



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

## Executive Committee Meeting

### AGENDA

Wednesday, December 1, 2021 – 9:30 a.m.

Join Zoom Meeting: <https://us02web.zoom.us/j/88458952250>  
Phone No: 1-646-558-8656 (EST) Meeting ID: 884 5895 2250

Call to Order		K. Baxley
Roll Call		C. Schnettler
Approval of Minutes, October 6, 2021	Pages 2 - 5	K. Baxley

#### DISCUSSION ITEMS

State Update		R. Skinner
Workforce Issues that are Important to our Community		R. Skinner
Membership Update	Page 6	R. Skinner
Good Jobs Grant	Page 7	R. Skinner
eImpact	Page 8	D. French
WIOA: Direct Service Provider Annual Performance Report	Pages 9 - 16	D. French

#### PUBLIC COMMENT

#### ACTION ITEMS

Sub-recipient Monitoring	Page 17	C. LeCouris
Budget	Pages 18 - 19	D. French
Eckerd Monitoring Report	Pages 20 - 23	D. French
Monitoring Close-Out	Pages 24 - 40	C. LeCouris

#### PROJECT UPDATES

None

#### MATTERS FROM THE FLOOR

#### ADJOURNMENT

### 2021 – 2022 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	
11/9/2021	11/18/2021 - 11 am	11/18/2021	11/17/2021	12/1/2021	12/8/2021	CF Ocala
2/8/2022	2/10/2022	2/17/2022	2/23/2022	3/2/2022	3/9/2022	CF Lecanto
5/10/2022	5/12/2022	5/19/2022	5/25/2022	6/1/2022	6/8/2022	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  
Executive Committee**

**MINUTES**

DATE: October 6, 2021  
PLACE: Zoom Only  
TIME: 2:00 p.m.

**MEMBERS PRESENT**

Albert Jones  
Brandon Whiteman  
Charles Harris  
Fred Morgan  
Kimberly Baxley, Chair

**MEMBERS ABSENT**

Pete Beasley  
Ted Knight

**OTHER ATTENDEES**

Rusty Skinner, CSCLM  
Dale French, CSCLM

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

**CALL TO ORDER**

The meeting was called to order by Kim Baxley, Chair, at 2:00 p.m.

**ROLL CALL**

Cira Schnettler called roll and a quorum was declared present.

**APPROVAL OF MINUTES**

Al Jones made a motion to approve the minutes from the September 1, 2021, meeting. Brandon Whiteman seconded the motion. Motion carried.

**DISCUSSION ITEMS**

**State/Local Update**

Rusty Skinner provided the following updates:

- Considering a recent incident at another CareerSource office in the State, DEO requested estimates from all local regions to provide security coverage in the career centers. We requested funding for armed security in the three centers as well as to be reimbursed for the recent purchase of security cameras in the centers.
- Due to the challenges faced with submitting documents to the ID.Me program, which is the platform the State is now using to confirm identification of RA claimants, we are investigating new technology to assist claimants with their submissions.
- Currently, staff are working on rotation schedules to minimize Covid-19 exposures. Since positive case numbers are declining in the State, staff will be

returning to the office full-time beginning November 1, 2021. Pandemic statistics will to be evaluated regularly to ensure safety of customers and staff.

### Workforce Issues that are Important to our Community

Rusty Skinner provided the following updates:

- Our region has been awarded 30 scholarships through the Grow with Google program. We have partnered with Coursera to access the training.
- In Levy County, CF, MRMA, and the NCBDC are partnering together for the Good Jobs Grant. The program would provide manufacturing training.
- Rusty Skinner met with Kevin Shielley with the Ocala MetroCEP to discuss the decline of labor force participation. Potentially, we would partner in a study to analyze labor force issues. This study would be an asset to all three counties.

The committee did not have other issues to discuss.

### **PUBLIC COMMENT**

None

### **ACTION ITEMS**

#### Eckerd Budget Modification

Dale French explained that funding was received for soft skills and foundation skills training. It was determined that the Eckerd youth program would benefit the most from receiving this funding. Al Jones made a motion to approve the budget modification to Eckerd contract to include the additional funding of \$15,425.00. Charles Harris seconded the motion. Motion carried.

