL DISCLOSURE REVIEW

Description of Review Methodology

The Financial Disclosure review focused on determining the LWDB’s compliance with financial disclosure requirements as referenced in Sections 112.3145 and 445.07, Florida Statutes, and DEO’s Final Guidance FG-075. The purpose of the review is to ensure that the LWDB members and the executive director have filed a statement of financial interest with the local supervisor of elections for reporting to the Florida Commission on Ethics (Ethics Commission). Additionally, state guidance requires that all board meeting minutes be posted to the LWDB’s website.

The management process review tool was used to gather information about the LWDB filing requirements and the Ethics Commission’s website was used to verify the information.

The Financial Disclosure review did not reveal any Findings, Other Noncompliance Issues or Observations.

VI. COLLECTION OF DEMOGRAPHIC INFORMATION

Federal regulations require the collection, recording, and maintenance of demographic information about an individual's race/ethnicity, gender, age and, where known, disability status for every applicant and registrant. The purpose of this section of the review is to determine compliance with the nondiscrimination and equal opportunity provisions of Section 29, Part 37 of the Code of Federal Regulations, and DEO’s Guidelines for Compliance with Section 188 of the Workforce Innovation and Opportunity Act regarding Collection of Demographic Data.

The management process review tool was used to gather information about the LWDB’s practice of collecting demographic information.

The Demographic analysis review did not reveal any Findings, Other Noncompliance Issues or Observations.

VII. MANAGEMENT INFORMATION SYSTEMS (MIS)

The purpose of the MIS security check is to evaluate the effectiveness of the LWDB’s information security controls and whether a business process and policy is in place that complies with DEO’s Information Technology (IT) guidelines and the DEO/LWDB Grantee/Subgrantee agreement requirements. The business process and policy must ensure the LWDB has appropriate physical, technical, and administrative security controls and processes that protect DEO data and information technology resources.

The management process review tool was used to gather information about the LWDB’s IT security protocols. Additionally, the monitor reviewed the LWDB’s local user access and termination procedures for the review period. The LWDB provided an up-to-date listing of all current MIS users as well as a list of individuals whose

employment ended during the review period. The names of terminated users on the LWDB's list were matched with user staff accounts maintained by DEO's Internal Security Unit to determine whether any of those individuals still had access to the system and/or if their privileges had been revoked/terminated. A review was also made to determine if background screenings were conducted for staff hired during the review period.

The MIS review did not reveal any Findings, Other Noncompliance Issues or Observations.

VIII. TRAINING AND TECHNICAL ASSISTANCE

For questions and/or technical assistance in any of the program review areas, the LWDB should contact OSPS at the following email addresses:

- WT - WTPProgram@deo.myflorida.com
- SNAP - SNAPETProgram@deo.myflorida.com
- WIOA - WIOA@deo.myflorida.com
- TAA - TRA@deo.myflorida.com
- WP - Wagner.Peyser@deo.myflorida.com
- RESEA - RESEA@deo.myflorida.com
- FLC - H-2A.JobOrder@deo.myflorida.com and H-2B.JobOrder@deo.myflorida.com
- MSFW – [State Monitor Advocate \(via direct email\)](#)

Additional training can be requested by sending a [Training Request Form](#) to WFSTraining@deo.myflorida.com.

IX. CONCLUSION

The results of the programmatic and fiscal monitoring review revealed that the LWDB's program processes and service delivery systems generally appear to be following established federal and state laws, program guidance, uniform fiscal requirements, and applicable policies and procedures. There were, however, some deficiencies in case file documentation requirements as well as operational, system and fiscal practices.

Areas of concern included, but were not limited to, missing or incomplete file documentation, services and activities not ended timely, incomplete forms, lack of recording information in the state's MIS, lack of permissions to create accounts, as well as other deficiencies. Some of these deficiencies were also repeat issues from the prior year's review which, if left unresolved, could potentially affect future program operations.

A CAP is required to address how the LWDB will correct the findings and other noncompliance issues identified in this report. For the noted deficiencies, the monitors have provided recommendations and suggestions to help respond to the issues identified, help develop and implement processes that result in positive program practices and performance outcomes and help to improve the quality and integrity of the data collected.

X. APPENDIX

LWDB Name: CareerSource Citrus Levy Marion

Programmatic Monitoring Dates: May 18 – 29, 2020

Programmatic Review Period (Time Period for Data Covered in the Review): April 1, 2019 – March 1, 2020

Programs Reviewed:

- Welfare Transition
- Supplemental Nutrition Assistance Program - Employment and Training
- Workforce Innovation and Opportunity Act
- Trade Adjustment Assistance
- Wagner-Peyser
- Any special projects identified and operational during the review period

Entrance and Exit Conference Attendees

| The entrance conference with LWDB staff was conducted on May 18, 2020. The exit conference was conducted on May 29, 2020. The entrance/exit conference attendees are listed below: | | | |
|--|-------------------|---------------------|-----------------|
| NAME | Agency | Entrance Conference | Exit Conference |
| Terry Wester-Johnson | DEO (Review Lead) | x | x |
| Sanchez Emanuel | DEO | x | x |
| Barbara Walker | DEO | x | x |
| Andy Windsor | DEO | x | x |
| Kathleen Woodring | LWDB | | x |
| Dale French | LWDB | x | x |
| Steven Litzinger | LWDB | x | x |
| Myrna Serrano | LWDB | x | x |
| Cory Weaver | LWDB | | x |
| Kimberly Gray | LWDB | x | x |
| Cindy LeCouris | LWDB | x | |
| Iris Pozo | LWDB | x | x |

Ron DeSantis
GOVERNOR



Dane Eagle
EXECUTIVE DIRECTOR

April 29, 2021

Mr. Rusty Skinner, Chief Executive Officer
CareerSource Citrus Levy Marion
Enterprise Center
3003 SW College Road, Suite 205
Ocala, Florida 34474

Dear Mr. Skinner:

The Department of Economic Opportunity would like to thank you and CareerSource Citrus Levy Marion staff for your participation and cooperation in the 2019-2020 quality assurance review of your workforce programs. Your corrective action plan for resolving the findings and other noncompliance issues identified in the report has been accepted. Consequently, this correspondence closes the 2019-2020 quality assurance review process.

Should you have any questions or require additional information, please contact Ken Williams at (850) 245-7457 or via email at Kenneth.Williams@deo.myflorida.com.

Sincerely,

Charles Williams, Workforce Administrator
Bureau of One-Stop and Program Support

CW/otwj

cc: Michelle Dennard
Andrew Collins
Casey Penn
Ken Williams

Florida Department of Economic Opportunity | Caldwell Building | 107 E. Madison Street | Tallahassee, FL 32399
850.245.7105 | www.FloridaJobs.org
www.twitter.com/FLDEO | www.facebook.com/FLDEO

An equal opportunity employer/program. Auxiliary aids and service are available upon request to individuals with disabilities. All voice telephone numbers on this document may be reached by persons using TTY/TTD equipment via the Florida Relay Service at 711.



RECORD OF ACTION/APPROVAL

Performance and Monitoring Committee Tuesday, May 11, 2021

TOPIC/ISSUE:

One Stop Operator Annual Review

BACKGROUND:

The Workforce Innovation and Opportunity Act requires the procurement of One Stop Operators within the workforce network. One Stop Operators, by definition, are considered a sub-recipient and therefore must be monitoring annually.

POINTS OF CONSIDERATION:

Staff have reviewed the current contract and has taken into consideration limitations made necessary by impacts of Covid-19. A review was conducted to compare the deliverable as listed in the annual agreement to the services provided by the provider, Thomas P. Miller & Associates. The review did not identify any issues or non-compliance with the providers services. It should be noted that while some services could not be provided due to travel restrictions, social distancing and office shutdowns, TPMA has remained vigilant with communications and has offered additional services to make up for those that could not be provided.

STAFF RECOMMENDATIONS:

Approve the annual review as submitted.

COMMITTEE ACTION:

BOARD ACTION:



Enterprise Center
3003 SW College Rd, Suite 205
Ocala, FL 34474
352 873-7939/800 434-5627
careersourceclm.com

PY2020-2021 One Stop Operator Scope of Work Review

Prepared by: Dale French, Executive Vice President
Review Period: 04/01/2020 through 3/31/2021

ONE STOP OPERATOR SERVICES

INTRODUCTION

This review is conducted to maintain compliance of the annual monitoring requirements for all sub-recipients. This review compares the deliverables of the annual service provision contract with services provided. The goals, definition and approach of the One Stop operator were established by the Executive Committee and are reviewed annually through feedback from the five board committees. Additionally, the purpose of the Operator as defined by the WIOA is to coordinate services within the One Stop system, collaborate with mandatory and optional partners and ensure general efficiency of service delivery to customers.

OVERVIEW OF QUALITY ASSURANCE RESULTS

The outcome of the quality assurance review is detailed in the following sections. Outcomes of the report detail the services provided, service recommendations and areas of future improvement and collaboration.

ANNUAL DELIVERABLES

The annual deliverables as detailed in the agreement are broken down by quarter. Due to the nature of the relationship with the One Stop Operator many services overlap or are duplicated in each quarter as ongoing work is conducted. The unduplicated deliverables are:

- Conduct quarterly visits to each center in the region to review customer flow, conduct staff and customer interviews to ensure quality service delivery.
- Provide feedback to Sr. Management on best practices and recommendations to improve service delivery and customer satisfaction.
- Assist with monitoring feedback as requested.
- Conduct policy review and provide recommendations for compliance
- Coaching and mentoring of select staff categories and center management.
- Meet with mandatory and optional One Stop partners as defined in the WIOA.

SUMMARY OF ANNUAL SERVICE PROVISION

The impacts of the Covid-19 virus were widespread and greatly affected the ability of the provider to carry out the work of several deliverables. The deliverables impacted were the provision of on-site quarterly visits and follow-up visits to the mandatory and optional One Stop partners. However, the operator did provide additional services and enhanced contact with staff through the Zoom video conferencing platform. The provider also assisted Sr. Management with several other requests in lieu of the deliverables that could not be met due to center lockdowns, social distancing and travel restrictions. In some areas, services provided were greatly enhanced due to implementation of video conferencing. This has increased the contact with staff and management and helped maintain a solid presence. A full detail of services provided are listed below.

SERVICES

Ongoing meetings with staff in various areas of operations. These meetings resulted in discussion of best practice approaches when working with customers 'virtually', assessing customer and business needs and assistance with prioritizing and organizing work when teleworking or splitting telework with on-site work. The meetings that were conducted throughout the year were separated by service delivery units and management.

- Sr. Management
- Meetings with all staff members from 14th Street, Talent Center, Lecanto and Chiefland offices
- Business Services – follow up to the implementation of the business needs assessment
- Operations staff
- Welfare Transition and SNAP staff
- Quarterly debrief meetings with Senior staff
- Attendance at quarterly committee and board meetings via video platform

OTHER ACHIEVEMENTS – NOT LISTED IN THE ANNUAL CONTRACT

Due to some services being delayed due to Covid restrictions, the operator provided assistance in additional areas as requested by Senior Management.