#### TPMA Strategic Planning Contract Modification

Dale French advised that with the changes in business' needs due to the pandemic and the new role House Bill 1507 will play, the 2015 strategic plan is outdated, and a new plan will provide appropriate guidance as we navigate through these unprecedented times. Our One Stop Operator will be a great asset in developing the new strategic plan. Dale French outlined the regional approach to developing the new plan. Charles Harris asked if a community needs assessment will be done. Dale French answered that although a formal assessment is not planned, community partners will be surveyed in preparation of the upcoming county sessions. Charles Harris made a motion to approve the additional cost for strategic planning services provided by TPMA. Al Jones seconded the motion. Motion carried.

#### Performance Dashboard

Dale French explained eIMPACT provides performance and labor market information dashboards that integrate into our existing website. Data would be migrated to the CLM website monthly. Brandon asked about the length of the contract. Dale French answered that the contract will renew annually. Rusty Skinner further explained that the first year included fees for setting up the website and renewal fees are less than the initial expense. Al Jones made a motion to approve the annual agreement up to \$9000.00. Brandon Whiteman seconded the motion. Motion carried.

Virtual Platform Selection

Cindy LeCouris explained that all RFP's were received, reviewed, and scored by an eight member team. Premier Virtual scored the highest and provided the most comprehensive plan to fit our needs. Cindy LeCouris noted an error in the score for Empyra on the Action Sheet. This does not affect the outcome of the selection. The revised Action Sheet is attached to these minutes. Charles Harris asked about the length and cost of the contract. Cindy LeCouris clarified that it is an annual contract valued at \$13,500.00. Al Jones made a motion to approve the service the Premier Virtual contract. Fred Morgan seconded the motion. Motion carried.

**PROJECT UPDATES**

None

**MATTERS FROM THE FLOOR**

None

**ADJOURNMENT**

There being no further business, the meeting was adjourned at 2:23 p.m.

**APPROVED:** \_\_\_\_\_



**RECORD OF ACTION/APPROVAL**

**Executive Committee  
Wednesday, October 6, 2021**

**TOPIC/ISSUE:**

Virtual Event Platform Selection

**BACKGROUND:**

On September 8, 2021 the Board approved the release of a request for proposals (RFP) to procure a Virtual Event Platform to assist our Business Services team with successful virtual job fairs, hiring events, youth career expos and other virtual events. The RFP closed on September 17, 2021. Five acceptable proposals were received.

Staff met on September 27, 2021 to review and score each proposal. It was decided three companies who submitted proposals would be asked to present a demo for the review panel, with the other two companies being too cost prohibitive. Eight staff members were involved in the review process totaling a possible 100 points for each proposal. The initial review and scoring resulted in the following:

Virtual Event Platform RFP	Scoring Matrix Results–Max Points = 100
Company	Aggregate Score
Premier Virtual*	88.2
Empyra*	77.1
Brazen*	68.9
vFairs	73.1
Social27	70.1

\*requested to provide a full product demonstration

**POINTS OF CONSIDERATION:**

Based on the overall scoring matrix and overall cost Premier Virtual is the platform which best meets the required elements in the RFP. Additionally, considering an immediate go live date Premier Virtual provided a concise explanation of training and support which will be provided with the platform.

**STAFF RECOMMENDATIONS:**

Staff recommends the selection and execution of a service contract with Premier Virtual.

**COMMITTEE ACTION:**

Al Jones made a motion to approve the service the Premier Virtual contract. Fred Morgan seconded the motion. Motion carried.

**BOARD ACTION:**

**BOARD MEMBERSHIP TERMS - 8/25/21**

<b>WORKFORCE REP(20%)=8 MEMBERS (AT 33 TOTAL)</b>				
	<b>SECTOR</b>	<b>NAME</b>	<b>TERM EXPIRES</b>	<b>COUNTY</b>
1	Apprenticeship	Fred Morgan	2029	Marion
2	CBO/ Barriers	Theresa Flick	2029	Citrus
3	CBO/ Barriers	Charles Harris	2026	Marion
4	CBO/Barriers-Vet	Ted Knight	2028	Citrus
5	Labor	Fred Morgan	2029	Marion
6	Labor	Nelson Mathis, Jr	2029	Levy
7	Youth Serving Organization	Jorge Martinez	2027	Marion
8	Youth Serving Organization	Christie McElroy	2028	Levy
<b>GOVERNMENT/ EDC 4 SEATS</b>				
9	Economic Development	Vacant	2026	Levy
10	Economic Development	David Pieklik	2026	Citrus
11	Trans/ Public Housing	Judy Houlios	2027	Marion
12	Voc Rehab	Angie White	2029	All
<b>EDUCATION 4 SEATS</b>				
13	Education-Adult	Mark Vianello	2027	Marion
14	Education-Higher Private	Pete Beasley	2029	Marion
15	Education-Higher Public	Mark Paugh	2026	All
16	Education-School District	Debra Stanley	2028	Citrus
<b>PRIVATE SECTOR 17 SEATS</b>				
17	Private Sector	Al Jones	2028	Citrus
18	Private Sector	Kevin Cunningham	2026	Citrus
19	Private Sector	Tiffany Wiggins	2028	Citrus
20	Private Sector	John Murphy	2028	Citrus
21	Private Sector	Vacant	2029	Citrus
22	Private Sector	Carl Flanagan	2026	Citrus
23	Private Sector	Arno Proctor	2029	Levy
24	Private Sector	Kim Baxley	2027	Levy
25	Private Sector	John Hemken	2028	Levy
26	Private Sector	Lewrissa Johns	2026	Levy
27	Private Sector	Vacant	2026	Levy
28	Private Sector	Brandon Whiteman	2027	Marion
29	Private Sector	Darlene Goddard	2026	Marion
30	Private Sector	Jeff Chang	2028	Marion
31	Private Sector	Kathy Judkins	2026	Marion
32	Private Sector	Pat Reddish	2027	Marion
33	Private Sector	Equilla Wheeler	2028	Marion

**Executive Summary**  
**EDA Good Jobs Challenge**  
**Skills Based Learning - Levy County**

This project brings together seasoned partnerships to address a diversification of the talent pool for, initially, the Manufacturing and Logistics (CDL) sectors in Levy County Florida by developing, designing, and implementing training certification and credentialing programs to meet the needs of small and medium sized employers in Levy County, Florida. It is focused on industry training that will expand the talent pools by upgrading the skills of existing workers and provide entry level and advanced skills to high school graduates and other first-time job seekers. Due to the nature of existing businesses, the training plan is to identify online courses which provide the certifications needed, use that input to create a training model that moves from online training to hybrid training which includes online and small lab/mentored in-person training, with the goal of establishing traditional in class programs.

The project will create a talent pool that supports the expansion of existing businesses by improving the skills of existing and potential new employees and create a talent base for businesses seeking to expand in Levy County. The project is focused on three problems that restrict the ability to meet the needs of the employer community: identification of skills needed by the small businesses; the inability to fund class sized training programs and the lack of CDL training to support the logistics sector. Using programs such as 180 Skills and Metrix Learning, employers will be review courses and identify those that provided the skills needed. The additional of a CDL Program at CF will provide relief to those logistics firms needing drivers.

The Project Team is composed of the Nature Coast Business Development Council (NCBDC), Mid-Florida Manufacturers Association (MRMA), the College of Central Florida (CF), the Levy County School Board (LCSB), the Florida Small Business Development Center at UNF (SBDC), and CareerSource Citrus Levy Marion.

The project will have three components: **System Development:** Starting with a sectoral partnership in manufacturing, the System Lead Entity (CSCLM) will work with the NCBDC, CF and LCSB to develop partnerships in other expanding industry sectors in Levy County. **Program Design:** NCBDC, MRMA, CF and CSCLM will convene manufacturing sector businesses in Levy County, identify their skill requirements and develop a curriculum that responds to these needs. SBDC will meet with smaller and emerging manufacturers and logistics companies to help identify skills needed for business development and growth. SBDC will convey that information to the other Project Team members for consideration in developing curriculum. A similar approach, working with the NCBDC and SBDC, will be used for any other identified sector. **Program Implementation:** The education team, CF, LCSB and SBDC will begin implementing the courses that meet industry needs. CSCLM will manage grant reporting and outcome tracking.

Project timetable: EDA grants cover the period September 30, 2022, through September 30, 2027.