1. Conducted research and provided input on the necessity and use of the W9 tax forms when providing large-sum support assistance to TANF customers. Support services were greatly increased at the onset and during shutdowns and layoffs caused by Covid-19.
2. Conducted a review of all new online requirements as detailed in the annual sub-grantee agreement with the Department of Economic Opportunity. The provider reviewed the required documentation and tested our web presence to ensure that all required documentation was posted, was easily accessible and met the requirements of the agreement.

RECOMMENDATIONS PROVIDED TO BOARD STAFF

- Create a disaster response plan for future health epidemics or natural disasters
- Consider the implementation of a hybrid work/home telework staffing model
- Create formal revisions to staffing policies to allow for telework either as an ongoing process or in the event of public health or natural disasters
- Review the current processes and procedures of the business services staff to maximize efficiency for the team
- Continue to use the Myers Briggs assessments with new staff for better understanding of personalities within the centers
- Clarify roles and responsibilities, job titles and duties to make sure everyone understands what each staff member does and how it fits into the larger picture.

NEXT STEPS AND WORK TO BE DONE

The following details the work currently being conducted by the provider and are listed as next steps for the fourth quarter of the 2020-2021 program year and into the 2021-2022 program year.

- Research successful MOU and Infrastructure Funding Agreements (IFA)
- Review national best practices of how other LWDAs are handling vaccine roll-outs
- Seek additional tools to engage and recruit candidates
- Conduct monthly meetings with all staff and management
- Identify activities for staff to encourage communication and promote a cohesive team environment
- Develop a plan to engage partners and facilitate workforce and economic development ecosystem meetings to encourage networking, communication and connecting with support providers in the three-county region

- Review and identify areas of impact for One Stop partners due to recent legislative proposals
- Create ongoing communication between mandatory and optional One Stop partners as defined by the WIOA
- Finalize standardized on-boarding processes and procedures.

SUMMARY

TPMA continues to be an asset to the organization through ongoing collaboration, coaching and mentoring of staff and acts as a conduit to best practices identified nationally. Despite service interruptions over the past program year the TPMA team has maintained open communication and offered to assist in any way needed to ensure continuity of services through the CareerSource CLM offices.

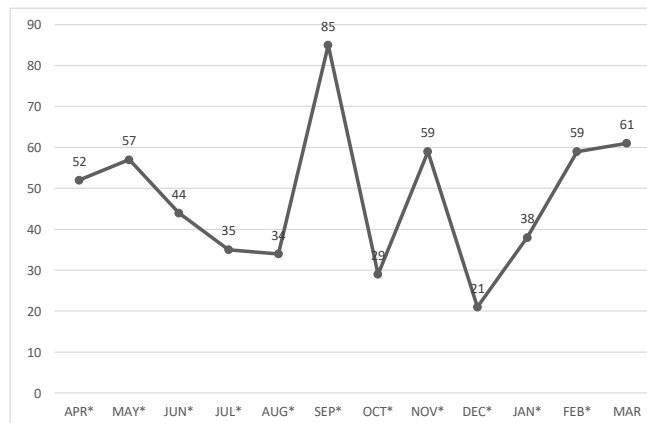
Staff have continued to survey customers at varying 'touch points' during their time of receiving services at CareerSource CLM and the surveys have shown that customer satisfaction has maintained the same level of ratings as those received pre-pandemic.

TRAFFIC COUNT

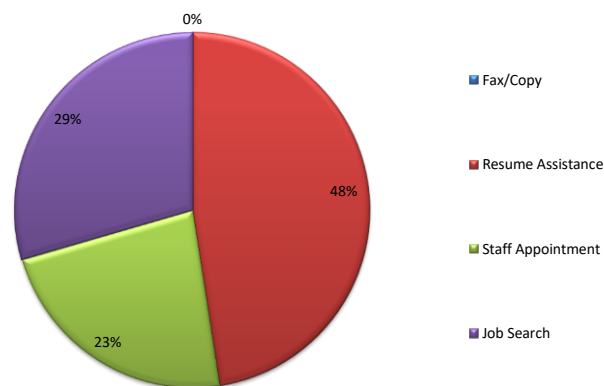
| | 2020 / 2021 | | | | | | | | | | | | |
|-------------|-------------|------|------|------|------|------|------|------|------|------|------|-----|-----|
| | APR* | MAY* | JUN* | JUL* | AUG* | SEP* | OCT* | NOV* | DEC* | JAN* | FEB* | MAR | YTD |
| REFERRALS | 14 | 15 | 23 | 14 | 23 | 19 | 16 | 16 | 13 | 11 | 19 | 15 | 198 |
| PLACEMENTS | 7 | 4 | 6 | 1 | 9 | 10 | 5 | 4 | 2 | 6 | 2 | 10 | 66 |
| INTERNSHIPS | 0 | 1 | 1 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 1 | 5 |
| OJT/WEX/CBT | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| TRAFFIC | 52 | 57 | 44 | 35 | 34 | 85 | 29 | 59 | 21 | 38 | 59 | 61 | 574 |

SERVICES BREAKDOWN

CENTER TRAFFIC BY MONTH



* Center traffic counted by in office and virtual services provided



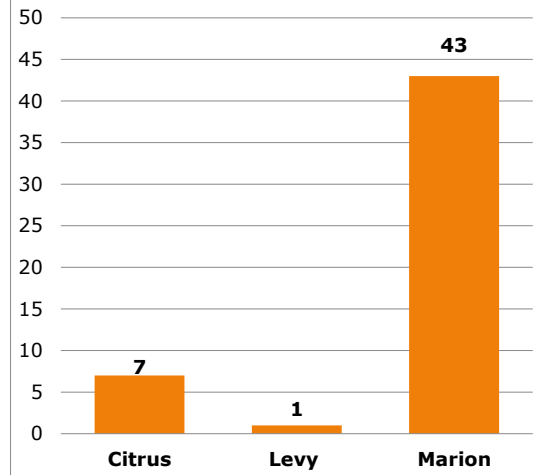
PY 20 - 21 Individual Events

Total Events: 51
Attendees: 1071
Reported Hires: 563

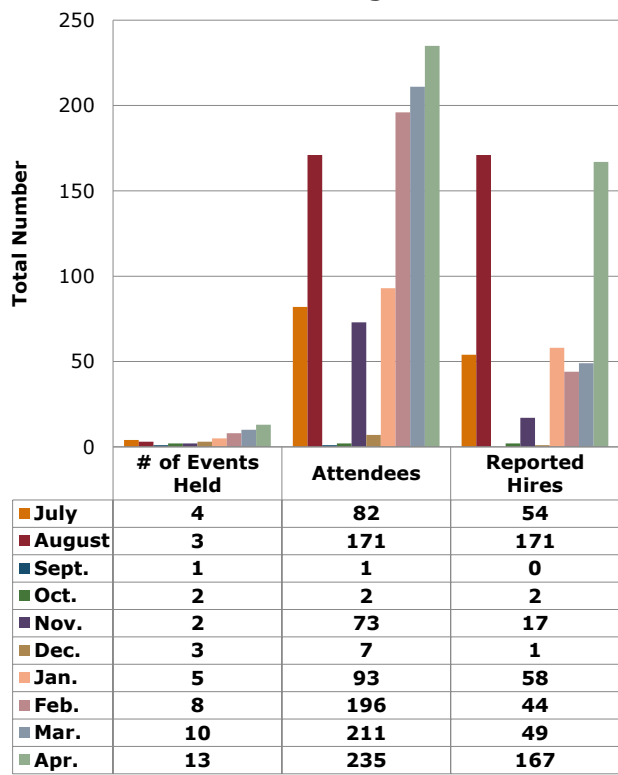
PY 20 - 21 Job Fairs & Expos

Attendees: 1825
Businesses: 120

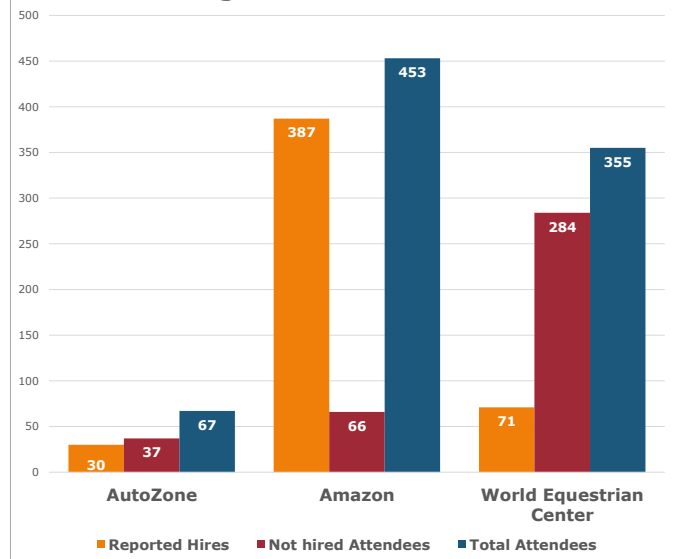
Hiring Events by County PY20-21



Individual Hiring Events



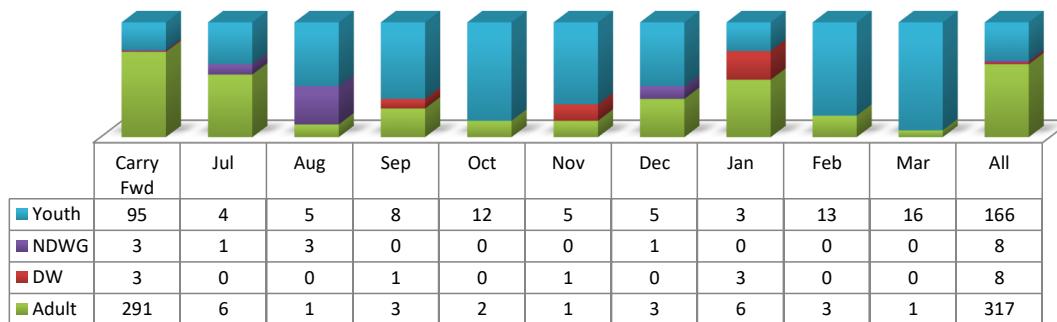
Top 3 Hiring Events
Program Year 2020-2021