## **CareerSource CLM's LMI Dashboard Link**

<https://career-source-clm.eimpactv2.report/reports/view/6176e9c0b0d02f003867552d>





[careersourcedlm.com](http://careersourcedlm.com)

October 29, 2021


Department of Economic Opportunity  
107 East Madison Street  
Tallahassee, FL 32399

Pursuant to CareerSource Florida's Administrative Consultation paper #83 "Direct Provider of Workforce Services", LWDB 10 is submitting our annual report for Program Year ending June 30, 2021.

The attached request includes all necessary items as specified in the guidance. These items are consistent with those provided in our local plan.

Please contact me with any questions.

Sincerely,

 Rusty Skinner  
2021.10.29  
12:45:43 -04'00'

Thomas "Rusty" Skinner  
CEO

3003 SW College Road | Suite 205  
Ocala, Florida 34474  
p: 352-873-7939 | 800-434-5627



# **LWDA 10 – CareerSource Citrus Levy Marion**

## **Direct Services Provider – Annual report**

### **Business Model**

The Citrus Levy Marion Regional Workforce Development Board d/b/a CareerSource Citrus Levy Marion has continued under the business model described in our previous service provider requests. Service provision was originally requested to reduce overhead costs created through the procurement of a service provider. Since 2011, when we requested direct service provision status, we have experienced a significant cost savings that allows for additional services provided to the residents in our three-county area. Our management structure remains streamlined without redundant overhead. Under our current structure we provide a full menu of all workforce services in each of our three brick and mortar facilities and most available services through our two mobile resource units.

### **Effective Dates**

Data in the report is reflective of performance ending June 30, 2021.

### **Reasoning for request**

Our restructuring in 2011 eliminated a redundant management tier, allowing us to operate a more streamlined management approach. Our current structure allows for direct communication between the board of directors, management and front-line staff creating a cohesive system of practice across all levels of the organization. This direct communication eliminates intermediaries and provides a clean, consistent, and unfiltered channel of information to staff, ensuring quick turn around on directives and changes in business. It allows us to be more proactive and to changes in the economy and business environment by being a more lean and agile organization.

Additionally, we have found that consistent messaging to front line staff has eliminated most perceived communication issues within the organization. Because administrative and One Stop Operator staff closely plan and implement any changes to the organization, the consistency of messaging provides a clear and concise vision to all staff. All CareerSource CLM and One Stop Operator staff receive the same messaging so all expectations and service delivery requirements are managed and delivered to the same high standard across all programs of the organization.

### **Firewall:**

The Workforce Innovation and Opportunity Act (WIOA) requires that workforce boards that provide direct services are required to provide adequate internal firewalls to ensure the integrity of public funding.

CareerSource CLM's organizational structure allows for clear delineation between administration and operations. Career center operations are managed by the Director of Operations. Programmatic support and continuous improvement are driven by the Assistant Director of Career Development, the Assistant Director of Workforce Initiatives and the Director of Continuous Improvement. These directors ensure that all partner programs within the One Stop 'system' are performing at maximum efficiency and work directly with our Third-Party Monitor and EO Officer regarding internal programmatic reviews and monitoring. The Director of Operations acts as the liaison between the One Stop Operator and CSCLM senior management. The One Stop Provider reports to the board of directors. Each of these directors act as a firewall for quality and monitoring of the services provided within the One Stop centers. Financial staff report to the Executive Vice President and functions between finance and operations are clearly delineated.

Administration consists of EO/Human Resources, Information Technology and Finance. The staff members within these departments are not directly involved in the daily execution of services within the One Stop centers but act as support to general operations of the organization. Below are the primary roles of each department:

- EO/Human Resources – manages all facets of employee record keeping and staff training and development.
- Finance – daily management and processing of all financial budgeting and AR/AP activities generated by Operations and Administration.
- Information Technology – manages all facets of technology and communications for the organizations. Provides support to staff members in all departments and monitors activities within our system to provide a secure network for customers and staff. Information being transmitted through our network is routinely monitored to ensure that all activities fall within the requirements of applicable State and Federal laws.
- Operations – Conducts ongoing internal monitoring for programs, service accessibility and One Stop Credentialing. Acts as technical assistance to program management and staff in the One Stop career centers and oversees the development, activities, performance and deliverables for all competitive grants. Primary areas of technical support responsibility include Welfare Transition/SNAP, WIOA AD/DW/Youth, TAA.
- Continuous Improvement – conducts ongoing internal monitoring of all programs beyond that conducted by the operations staff. This unit also manages customer

and employer surveys through the Net Promoter Score to monitor and maintain a high level of services throughout the system. Primary areas of technical support responsibility: Wagner Peyser, JVSG, RESEA and mobile unit service provision.