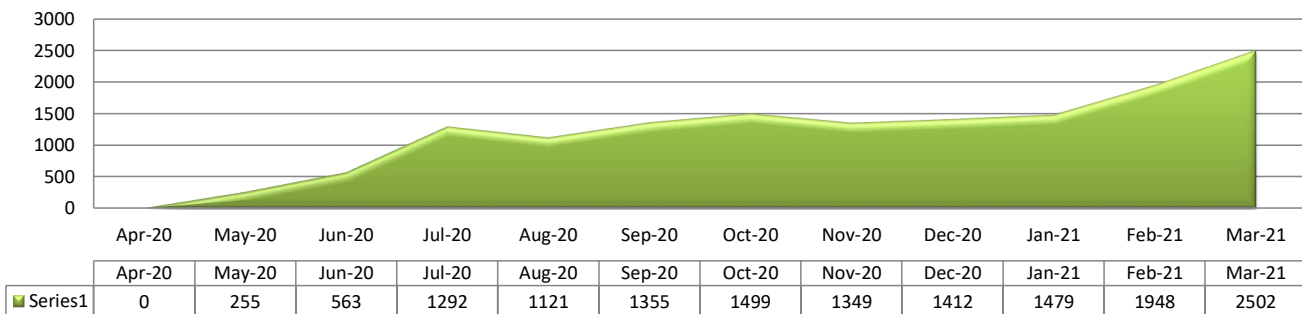
Other Recruitment Events 01/2021 - 4/2021

| Event Date | Event Name | Event Location | County |
|------------|--|--------------------------------|--------|
| 1/13/2021 | E-One | E-One Welcome Center | Marion |
| 1/25/2021 | HHS Environmental Services, LLC | 14th Street | Marion |
| 1/26/2021 | Errand Rides LLC | 14th Street | Marion |
| 1/26/2021 | TKC Holdings | Virtual | Marion |
| 2/6/2021 | Monterey Boats | Williston Airport | Levy |
| 2/16/2021 | Errand Rides | 14th St. | Marion |
| 2/17/2021 | Marion County Schools - Transportation | 14th St. | Marion |
| 2/18/2021 | Family Life Care | Lecanto office | Citrus |
| 2/24/2021 | JAE Restaurant Group (Wendys) | Chamber of Commerce | Citrus |
| 3/4/2021 | Ilton Garden Inn/ Holiday Inn & Suites | Holiday Inn & Suites | Marion |
| 3/8/2021 | Key Training Center | Lecanto Office | Citrus |
| 3/10/2021 | Concierge Care of Ocala | 14th St | Marion |
| 3/10/2021 | Key Training Center | Key Training Center | Citrus |
| 3/23/2021 | WaWa | Crystal River Mall | Citrus |
| 3/30/2021 | JR Plastics | 14th St | Marion |
| 4/6/2021 | eResources Govt. Services | 14th Street | Marion |
| 4/10/2021 | McLane | McLane | Marion |
| 4/13/2021 | Chicken Salad Chick | Chicken Salad Chick | Marion |
| 4/14/2021 | Winco MFG | Winco MFG | Marion |
| 4/21/2021 | Florida Autism Center | 14th Street | Marion |
| 4/22/2021 | Errand Rides | 14th Street | Marion |
| 4/27/2021 | Colen Built Development (OTOW) | Circle Square Cultural | Marion |
| 4/28/2021 | Heart of Florida Health Center | Heart of Florida Health Center | Marion |

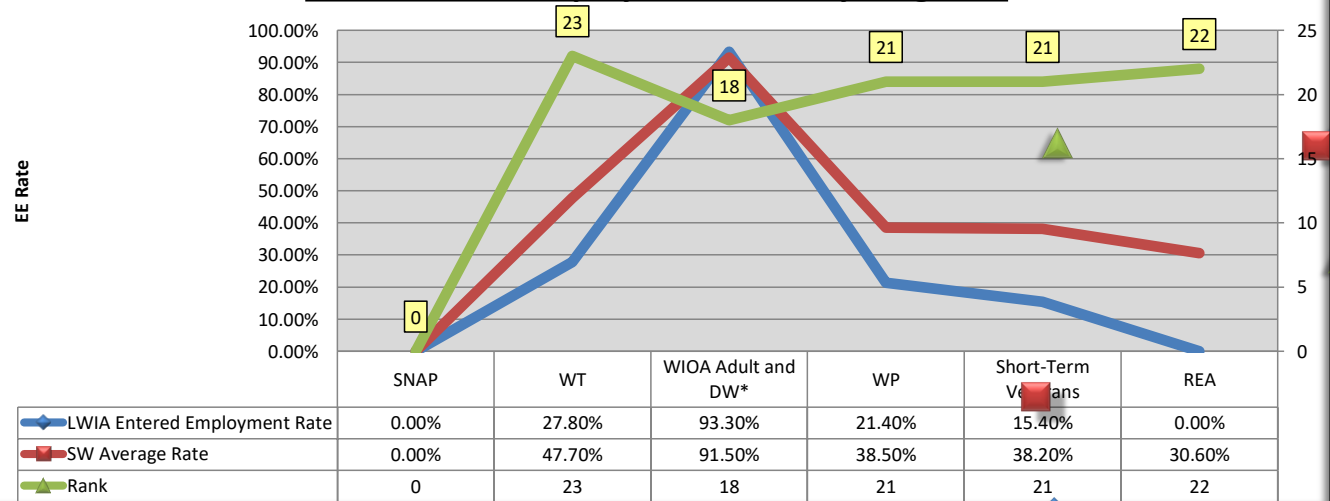
All WIOA Participant Enrollments



Center Traffic - 12 Months



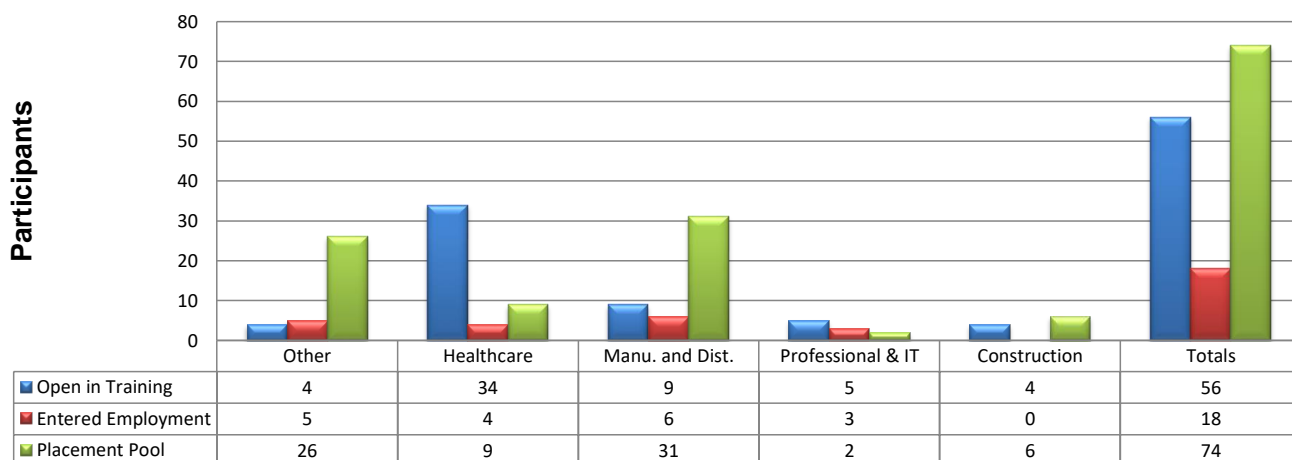
MMR Entered Employment Rates by Program*



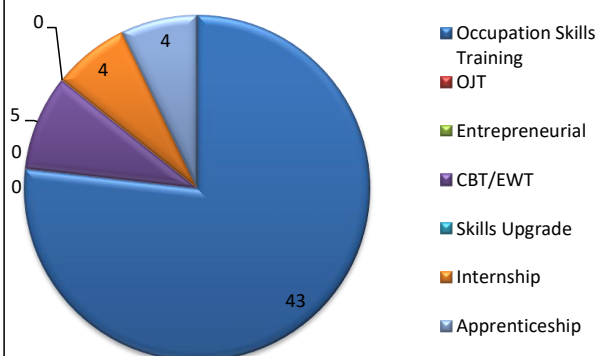
* SNAP and WT measures will be updated when the data becomes available

#1 Ranking shared between 14 RWB's

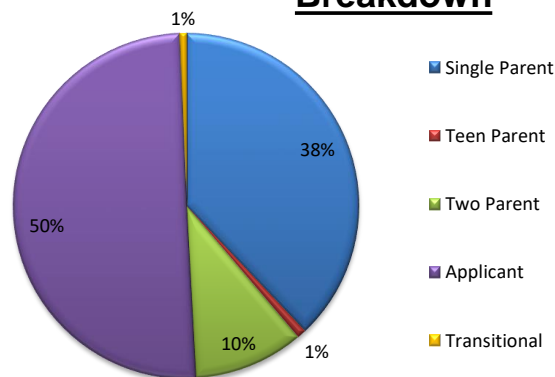
WIOA Industry Training Comparison YTD



Open WIOA Training Activity Classification- Adult/DW

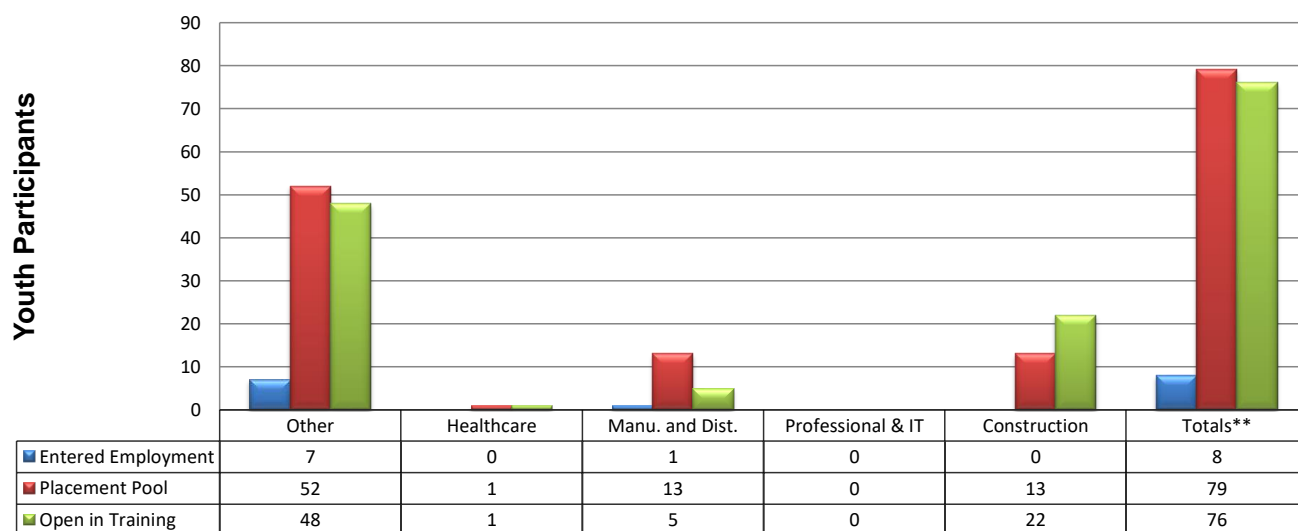


Current WT Caseload Breakdown

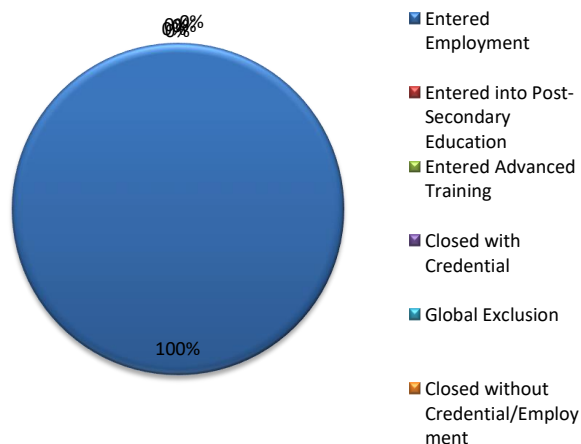


| Traffic | Mar-20 | Mar-21 | YTD 19.20 | YTD 20.21 |
|-----------------------------------|--------|--------|-----------|-----------|
| Newly Registered Job Seekers | 2,061 | 198 | 4,509 | 2,513 |
| Total Job Referrals | 1,732 | 339 | 18,407 | 5,634 |
| Managed Job Orders | 531 | 791 | 4,803 | 5,141 |
| External Job Orders | 2,642 | 4,343 | 22,314 | 38,332 |
| Overall Traffic | 1,432 | 2,159 | 23,417 | 13,644 |
| Receiving Reemployment Assistance | 1,700 | 2,427 | 4,298 | 16,648 |
| Welfare Transition | Mar-20 | Mar-21 | | |
| Participation Rate All Family | 36.0% | 0.0% | | |
| Case Load | 188 | 76 | | |

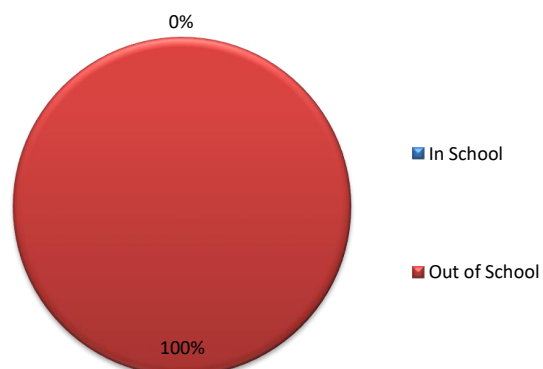
WIOA Youth Industry Training Comparison YTD



Youth Placements Breakdown



Youth Breakdown by Enrollment Code



| | | | |
|----------------------------|-----|-------------------------------------|-----------|
| Youth Carry Forward: | 95 | AVG Closure Wage (With Credential): | \$11.16 |
| Total Youth Closed: | 52 | AVG Closure Wage (No Credential): | \$0.00 |
| Total Youth Served: | 166 | ROI for PY 20/21 Youth Services: | \$874,112 |
| Average Training Lifespan: | 84 | | |

| Traffic | | PY 13-14 | PY 14-15 | PY 15-16 | PY 16-17 | PY 17-18 | PY 18-19 | PY 19-20 | PY2020 2021 | | | | | | | | | | |
|------------------------------|---------------------|----------|----------|----------|----------|----------|----------|----------|-------------|--------|--------|--------|-------|--------|-------|-------|--------|--------|--|
| | | | | | | | | | JUL | AUG | SEP | OCT | NOV | DEC | JAN | FEB | MAR | YTD | |
| Center Traffic | 14th Street | 44,783 | 36,852 | 34,101 | 35,557 | 28,800 | 23,726 | 15,245 | 629 | 598 | 779 | 937 | 833 | 920 | 915 | 1,196 | 1,287 | 8,094 | |
| | Lecanto | 10,675 | 9,231 | 8,448 | 8,071 | 6,278 | 6,392 | 4,255 | 276 | 298 | 336 | 326 | 277 | 292 | 325 | 445 | 538 | 3,113 | |
| | Chiefland | 6,838 | 6,066 | 5,653 | 5,431 | 4,085 | 4,136 | 3,132 | 352 | 191 | 155 | 207 | 180 | 209 | 201 | 248 | 273 | 2,016 | |
| | Talent Center | | 1,214 | 1,458 | 697 | 1,319 | 1,072 | 846 | 35 | 34 | 85 | 29 | 59 | 21 | 38 | 59 | 61 | 421 | |
| | *MCC 1 | 1,413 | 1,280 | 1,257 | 800 | 902 | 862 | 426 | - | - | - | - | - | - | - | - | - | 0 | |
| | *MCC 2 | 970 | 750 | 342 | 282 | 359 | 398 | 151 | - | - | - | - | - | - | - | - | - | 0 | |
| | Total | 64,679 | 55,393 | 51,259 | 50,141 | 41,743 | 36,586 | 24,055 | 1,292 | 1,121 | 1,355 | 1,499 | 1,349 | 1,442 | 1,479 | 1,948 | 2,159 | 13,644 | |
| Online Traffic | Citrus | 139,121 | 98,047 | 71,187 | 57,011 | 37,587 | 22,002 | 17,190 | 1,442 | 956 | 890 | 945 | 747 | 602 | 575 | 662 | 643 | 7,462 | |
| | Levy | 32,850 | 23,645 | 14,461 | 12,971 | 10,745 | 6,089 | 3,999 | 282 | 165 | 210 | 172 | 161 | 163 | 168 | 302 | 220 | 1,843 | |
| | Marion | 363,536 | 242,259 | 180,839 | 155,810 | 116,901 | 67,101 | 40,990 | 3,801 | 1,996 | 2,088 | 2,092 | 1,663 | 1,519 | 1,643 | 1,783 | 1,435 | 18,020 | |
| | Other | 55,999 | 36,540 | 23,425 | 8,356 | 12,218 | 6,387 | 3,337 | 2 | 164 | 158 | 169 | 147 | 103 | 136 | 240 | 204 | 1,323 | |
| | Total | 591,506 | 400,491 | 289,912 | 234,148 | 177,451 | 101,579 | 65,516 | 5,527 | 3,281 | 3,346 | 3,378 | 2,718 | 2,387 | 2,522 | 2,987 | 2,502 | 28,648 | |
| Events | Events | | | 22 | 126 | 147 | 135 | 68 | 4 | 3 | 1 | 3 | 3 | 3 | 5 | 8 | 10 | 40 | |
| | Attendees | | | 1,808 | 4,535 | 4,028 | 3,406 | 1,042 | 82 | 171 | 1 | 94 | 115 | 7 | 93 | 196 | 211 | 970 | |
| Wagner Peyser | | PY 13-14 | PY 14-15 | PY 15-16 | PY 16-17 | PY 17-18 | PY 18-19 | PY 19-20 | PY2020 2021 | | | | | | | | | | |
| | | JUL | AUG | SEP | OCT | NOV | DEC | JAN | FEB | MAR | YTD | | | | | | | | |
| Newly Registered Job Seekers | Marion | 5,050 | 4,440 | 3,981 | 4,081 | 3,883 | 2,573 | 4,903 | 665 | 133 | 102 | 126 | 122 | 111 | 161 | 154 | 134 | 1708 | |
| | Citrus | 1,970 | 1,665 | 1,420 | 1,442 | 1,323 | 995 | 2,007 | 232 | 43 | 47 | 57 | 53 | 42 | 62 | 54 | 55 | 645 | |
| | Levy | 537 | 403 | 339 | 376 | 375 | 272 | 442 | 65 | 12 | 17 | 9 | 9 | 14 | 13 | 12 | 9 | 160 | |
| | Total | 7,557 | 6,508 | 5,808 | 5,899 | 5,581 | 3,840 | 7,352 | 962 | 188 | 166 | 192 | 184 | 167 | 236 | 220 | 198 | 2,513 | |
| Total Employers Posting Jobs | Marion | 801 | 848 | 748 | 724 | 705 | 724 | 654 | 315 | 337 | 358 | 373 | 349 | 324 | 320 | 320 | 381 | 644 | |
| | Citrus | 308 | 307 | 305 | 308 | 283 | 155 | 183 | 76 | 79 | 74 | 80 | 75 | 64 | 62 | 65 | 80 | 170 | |
| | Levy | 72 | 84 | 90 | 82 | 77 | 54 | 56 | 15 | 17 | 19 | 18 | 19 | 22 | 20 | 18 | 29 | 57 | |
| | Total | 1,181 | 1,239 | 1,143 | 1,114 | 1,066 | 933 | 893 | 406 | 433 | 451 | 471 | 443 | 410 | 402 | 403 | 490 | 871 | |
| Managed Job Orders | Marion | 2396 | 2801 | 3054 | 3326 | 3514 | 4854 | 4568 | 398 | 439 | 555 | 472 | 283 | 339 | 360 | 416 | 553 | 3815 | |
| | Citrus | 704 | 686 | 736 | 815 | 934 | 1157 | 1114 | 124 | 108 | 182 | 194 | 46 | 74 | 89 | 77 | 185 | 1079 | |
| | Levy | 171 | 156 | 214 | 163 | 213 | 238 | 232 | 17 | 19 | 20 | 20 | 21 | 17 | 28 | 21 | 48 | 211 | |
| | Other | 114 | 102 | 177 | 177 | 73 | 78 | 41 | 5 | 0 | 1 | 7 | 3 | 5 | 5 | 5 | 5 | 36 | |
| | Subtotal | 3385 | 3745 | 4181 | 4481 | 4734 | 6327 | 5955 | 544 | 566 | 758 | 693 | 353 | 435 | 482 | 519 | 791 | 5141 | |
| | External Job Orders | 22415 | 30704 | 33972 | 31693 | 28587 | 32498 | 28846 | 3,763 | 3,695 | 4,125 | 4,242 | 5,199 | 3,834 | 4,407 | 4,724 | 4,343 | 38,332 | |
| | Total | 25800 | 34649 | 38121 | 36174 | 33321 | 38825 | 34801 | 4,307 | 4,261 | 4,883 | 4,935 | 5,552 | 4,269 | 4,889 | 5,243 | 5,134 | 43,473 | |
| % of internal vs. total | | 13.12% | 11.39% | 10.88% | 12.39% | 14.21% | 16.30% | 17.11% | 12.63% | 13.28% | 15.52% | 14.04% | 6.36% | 10.19% | 9.86% | 9.90% | 15.41% | 11.83% | |
| Welfare Transition | | PY 13-14 | PY 14-15 | PY 15-16 | PY 16-17 | PY 17-18 | PY 18-19 | PY 19-20 | PY2020 2021 | | | | | | | | | | |
| | | JUL | AUG | SEP | OCT | NOV | DEC | JAN | FEB | MAR | YTD | | | | | | | | |
| Open Case Load | Marion | 1,216 | 1,355 | 1,286 | 1,073 | 942 | 902 | 963 | 233 | 101 | 58 | 79 | 68 | 74 | 50 | 73 | 50 | 646 | |
| | Citrus | 353 | 422 | 384 | 379 | 311 | 272 | 268 | 64 | 33 | 19 | 18 | 17 | 12 | 19 | 15 | 18 | 192 | |
| | Levy | 186 | 161 | 180 | 150 | 136 | 108 | 135 | 38 | 12 | 6 | 10 | 8 | 7 | 5 | 4 | 8 | 81 | |
| | Total | 1,755 | 1,938 | 1,850 | 1,602 | 1,389 | 1,282 | 1,366 | 335 | 146 | 83 | 107 | 93 | 93 | 74 | 92 | 76 | 919 | |
| Participation Rate | All Family | 41.20% | 44.10% | 35.80% | 30.70% | 36.50% | 36.90% | 30.30% | 0.30% | 0.00% | 0.30% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.00% | 0.10% | |