- Independent Monitoring – in addition to internal reviews conducted by staff, CSCLM has implemented independent monitoring which is conducted by a procured third party that reports directly to the board of directors. Independent monitoring covers all facets of our organization including programmatic and financial practices. Independent monitoring also provides a transparent approach of all aspects of our business and assists senior management in quickly identifying systemic issues and implementing best practices.

All departments report to the Executive Vice President who in turn reports to the Chief Executive Officer.

### **Funding:**

The services provided by CareerSource Citrus Levy Marion are funded by the following grants/programs:

- Wagner Peyser
- Veteran Outreach
- WIOA – Workforce Innovation and Opportunity Act (Adult, Dislocated, Youth)
- TANF – Temporary Assistance for Needy Families
- SNAP – Supplemental Nutrition Assistance Program
- TAA – Trade Assistance Act
- RESEA
- JVSG
- Federal grant: YouthBuild

### **Overview and Analysis of Cost Savings:**

CareerSource CLM (CSCLM) initially took over direct services in 2011. This change to our business model became a necessity due to continued cuts in formula funding and ongoing reduction of services as a direct result. The initial consolidation resulted in a cost saving of approximately \$455,000.00 by compressing the layer of management between the workforce board and the contracted service provider. This cost savings projected over the three-year period of this extension is \$1,365,000.00. Since restructuring our organizational chart we have continued to reduce the level of management staffing allowing for additional manpower to be added to our most crucial areas of service provision – front line staff and business development. Our intent is to maintain the current

level of management and staffing while routinely monitoring effectiveness and efficiency through ongoing continuous improvement efforts.

Economic uncertainty surrounding the COVID-19 virus will require our organization to maintain the highest level of services to assist those seeking employment services. More frontline staff permits us to react quickly to sudden economic impacts and meet the needs of our citizens and businesses.

**Performance:**

Two performance charts are provided below to illustrate the continued positive impacts of direct services to our annual performance. The charts provided show performance data for program years 2019-2020 and 2020-2021 to provide a comparison.

These charts show that we have met and exceeded all performance measure for the previous two program years, apart from two Dislocated Worker measures which suffered due to low enrollment in PY2020-2021 as an impact of the COVID-19 pandemic.

**WIOA INDICATORS OF PERFORMANCE**

**CareerSource Citrus Levy Marion**  
July 1<sup>ST</sup>, 2019 – June 30, 2020

Measures	PY2019-2020 1st Quarter Performance	PY 2019-2020 % of Performance Goal Met For Q1	PY2019-2020 2nd Quarter Performance	PY 2019-2020 % of Performance Goal Met For Q2	PY2019-2020 3rd Quarter Performance	PY 2019-2020 % of Performance Goal Met For Q3	PY2019-2020 4th Quarter Performance	PY 2019-2020 % of Performance Goal Met For Q4	PY 2019-2020 Performance Goals
<b>Adults:</b>									
Employed 2nd Qtr After Exit	96.00	112.68	95.00	111.50	93.70	109.98	92.40	108.45	85.20
Median Wage 2nd Quarter After Exit	\$7,088	103.47	\$7,045	102.85	\$6,870	100.29	\$6,807	99.37	\$6,850
Employed 4th Qtr After Exit	91.90	111.39	92.70	112.36	91.90	111.39	92.70	112.36	82.50
Credential Attainment Rate	89.40	101.59	86.00	97.73	85.40	97.05	85.70	97.39	88.00
<b>Dislocated Workers:</b>									
Employed 2nd Qtr After Exit	100.00	120.19	100.00	120.19	100.00	120.19	100.00	120.19	83.20
Median Wage 2nd Quarter After Exit	\$12,991	189.65	\$10,276	150.01	\$10,276	150.01	\$10,710	156.35	\$6,850
Employed 4th Qtr After Exit	100.00	131.58	100.00	131.58	100.00	131.58	100.00	131.58	76.00
Credential Attainment Rate	100.00	132.98	100.00	132.98	80.00	106.38	75.00	99.73	75.20
<b>Youth:</b>									
Employed 2nd Qtr After Exit	77.70	102.91	77.20	102.25	78.70	104.24	83.30	110.33	75.50
Employed 4th Qtr After Exit	81.60	117.92	78.80	113.87	76.40	110.40	77.20	111.56	69.20
Credential Attainment Rate	98.00	114.89	98.70	115.71	98.60	115.59	98.60	115.59	85.30
<b>Wagner Peyser:</b>									
Employed 2nd Qtr After Exit	72.40	116.40	72.80	117.04	73.00	117.36	73.70	118.49	62.20
Median Wage 2nd Quarter After Exit	\$5,321	109.71	\$5,520	113.81	\$5,503	113.46	\$5,478	112.95	\$4,850
Employed 4th Qtr After Exit	67.30	104.83	67.50	105.14	70.70	110.12	72.00	112.15	64.20