| Training | | PY 12-13 | PY 13-14 | PY 14-15 | PY 15-16 | PY 16-17 | PY 17-18 | PY 18-19 | PY 19-20 | PY2020 2021 | | | | | | | | | |
|----------------------------|-----------------|--------------|--------------|--------------|--------------|-------------|-------------|-------------|-------------|-------------|------------|------------|------------|------------|------------|-----------|-----------|-----------|------------|
| | | | | | | | | | | JUL | AUG | SEP | OCT | NOV | DEC | JAN | FEB | MAR | YTD |
| Occupation Skills Training | Citrus | 172 | 118 | 115 | 142 | 121 | 91 | 122 | 31 | 5 | 6 | 6 | 4 | 4 | 3 | 3 | 1 | 0 | 8 |
| | Levy | 53 | 73 | 68 | 54 | 34 | 24 | 19 | 6 | 2 | 2 | 1 | 1 | 1 | 1 | 3 | 3 | 1 | 4 |
| | Marion | 617 | 389 | 339 | 224 | 233 | 335 | 365 | 157 | 66 | 65 | 68 | 57 | 54 | 46 | 48 | 46 | 42 | 93 |
| | Subtotal | 842 | 580 | 522 | 420 | 388 | 450 | 506 | 194 | 73 | 73 | 75 | 62 | 59 | 50 | 54 | 50 | 43 | 105 |
| Skills Upgrade | Citrus | 0 | 0 | 0 | 0 | 0 | 0 | 6 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 1 |
| | Levy | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Marion | 4 | 0 | 0 | 0 | 0 | 2 | 59 | 35 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Subtotal | 4 | 0 | 0 | 0 | 0 | 2 | 67 | 37 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 1 |
| OJT | Citrus | 11 | 3 | 8 | 8 | 13 | 4 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Levy | 0 | 0 | 1 | 0 | 0 | 0 | 3 | 0 | 1 | 1 | 2 | 1 | 0 | 0 | 0 | 0 | 0 | 2 |
| | Marion | 29 | 18 | 22 | 11 | 14 | 81 | 97 | 8 | 2 | 1 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 2 |
| | Subtotal | 40 | 21 | 31 | 19 | 27 | 85 | 103 | 8 | 3 | 2 | 3 | 2 | 1 | 1 | 1 | 0 | 0 | 4 |
| Entrepreneurial | Citrus | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Levy | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Marion | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Subtotal | 0 | 1 | 1 | 0 | 0 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Internships | Citrus | 5 | 4 | 1 | 5 | 2 | 4 | 3 | 2 | 1 | 1 | 1 | 0 | 1 | 1 | 2 | 1 | 1 | 4 |
| | Levy | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 0 | 1 | 1 | 1 | 1 | 0 | 0 | 0 | 1 |
| | Marion | 11 | 6 | 0 | 4 | 3 | 9 | 12 | 11 | 5 | 7 | 7 | 6 | 4 | 2 | 2 | 2 | 3 | 11 |
| | Subtotal | 17 | 11 | 1 | 9 | 5 | 13 | 15 | 16 | 6 | 8 | 9 | 7 | 6 | 4 | 4 | 3 | 4 | 16 |
| Customized Training | Citrus | 233 | 214 | 8 | 5 | 2 | 7 | 0 | 6 | 6 | 6 | 6 | 6 | 5 | 5 | 2 | 1 | 1 | 8 |
| | Levy | 10 | 7 | 2 | 0 | 1 | 6 | 1 | 32 | 32 | 32 | 32 | 32 | 31 | 29 | 0 | 0 | 0 | 32 |
| | Marion | 186 | 110 | 26 | 21 | 21 | 58 | 10 | 38 | 27 | 27 | 27 | 28 | 28 | 5 | 4 | 4 | 4 | 28 |
| | Subtotal | 429 | 331 | 36 | 26 | 24 | 71 | 11 | 76 | 65 | 65 | 65 | 66 | 64 | 39 | 6 | 5 | 5 | 68 |
| Apprenticeship | Citrus | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 0 | 1 |
| | Levy | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | Marion | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 8 | 4 | 4 | 4 | 4 | 5 | 5 | 5 | 4 | 4 | 5 |
| | Subtotal | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 9 | 5 | 5 | 5 | 5 | 6 | 6 | 5 | 4 | 4 | 6 |
| Total | | 1332 | 943 | 590 | 474 | 444 | 621 | 702 | 340 | 152 | 153 | 157 | 143 | 136 | 100 | 70 | 62 | 56 | 200 |
| Placements | | PY 12-13 | PY 13-14 | PY 14-15 | PY 15-16 | PY 16-17 | PY 17-18 | PY 18-19 | PY 19-20 | PY2020 2021 | | | | | | | | | |
| | | | | | | | | | | JUL | AUG | SEP | OCT | NOV | DEC | JAN | FEB | MAR | YTD |
| Citrus | | 703 | 374 | 343 | 260 | 225 | 189 | 122 | 58 | 2 | 7 | 4 | 2 | 3 | 1 | 3 | 1 | 3 | 26 |
| Levy | | 178 | 129 | 93 | 87 | 86 | 70 | 52 | 15 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 |
| Marion | | 2418 | 1640 | 1171 | 1275 | 944 | 1008 | 643 | 244 | 14 | 9 | 14 | 19 | 7 | 5 | 8 | 13 | 33 | 122 |
| External/New Hire Report | | 8309 | 11428 | 9735 | 8680 | 6167 | 3002 | 1865 | 946 | 55 | 46 | 30 | 32 | 35 | 38 | 33 | 23 | 41 | 278 |
| Total | | 11608 | 13571 | 11342 | 10302 | 7422 | 4269 | 2682 | 1263 | 71 | 62 | 48 | 53 | 45 | 44 | 45 | 37 | 77 | 427 |

*Training data is reported by activity. This data does not represent distinct individuals.



Workforce Intelligence

March 2021

CT Agreements PY2020/2021

| | | | |
|-----------------------------|---|---------------|-------------|
| Carry Forward from PY 19/20 | 4 | Number Served | 70 |
| New for PY 20/21 | 4 | Amount Spent | \$22,826.65 |

| Business | Industry | Outcome Certification | Total Trained | Employer Contribution | CareerSource Reimbursement | Contract # | Begin | End Date | Status |
|-----------------|---------------|---|---------------|-----------------------|----------------------------|--------------|------------|------------|-------------------------|
| Winco Mfg., LLC | Manufacturing | Inventor 2020 Certificate of Completion | 2 | \$684.00 | \$684.10 | CBT 19-03-01 | 3/4/2020 | 3/4/2021 | Unsuccessful Completion |
| Ancorp | Manufacturing | Epilor Certificate | 59 | \$18,433.00 | \$14,795.46 | CBT 19-04-02 | 4/1/2020 | 10/1/2020 | Completed - Retained |
| Bullitt | Other | Professional Auto Body Repair | 1 | \$2,410.00 | \$2,410.00 | CBT 19-06-01 | 6/1/2020 | 8/3/2020 | Completed - Retained |
| OneRestore | Construction | Level 1 and 2 Bio-Technician | 3 | \$1,237.50 | \$1,237.50 | CBT 19-04-03 | 4/24/2020 | 2/24/2021 | Completed - Retained |
| Sibex, Inc | Manufacturing | IPC-A-610 CIT Certification | 1 | \$1,158.00 | \$1,158.00 | CBT 20-10-01 | 10/12/2020 | 10/15/2020 | Completed - Retained |
| Sibex, Inc | Manufacturing | IPC-A-610 CIT Recertification | 1 | \$759.50 | \$759.50 | CBT 20-10-02 | 10/19/2020 | 10/20/2020 | Completed - Retained |
| Winco Mfg., LLC | Manufacturing | Basic Robotic Programming | 2 | \$1,262.98 | \$1,262.97 | CBT 20-10-03 | 10/19/2020 | 10/22/2020 | Completed - Retained |
| Winco Mfg., LLC | Manufacturing | GeoMagic Design X | 1 | \$1,447.99 | \$519.12 | CBT 20-01-01 | 1/11/2021 | 1/13/2021 | Completed - Retained |

OJT Agreements PY2020/2021

| | | | |
|-----------------------------|---|---------------|-------------|
| Carry Forward from PY 19/20 | 2 | Number Served | 3 |
| New for PY 20/21 | 1 | Amount Spent | \$13,718.53 |

| Business | Industry | Outcome Certification | Total Trained | Employer Contribution | CareerSource Reimbursement | Contract # | Begin | End Date | Status |
|------------------------------------|---------------|---------------------------------------|---------------|-----------------------|----------------------------|--------------|-----------|------------|-------------------------|
| Vanguard Manufacturing | Manufacturing | Extruding and Drawing Machine Setters | 1 | \$2,002.00 | \$3,751.13 | OJT 19-06-01 | 6/16/2020 | 10/7/2020 | Unsuccessful Completion |
| Vanguard Manufacturing | Manufacturing | Extruding and Drawing Machine Setters | 1 | \$3,718.00 | \$3,717.00 | OJT 19-06-03 | 6/29/2020 | 10/18/2020 | Completed - Retained |
| Caliber Engineering and Design LLC | Professional | Civil Engineer | 1 | \$6,250.40 | \$6,250.40 | OJT 20-09-01 | 9/21/2020 | 1/10/2021 | Completed - Retained |

WE Agreements PY2020/2021

| | | | |
|-----------------------------|---|---------------|-------------|
| Carry Forward from PY 19/20 | 2 | Number Served | 11 |
| New for PY 20/21 | 9 | Amount Spent | \$44,844.17 |

| Business | Industry | Position | Total Trained | Wage | Begin | End Date | Status |
|---|-----------------|---------------------------------|---------------|---------|------------|------------|-----------------------|
| Right Rudder Aviation | Professional | Office Assistant | 1 | \$9.90 | 3/9/2020 | 8/30/2020 | Completed - Hired |
| Early Learning Coalition of Marion | Social Services | Essential Personnel Assistant | 1 | \$15.00 | 6/24/2020 | 9/16/2020 | Completed - Hired |
| Interfaith Emergency Services | Social Services | Thrift Store Assistant | 1 | \$15.00 | 7/6/2020 | 9/27/2020 | Completed - Hired |
| Interfaith Emergency Services | Social Services | Thrift Store Assistant | 1 | \$15.00 | 7/22/2020 | 10/13/2020 | Completed - Not Hired |
| Marion County Veterans Helping Veterans | Other | Case Manager | 1 | \$15.00 | 7/6/2020 | 9/27/2020 | Completed - Not Hired |
| Quad Nurse | Healthcare | Office Assistant | 1 | \$9.00 | 8/3/2020 | 10/4/2020 | Completed - Hired |
| Marion County Veterans Helping Veterans | Other | Case Manager | 1 | \$15.00 | 8/10/2020 | 11/1/2020 | Completed - Hired |
| Interfaith Emergency Services | Social Services | Intake Office Receptionist | 1 | \$15.00 | 8/17/2020 | 11/8/2020 | Completed - Not Hired |
| Interfaith Emergency Services | Social Services | Free Clothing Boutique Operator | 1 | \$15.00 | 8/21/2020 | 11/12/2020 | Completed - Hired |
| NuCore Products | Manufacturing | Fiberglass, Gel Coat Tech | 1 | \$10.80 | 11/9/2020 | 1/10/2021 | Completed - Not Hired |
| Marion County Board of Cnty Commission | Other | Staff Assistant 1 | 1 | \$15.00 | 12/16/2020 | 3/9/2021 | In Process |

Internship Agreements PY2020/2021

| | | | |
|-----------------------------|---|---------------|-------------|
| Carry Forward from PY 19/20 | 2 | Number Served | 6 |
| New for PY 20/21 | 4 | Amount Spent | \$17,596.73 |

| Business | Industry | Position | Total Trained | Wage | Begin | End Date | Status |
|--------------------------|---------------|--|---------------|---------|----------|-----------|-----------------------|
| Winco Mfg., LLC | Manufacturing | Quality Intern | 1 | \$12.15 | 5/4/2020 | 7/26/2020 | Completed - Hired |
| Hospice of Marion County | IT | ASP.NET Specialist/IT Support Specialist | 1 | \$14.40 | 6/8/2020 | 8/30/2020 | Completed - Not Hired |

| Term | Definition |
|-------------------------|--|
| CBT | Custom Business Training |
| DW | Dislocated Worker (funding stream for WIOA) |
| Entered Employment Rate | The number of individuals exiting the system with employment divided by the total number of exiters. |
| LWIA | Local Workforce Investment Area |
| MMR | Monthly Management Report - produced by the State for the local areas |
| OJT | On the Job Training |
| RA | Reemployment Assistance (used to be Unemployment Compensation) |
| REA | Reemployment Assistance Act |
| Spidered Job Order | Job Orders pulled into the system from outside sources |
| WE | Work Experience |
| WIOA | Workforce Innovation and Opportunity Act (Training Program) |
| WP | Wagner Peyser Act (Universal Jobseeker Program) |
| WT | Welfare Transition Program |

PERFORMANCE MEASURES

PY 2020/2021

Numbers current as of 03/31/2021

| Performance Measure | Performance PY2018 | Performance PY2019 | Previous Month Performance February 2021 | Current Month Performance March 2021 | Performance YTD PY2020/2021 | Previous Month Ranking | State Ranking YTD PY2020/2021 |
|------------------------------------|--------------------|--------------------|--|--------------------------------------|-----------------------------|------------------------|-------------------------------|
| WP Entered Employment Rate | 42.80% | 38.30% | 50.00% | 21.40% | 41.00% | 4 | 6 |
| WIOA AD/DW Entered Employment Rate | 98.10% | 96.70% | 100.00% | 93.30% | 99.30% | 1 | 7 |
| WTP Entered Employment Rate | 33.00% | 33.90% | 46.20% | 27.80% | 52.10% | 17 | 20 |
| | | | | | | | |
| All Family Partic. Rate | 36.90% | 33.30% | n/a | n/a | n/a | | |
| 2-Parent Partic. Rate | 53.10% | 53.40% | n/a | n/a | n/a | | |
| | | | Previously Reported Quarter | Current Reported Quarter | | | |
| IEP/ISS/IRP Quality Pass Rate | 93.30% | 90.00% | 80.00% | 100.00% | 90.00% | n/a | n/a |
| Case Note Quality Pass Rate | 99.30% | 100.00% | 100.00% | 100.00% | 100.00% | n/a | n/a |

MMR:

Run Date: April 2021

All Family/2 Parent program data not reported due to Statewide Participation Waiver in response to COVID-19

Based on Local Monitoring Case Notes & IEP/ISS: PY2019



CITRUS COUNTY

SERVICES: JAN-MAR 2021

UNEMPLOYMENT DATA

| | JAN 2021 | FEB 2021 |
|---------|----------------|--------------|
| CITRUS | 5.6 % (2,592)* | 5.1% (2,414) |
| FLORIDA | 5.3% | 5.0% |
| US | 6.8% | 6.6% |

Not seasonally adjusted

AVERAGE ANNUAL WAGE

| | 2019 | 2018 |
|---------|----------|----------|
| CITRUS | \$38,122 | \$37,288 |
| FLORIDA | \$51,744 | \$50,092 |

CANDIDATE SERVICES

- Online Job Listings and Referrals
- Computers and Office Equipment (Copiers, Fax and Telephones)
- Resume Writing Assistance
- Networking Events and Job Fairs
- Employability Workshops
- Career Counseling

BUSINESS SERVICES

- Recruitment Assistance
- Targeted Industry Talent Marketplaces
- Outplacement Services
- Training Grants
- Labor Market Data
- Financial Incentives

| TOTAL RECEIVING SERVICES | CENTER TRAFFIC |
|---|----------------------------|
| 2033 | 1308 |
| VETERANS SERVED | TRAINING PROVIDED |
| 196 | 24 |
| BUSINESSES SERVED | WELFARE TO WORK TRANSITION |
| 93 | 51 |
| POSITIONS POSTED | TOTAL PLACEMENTS |
| 449 | 7 |
| Average Placement Wage: Information Not Available | |

Your Employment Solution Starts Here

CareerSource Citrus Levy Marion brings together business and community partners, economic development leaders and educational providers to connect employers with qualified, skilled talent and candidates with employment and career development opportunities. **Contact us at 1.800.434.5627.**

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 1 800 434-5627, ext. 7878 or e-mail accommodations@careersourceclm.com. Please make request at least three business days in advance. CareerSource Florida Member.



LEVY COUNTY

SERVICES: JAN-MAR 2021

UNEMPLOYMENT DATA

| | JAN 2021 | FEB 2021 |
|---------|-------------|------------|
| LEVY | 4.2% (713)* | 3.8% (625) |
| FLORIDA | 5.3% | 5.0% |
| US | 6.8% | 6.6% |

Not seasonally adjusted

AVERAGE ANNUAL WAGE

| | 2019 | 2018 |
|---------|----------|----------|
| LEVY | \$33,646 | \$32,670 |
| FLORIDA | \$51,744 | \$50,092 |

CANDIDATE SERVICES

- Online Job Listings and Referrals
- Computers and Office Equipment (Copiers, Fax and Telephones)
- Resume Writing Assistance
- Networking Events and Job Fairs
- Employability Workshops
- Career Counseling

BUSINESS SERVICES

- Recruitment Assistance
- Targeted Industry Talent Marketplaces
- Outplacement Services
- Training Grants
- Labor Market Data
- Financial Incentives

TOTAL RECEIVING SERVICES

793

CENTER TRAFFIC

722

VETERANS SERVED

44

TRAINING PROVIDED

10

BUSINESSES SERVED

43

WELFARE TO WORK TRANSITION

18

POSITIONS POSTED

886

TOTAL PLACEMENTS

1

Average Placement Wage: Information Not Available

Your Employment Solution Starts Here

CareerSource Citrus Levy Marion brings together business and community partners, economic development leaders and educational providers to connect employers with qualified, skilled talent and candidates with employment and career development opportunities. **Contact us at 1.800.434.5627.**

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 1 800 434-5627, ext. 7878 or e-mail accommodations@careersourceclm.com. Please make request at least three business days in advance. CareerSource Florida Member.



MARION COUNTY

SERVICES: JAN-MAR 2021

UNEMPLOYMENT DATA

| | JAN 2021 | FEB 2021 |
|---------|----------------|--------------|
| MARION | 4.7 % (6,672)* | 4.4% (6,285) |
| FLORIDA | 5.3% | 5.0% |
| US | 6.8% | 6.6% |

Not seasonally adjusted

AVERAGE ANNUAL WAGE

| | 2018 | 2019 |
|---------|----------|----------|
| MARION | \$38,265 | \$39,546 |
| FLORIDA | \$50,092 | \$51,744 |

CANDIDATE SERVICES

- Online Job Listings and Referrals
- Computers and Office Equipment (Copiers, Fax and Telephones)
- Resume Writing Assistance
- Networking Events and Job Fairs
- Employability Workshops
- Career Counseling

BUSINESS SERVICES

- Recruitment Assistance
- Targeted Industry Talent Marketplaces
- Outplacement Services
- Training Grants
- Labor Market Data
- Financial Incentives

TOTAL RECEIVING SERVICES

5,325

CENTER TRAFFIC

3,426

VETERANS SERVED

716

TRAINING PROVIDED

140

BUSINESSES SERVED

301

WELFARE TO WORK TRANSITION

156

POSITIONS POSTED

2,621

TOTAL PLACEMENTS

52

Average Placement Wage: \$14.46

Your Employment Solution Starts Here

CareerSource Citrus Levy Marion brings together business and community partners, economic development leaders and educational providers to connect employers with qualified, skilled talent and candidates with employment and career development opportunities. **Contact us at 1.800.434.5627.**

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 1 800 434-5627, ext. 7878 or e-mail accommodations@careersourceclm.com. Please make request at least three business days in advance. CareerSource Florida Member.



CareerSource
CITRUS | LEVY | MARION

Experiential Learning Contracts

PY2020-2021

Customized Training

| Business | Industry | Total Trained | Employer Contribution | CareerSource Reimbursement | Begin | End Date | Status |
|-----------------|---------------|---------------|-----------------------|----------------------------|------------|------------|-------------------------|
| Winco Mfg., LLC | Manufacturing | 2 | \$684.00 | \$684.10 | 3/4/2020 | 3/4/2021 | Unsuccessful Completion |
| Ancorp | Manufacturing | 59 | \$18,433.00 | \$18,432.83 | 4/1/2020 | 10/1/2020 | Completed - Retained |
| Bullitt | Other | 1 | \$2,410.00 | \$2,410.00 | 6/1/2020 | 8/3/2020 | Completed - Retained |
| OneRestore | Construction | 3 | \$1,237.50 | \$1,237.50 | 4/24/2020 | 2/24/2021 | Completed - Retained |
| Sibex, Inc | Manufacturing | 1 | \$1,158.00 | \$1,158.00 | 10/12/2020 | 10/15/2020 | Completed - Retained |
| Sibex, Inc | Manufacturing | 1 | \$759.50 | \$759.50 | 10/19/2020 | 10/20/2020 | Completed - Retained |
| Winco Mfg., LLC | Manufacturing | 2 | \$1,262.98 | \$1,262.97 | 10/19/2020 | 10/22/2020 | Completed - Retained |
| Winco Mfg., LLC | Manufacturing | 1 | \$1,447.99 | \$1,447.99 | 1/11/2021 | 1/13/2021 | Completed - Retained |

On the Job Training

| Business | Industry | Total Trained | Employer Contribution | CareerSource Reimbursement | Begin | End Date | Status |
|------------------------------------|---------------|---------------|-----------------------|----------------------------|-----------|------------|-------------------------|
| Vanguard Manufacturing | Manufacturing | 1 | \$2,002.00 | \$3,751.13 | 6/16/2020 | 10/7/2020 | Unsuccessful Completion |
| Vanguard Manufacturing | Manufacturing | 1 | \$3,718.00 | \$3,717.00 | 6/29/2020 | 10/18/2020 | Completed - Retained |
| Caliber Engineering and Design LLC | Professional | 1 | \$6,250.40 | \$6,250.40 | 9/21/2020 | 1/10/2021 | Completed - Retained |

Paid Work Experience

| Business | Industry | Total Trained | Wage | Begin | Status |
|---|-----------------|---------------|---------|------------|-----------------------|
| Right Rudder Aviation | Professional | 1 | \$9.90 | 3/9/2020 | Completed - Hired |
| Early Learning Coalition of Marion | Social Services | 1 | \$15.00 | 6/24/2020 | Completed - Hired |
| Interfaith Emergency Services | Social Services | 1 | \$15.00 | 7/6/2020 | Completed - Hired |
| Interfaith Emergency Services | Social Services | 1 | \$15.00 | 7/22/2020 | Completed - Not Hired |
| Marion County Veterans Helping Veterans | Other | 1 | \$15.00 | 7/6/2020 | Completed - Not Hired |
| Quad Nurse | Healthcare | 1 | \$9.00 | 8/3/2020 | Completed - Hired |
| Marion County Veterans Helping Veterans | Other | 1 | \$15.00 | 8/10/2020 | Completed - Hired |
| Interfaith Emergency Services | Social Services | 1 | \$15.00 | 8/17/2020 | Completed - Not Hired |
| Interfaith Emergency Services | Social Services | 1 | \$15.00 | 8/21/2020 | Completed - Hired |
| NuCore Products | Manufacturing | 1 | \$10.80 | 11/9/2020 | Completed - Not Hired |
| Marion County Board of Cnty Commission | Other | 1 | \$15.00 | 12/16/2020 | In Process |