Not Met (less than 90% of negotiated)
Met (90-100% of negotiated)
Exceeded (greater than 100% of negotiated)

## WIOA INDICATORS OF PERFORMANCE

CareerSource Citrus Levy Marion

July 1<sup>ST</sup>, 2020 – June 30<sup>TH</sup>, 2021

Measures	PY2020-2021 1st Quarter Performance	PY2020-2021 % of Performance Goal Met For Q1	PY2020-2021 2nd Quarter Performance	PY2020-2021 % of Performance Goal Met For Q2	PY2020-2021 3rd Quarter Performance	PY2020-2021 % of Performance Goal Met For Q3	PY2020-2021 4th Quarter Performance	PY2020-2021 % of Performance Goal Met For Q4
<b>Adults:</b>								
Employed 2nd Qtr After Exit	88.90	104.34	87.90	103.17	89.20	104.69	88.60	103.99
Median Wage 2nd Quarter After Exit	\$7,217	103.10	\$7,687	109.81	\$7,079	101.13	\$6,419	91.70
Employed 4th Qtr After Exit	90.90	109.52	87.60	105.54	84.30	101.57	81.10	97.71
Credential Attainment Rate	85.40	97.05	88.00	100.00	86.40	98.18	86.90	98.75
Measurable Skill Gains	72.80	145.60	83.50	167.00	85.40	170.80	89.30	178.60
<b>Dislocated Workers:</b>								
Employed 2nd Qtr After Exit	85.70	103.00	80.00	96.15	66.70	80.17	60.00	72.12
Median Wage 2nd Quarter After Exit	\$8,789	125.56	\$7,339	104.84	\$7,339	104.84	\$7,432	106.17
Employed 4th Qtr After Exit	100.00	126.58	100.00	126.58	85.70	108.48	80.00	101.27
Credential Attainment Rate	75.00	99.73	50.00	66.49	100.00	132.98	100.00	132.98
Measurable Skill Gains	0.00	0.00	100.00	133.33	100.00	133.33	100.00	133.33
<b>Youth:</b>								
Employed 2nd Qtr After Exit	85.10	112.72	85.40	113.11	85.00	112.58	83.30	110.33
Median Wage 2nd Quarter After Exit	\$3,447	107.72	\$3,266	102.06	\$3,174	99.19	\$3,076	96.13
Employed 4th Qtr After Exit	79.50	108.90	75.40	103.29	79.80	109.32	73.80	101.10
Credential Attainment Rate	99.20	116.30	100.00	117.23	100.00	117.23	98.50	115.47
Measurable Skill Gains	88.60	100.68	93.00	105.68	94.20	107.05	97.90	111.25
<b>Wagner Peyser:</b>								
Employed 2nd Qtr After Exit	69.30	106.62	70.80	108.92	67.50	103.85	65.50	100.77
Median Wage 2nd Quarter After Exit	\$5,213	104.26	\$5,006	100.12	\$4,994	99.88	\$4,971	99.42
Employed 4th Qtr After Exit	67.10	104.52	71.00	110.59	68.90	107.32	66.00	102.80