Internships

| Business | Industry | Total Trained | Wage | Begin | Status |
|-----------------------------|---------------|---------------|---------|------------|-----------------------|
| Winco Mfg., LLC | Manufacturing | 1 | \$12.15 | 5/4/2020 | Completed - Hired |
| Hospice of Marion County | IT | 1 | \$14.40 | 6/8/2020 | Completed - Not Hired |
| Hospice of Marion County | IT | 1 | \$14.40 | 9/8/2020 | Completed - Not Hired |
| Phoenix Wood Products | Manufacturing | 1 | \$14.85 | 10/15/2020 | Completed - Hired |
| Himanshu S Kairab | Healthcare | 1 | \$12.60 | 1/18/2021 | In Process |
| IFS Telecommunications Corp | Professional | 1 | \$10.80 | 1/20/2021 | In Process |

Apprenticeship

| Business | Industry | Occupation | Total Trained | Begin | Status |
|-----------------------------------|---------------|----------------------|---------------|-------------|-------------------------------|
| Marion Technical College | Manufacturing | Masonry | 9 | 9/1/2019 | 6 Unsuccessful / 3 In Process |
| Lockheed Martin | Manufacturing | Electronic Assembler | 2 | Spring 2020 | 2 Hired |
| Marion Technical College | Construction | Carpentry | n/a | TBD | Delayed due to Covid |
| College of Cental Florida / AHLEI | Other | Hospitality | n/a | TBD | Delayed due to Covid |

YouthBuild Performance Update

2020-2022

YB Cohort 1: (July 1, 2020 – December 31, 2020)

Enrolled: 11

Completed: 8

Receiving HS Diploma: 8

Receiving Additional Certs: Certifications Total= 74 NRF- 8, AHLEI Front Desk-7, AHLEI Restaurant Server-8, AHLEI Guestroom Attendant-8, AHLEI Maintenance Employee-8, Forklift-9, Safe Staff-9, OSHA-9, Warehouse- 8

Exited with Employment: 6

Exited with Education: N/A

Exited as Outcome: None

YB Cohort 2: 2/8/2021

Enrolled: 11

Completed: N/A

Receiving HS Diploma: 1

Receiving Additional Certs: Certifications Total= 74 NRF- N/A, AHLEI Front Desk-N/A, AHLEI Restaurant Server-N/A, AHLEI Guestroom Attendant-N/A, AHLEI Maintenance Employee-N/A, Forklift-11, Safe Staff-11, OSHA-11, Warehouse- 9

Exited with Employment:

Exited with Education:

YB Cohort 3: TBD

Enrolled:

Completed:

Receiving HS Diploma:

Receiving Additional Certs:

Exited with Employment:

Exited with Education:

YB Cohort 4: TBD

Enrolled:

Completed:

Receiving HS Diploma:

Receiving Additional Certs:

Exited with Employment:

Exited with Education:

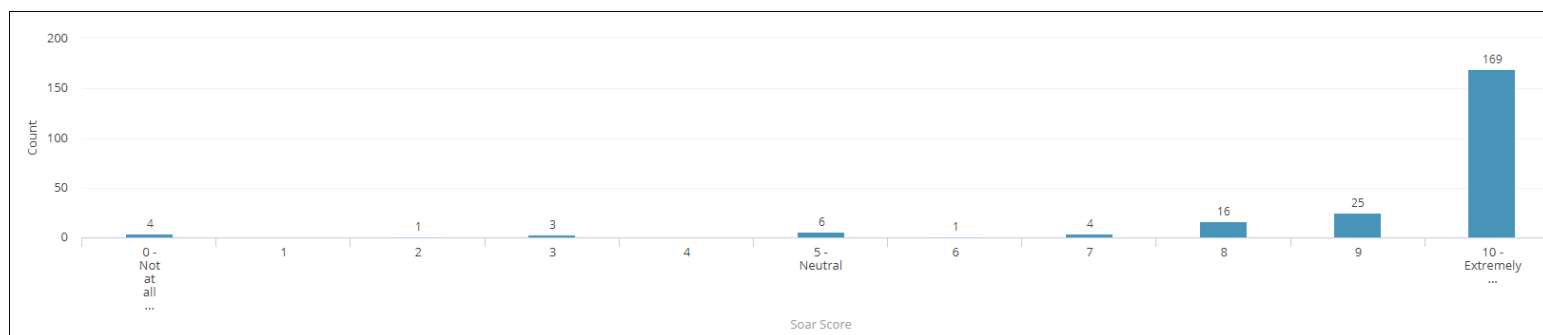
Transactional Net Promoter Cumulative Report Program Year 20 - 21

| Candidate Report | Region 10 Net Promoter Score (July 20 to April 21) |
|--------------------------------|--|
| Net Promoter Score—Area/Region | ► +78 |

Some Context on the Score: This score is based on a survey taken approximately 1 to 4 weeks after the first service. Net Promoter scores range between -100 and +100. Based on global NPS standards, any score 0 to 49 would be considered “Good” – scores between 50 and 69 are “Excellent” and scores 70 and above are considered “World Class” or “Exceptional”. Simply put, any positive score means that you have more promoters (advocates willing to recommend you) than detractors (unhappy or dissatisfied customers).

| | NPS | Distribution | Detractors | Passives | Promoters |
|-----|-----|--------------|------------|----------|-----------|
| 229 | 78 | | 7 | 9 | 85 |

Transactional Net Promoter Score Distribution By Rating



Transactional Net Promoter Score By Office

| City | | NPS | Distribution | Detractors | Passives | Promoters |
|-----------|-----|-----|--------------|------------|----------|-----------|
| Chiefland | 16 | 75 | | 6 | 13 | 81 |
| Lecanto | 81 | 81 | | 5 | 9 | 86 |
| Ocala | 132 | 76 | | 8 | 8 | 84 |

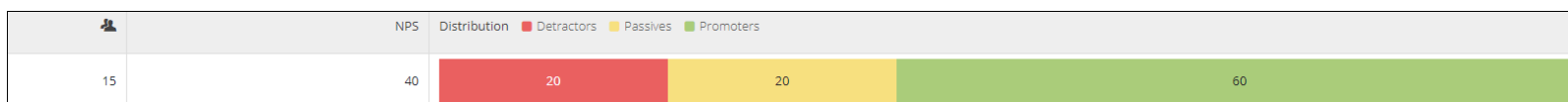
Transactional Net Promoter Score By Veteran Status

| Veteran | | NPS | Distribution | Detractors | Passives | Promoters |
|---------|-----|-----|--------------|------------|----------|-----------|
| N | 188 | 78 | | 7 | 9 | 85 |
| Y | 41 | 80 | | 5 | 10 | 85 |

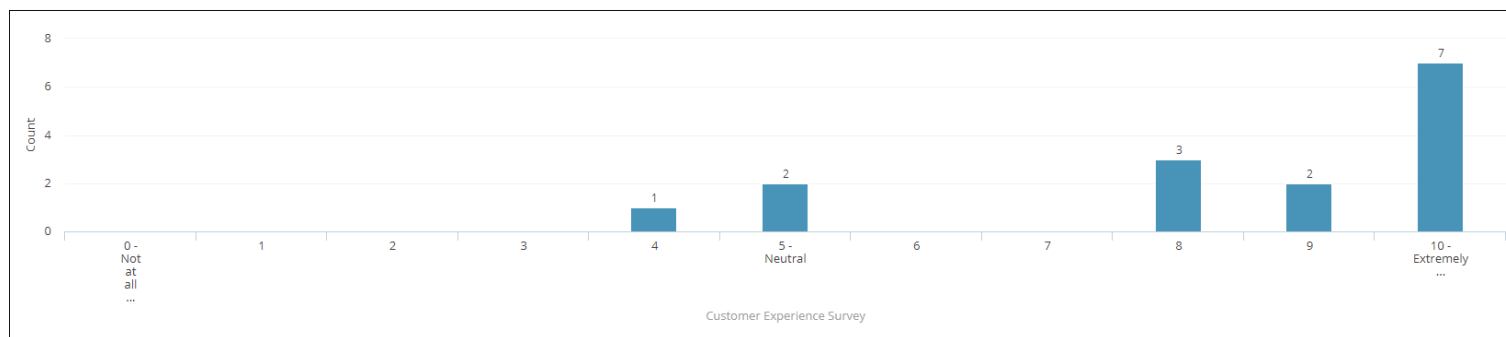
Business Net Promoter Cumulative Report Program Year 20 - 21

| Business Report | Region 10 Business Net Promoter Score |
|--------------------------------|---------------------------------------|
| Net Promoter Score—Area/Region | ► +40 |

Some Context on the Score: This score is based on a survey taken approximately 2 weeks to 1 month after the first service. Net Promoter scores range between -100 and +100. Based on global NPS standards, any score 0 to 49 would be considered “Good” – scores between 50 and 69 are “Excellent” and scores 70 and above are considered “World Class” or “Exceptional”. Simply put, any positive score means that you have more promoters (advocates willing to recommend you) than detractors (unhappy or dissatisfied customers).



Business Net Promoter Score Distribution By Rating



Business Net Promoter Detractor Scores and Outcomes

Lucy Johnson
Transitions Life Center
4 weeks ago

5

Unsure of the response from qualified candidates. Also, we needed to continue making multiple edits to the job post because they were not done correctly when entered. We continued to send back the edits to get them completed or because after an edit was done, it created the need for another edit. << less

Business advised there were several specific corrections needed on Job. Apologized for the inconvenience of job order revisions. Advised business that there are two additional options to requesting job orders, including self-entry in EF (advised all job orders are reviewed and revised for compliance) and sending directly to the job order unit email. Staff was required to edit non-compliant language in job order. Business also requested several revisions. Staff case noted requests. Advised staff that any job order requests can be sent to the Job Order Unit for entering (unless they are a new business requiring verification). **Staff can benefit from additional job order training. , scheduled Job Order Training for 4/12/21 at 3pm.**

Bettie Whitaker
SaraFay's Gluten Free Bakery
4 weeks ago

4

Over a year and not a single applicant

Employer acknowledge an applicant shortage throughout the area and all businesses are affected. She stated Bonnie is very nice to work with, however she expressed frustration that “no one wants to work”. She has attempted to recruit with other sources, such as Indeed, in which she received applicants but no one showed up for work. She mentioned she was offered Paid Work Experience, but does not want to participate. She stated she pays \$10 per hour, but does not want to list the wage. **The frustration expressed by the employer is directed to the current low candidate pool, not at CareerSource CLM services.** CareerSource CLM staff has taken steps to identify appropriate candidate. There are several barriers to identifying candidates including: wage not posted in job order, PT position, and employer offering \$9 per hour to interested candidates. Employees are also asked to use their personal vehicle to travel and sell products at weekend events. on the job order, and said if she did, she would list \$9.

Rob Cargell
Gary's Automotive Inc.
4 weeks ago

5

You change the password way too often, it's too hard to constantly change. I don't understand why the password has to be changed so often, it just makes it harder to use your 86 ompared to others. << less

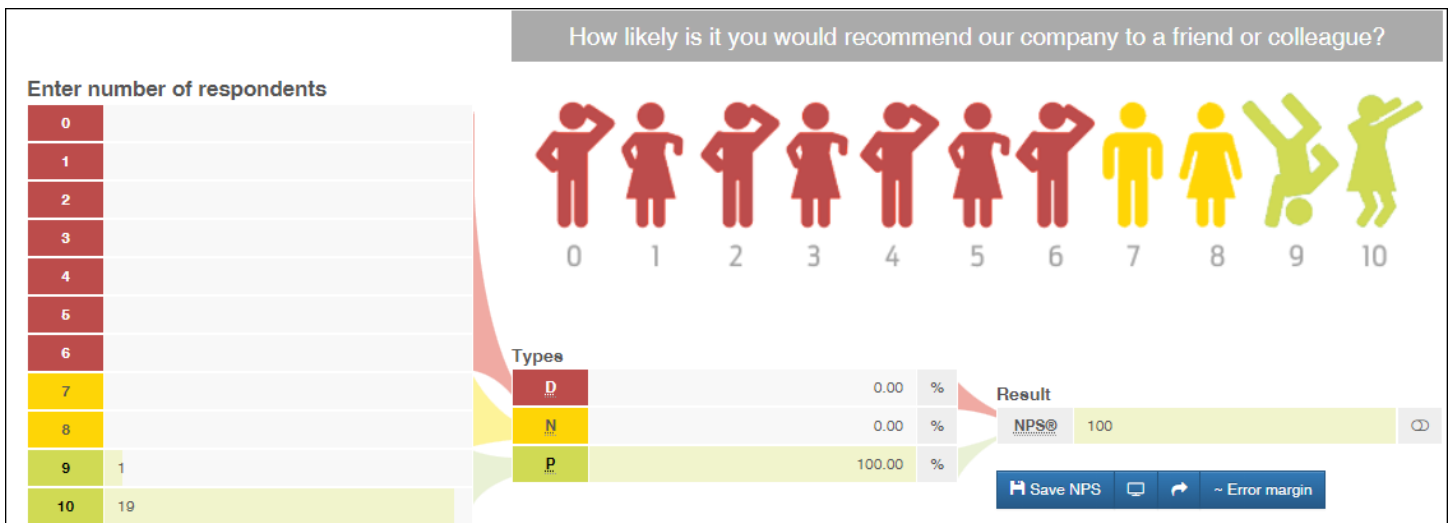
No response from the business for closed loop follow-up.

NET PROMOTER

Talent Center Cumulative Report Program Year 20 - 21

| Candidate Report | Talent Center Net Promoter Score (July 20 to April 21) |
|--------------------|--|
| Net Promoter Score | ► +100 |

Some Context on the Score: This score is based on a survey taken approximately 1 to 4 weeks after the first service. Net Promoter scores range between -100 and +100. Based on global NPS standards, any score 0 to 49 would be considered “Good” – scores between 50 and 69 are “Excellent” and scores 70 and above are considered “World Class” or “Exceptional”. Simply put, any positive score means that you have more promoters (advocates willing to recommend you) than detractors (unhappy or dissatisfied customers).



Contract Performance
PY2020-2021



| | Q1 PY20-21 | | | Q2 PY20-21 | | | Q3 PY20-21 | | | Q4 PY20-21 | | | ANNUAL | | |
|-------------------------|------------|-----------|--------|------------|-----------|---------|------------|-----------|---------|------------|-----------|-------|---------|-----------|-------|
| County Chamber/EDC | # Goals | Goals Met | Rate | # Goals | Goals Met | Rate | # Goals | Goals Met | Rate | # Goals | Goals Met | Rate | # Goals | Goals Met | Rate |
| CITRUS (Citrus Chamber) | 5 | 4 | 80.00% | 5 | 4 | 80.00% | 5 | 5 | 100.00% | 5 | | 0.00% | 5 | | 0.00% |
| LEVY (Nature Coast) | 6 | 4 | 66.67% | 5 | 5 | 100.00% | 5 | 0 | 0.00% | 5 | | 0.00% | 6 | | 0.00% |
| MARION (CEP) | 6 | 3 | 50.00% | 6 | 5 | 83.33% | 7 | 7 | 100.00% | 6 | | 0.00% | 7 | | 0.00% |

| | Q1 PY20-21 | | | Q2 PY20-21 | | | Q3 PY20-21 | | | Q4 PY20-21 | | | ANNUAL | | |
|-------------------------------------|------------|-----------------------|------------|------------|-----------------------|------------|------------|-----------------------|------------|------------|-----------------------|---------|--------|-----------------------|---------|
| Eckerd Youth Connects | Rate | # Closed Successfully | Payment | Rate | # Closed Successfully | Payment | Rate | # Closed Successfully | Payment | Rate | # Closed Successfully | Payment | Rate | # Closed Successfully | Payment |
| Youth Positive Outcomes (Goal: 80%) | 100% | 22 | \$7,406.96 | 100% | 14 | \$4,713.52 | 100% | 16 | \$5,386.88 | | | | | | |



Marion County Summary

| | Q1 PY20-21 | | | | Q2 PY20-21 | | | | Q3 PY20-21 | | | | Q4 PY20-21 | | | | ANNUAL |
|---|------------|-----|-----|---------|------------|-----|-----|---------|------------|-----|-----|----------|------------|-----|-----|---------|---------|
| Activity | JUL | AUG | SEP | Q1 RATE | OCT | NOV | DEC | Q2 RATE | JAN | FEB | MAR | Q3 RATE | APR | MAY | JUN | Q4 RATE | RATE |
| Monthly Meetings (12) | 3 | 3 | 1 | 233.33% | 1 | 1 | 1 | 100.00% | 1 | 1 | 1 | 100.00% | | | | 0.00% | 108.33% |
| Jointly Conduct 4 Retention Calls per Quarter (16) | 0 | 1 | 0 | 25.00% | 0 | 0 | 7 | 175.00% | 0 | 0 | 4 | 100.00% | | | | 0.00% | 75.00% |
| Provide Business Referrals for Talent Center openings (8) | 2 | 5 | 10 | 850.00% | 2 | 5 | 3 | 500.00% | 6 | 10 | 7 | 1150.00% | | | | 0.00% | 625.00% |
| Provide business referrals for workforce services with at least one referral per quarter specifically for work-based training opportunities (referral tracking should be for all workforce services: recruitment, needs assessment, work-based training, etc.) (48) | 4 | 1 | 6 | 91.67% | 2 | 5 | 7 | 116.67% | 6 | 12 | 7 | 208.33% | | | | 0.00% | 104.17% |
| Provide business leads for the Talent Pipeline video project (8) | 0 | 0 | 0 | 0.00% | 0 | 0 | 0 | 0.00% | 2 | 14 | 0 | 800.00% | | | | 0.00% | 200.00% |
| Provide one staff member to cover staffing requirements during the Youth Career Expo (Spring 2021) (1) | 0 | 0 | 0 | n/a | 0 | 0 | 0 | n/a | 1 | 0 | 0 | 100.00% | | | | n/a | 100.00% |
| Assist with planning, scheduling, staffing and logistics for the annual Marion County Youth Career Expo (1) | 0 | 0 | 1 | 100.00% | 0 | 1 | 1 | 200.00% | 1 | 0 | 0 | n/a | | | | n/a | 400.00% |



Citrus County Summary

| | Q1 PY20-21 | | | | Q2 PY20-21 | | | | Q3 PY20-21 | | | | Q4 PY20-21 | | | | ANNUAL |
|---|------------|-----|-----|---------|------------|-----|-----|---------|------------|-----|-----|---------|------------|-----|-----|---------|---------|
| Activity | JUL | AUG | SEP | Q1 RATE | OCT | NOV | DEC | Q2 RATE | JAN | FEB | MAR | Q3 RATE | APR | MAY | JUN | Q4 RATE | RATE |
| Quarterly Meetings (4) | 1 | | | 100.00% | | | 1 | 100.00% | | | 1 | 100.00% | | | | 0.00% | 75.00% |
| Jointly Conduct (3) Retention Calls per Quarter (12) | | 1 | | 33.33% | | 1 | 1 | 66.67% | | 3 | 1 | 133.33% | | | | 0.00% | 58.33% |
| Provide Business Referrals for Talent Center openings (8) | 2 | 2 | 2 | 300.00% | | 2 | 2 | 200.00% | | 2 | | 100.00% | | | | 0.00% | 150.00% |
| Provide business referrals for workforce services with at least one referral per quarter specifically for work-based training opportunities (referral tracking should be for all workforce services: recruitment, needs assessment, work-based training, etc.) (36) | 7 | 7 | 11 | 277.78% | 7 | 6 | 8 | 233.33% | 5 | 3 | 3 | 122.22% | | | | 0.00% | 158.33% |
| Provide business leads for the Talent Pipeline video project (8) | | 3 | 1 | 200.00% | | 1 | 1 | 100.00% | | | 1 | 50.00% | | | | 0.00% | 87.50% |



Levy County Summary

| | Q1 PY20-21 | | | | Q2 PY20-21 | | | | Q3 PY20-21 | | | | Q4 PY20-21 | | | | ANNUAL |
|--|------------|-----|-----|---------|------------|-----|-----|---------|------------|-----|-----|---------|------------|-----|-----|---------|--------|
| Activity | JUL | AUG | SEP | Q1 RATE | OCT | NOV | DEC | Q2 RATE | JAN | FEB | MAR | Q3 RATE | APR | MAY | JUN | Q4 RATE | RATE |
| Quarterly Meetings (4) | 1 | | | 100.00% | | 1 | | 100.00% | | | 0 | 0.00% | | | | 0.00% | 50.00% |
| Jointly Conduct 4 Retention Calls/Visits per Quarter (24) | | | 3 | 50.00% | 2 | 2 | 2 | 100.00% | | | 0 | 0.00% | | | | 0.00% | 37.50% |
| Provide business referrals for workforce services with at least one referral per quarter specifically for work-based training opportunities (referral tracking should be for all workforce services: recruitment, needs assessment, work-based training, etc.) (4) | | 1 | | 100.00% | | 1 | | 100.00% | | | 0 | 0.00% | | | | 0.00% | 50.00% |
| Provide business leads for the Talent Pipeline video project (2) | | | | 0.00% | | | n/a | | | | 0 | 0.00% | | | | n/a | 0.00% |
| Arrange for CareerSource to present at local/civic organization meeting (2) | | 1 | | 100.00% | | | n/a | | | | 0 | n/a | | | | 0.00% | 50.00% |
| Promotion of CareerSource partnership in monthly e-newsletters and communications to area businesses (12) | 1 | 1 | 1 | 100.00% | 1 | 1 | 1 | 100.00% | | | 0 | 0.00% | | | | 0.00% | 50.00% |