### **Business Highlights and Best Practices:**

#### **Additional Online Learning Platforms**

- Addition of 180 Skills, Metrix Learning, and Career Edge to educational offerings
- Enhanced online learning presence for targeted and on-demand training for employed workers, WIOA trainees and Welfare Transition population
- Expanded training capabilities in all targeted industries
- Ability to provide educational opportunities without face-to-face contact, both for career services and grant-funded training services

#### **Internal Communications – In The Know!**

- Continued use of our weekly staff communication newsletter
- Provides weekly updates, helpful hints for Employ Florida, programmatic updates, state, federal, tech tips, local policy changes and a weekly trivia question to bolster internal knowledge of all aspects of workforce

## **YouthBuild**

- We were awarded our third YouthBuild program in January 2020
- To date all performance measures have been met with the DOL for our previous YouthBuild grant
- Recently underwent monitoring by our Federal Project Officer and was commended for our program
- No Finding or Other Noncompliance Issues were cited

## **Florida Department of Corrections**

- In year two of a pilot program in Florida in partnership with Worldwide Interactive Network (WIN)
- Provision of employment preparation for soon to be released inmates at the Lowell Correctional Facility located in Reddick within Marion County
- Coordination of services with other CareerSource workforce boards for inmates released to other areas of the state.

## **Marion County Judicial Court System**

- Currently coordinating with the judicial courts system to support child support enforcement agency staff to connect parents without employment to CSCLM services. Our Mobile Unit is scheduled to make onsite quarterly visits to the court house for court ordered individuals to use our services.

## **Apprenticeship Expansion**

- Partnered on the recently launched construction carpentry apprenticeship program at Marion Technical College in Marion County.
- Partnered with the College of Central Florida and Lockheed Martin on their national electronic assembler apprenticeship program.

## **College of Central Florida Partnership**

- Assisting by conducting in-classroom workshops to share soft skills, social media and resume writing tips for future graduates
- Partnering to provide paid internship opportunities for students
- Planned specialized hiring events for spring semester graduates in tandem with workshops focusing on soft skills and resume writing
- Partnering to assist in the development of a Hospitality Apprenticeship

## **Marion County Public Schools**

- Promoting Apprenticeship Expansion through Marion Technical College to support construction needs in the area by developing carpentry, masonry, heating ventilation and air conditioning, plumbing, and electrical apprenticeship programs

### **Youth Career Expos**

- January 2021 marked the 6<sup>th</sup> Annual Youth Career Expos in Citrus, Levy and Marion counties
- Expos provide employability skills workshops and live interaction with local industry leaders to prepare the youth for their next steps in employment or education
- Attended by over 2,000 students in the three counties

### **Sector Focused Hiring Events**

- Business Services staff are aligned by sector for job order maintenance, hiring events and experiential learning development
- We have added specialized recruitment staff by sector to focus on placement and recruitment needs of local business
- We have focused this year on both virtual and in-person events based on the event

### **Mid-FL Regional Manufacturers Association**

- Partnered with MRMA and Marion, Citrus and Levy County Public schools to provide a virtual Manufacturing and Logistics Student Event, which allowed students to virtually tour and speak with local manufacturers





## **RECORD OF ACTION/APPROVAL**

### **Executive Committee Wednesday, December 1, 2021**

#### ***TOPIC/ISSUE:***

Release of the Request for Proposals (RFP) for sub-recipient monitoring.

#### ***BACKGROUND:***

Pursuant to the Workforce Innovation and Opportunity Act all local workforce development boards are required to procure a firm to conduct monitoring of sub-recipient's of CareerSource CLM funding.

#### ***POINTS OF CONSIDERATION:***

Powell & Jones was the company procured for this monitoring in 2017 and was negotiated for renewal annually for the allowed period of up to five program years. This contract will expire on June 30, 2022. The new procurement for this service will result in a contractual agreement with a firm that is qualified to conduct the annual required monitoring for a period of UP TO five program years. The contract will be negotiated annually.

#### ***STAFF RECOMMENDATIONS:***

Requesting approval for authority to release the Sub-Recipient Financial Monitoring RFP on March 1, 2022 after the appropriate Public Notice period.

#### ***COMMITTEE ACTION:***

#### ***BOARD ACTION:***



**RECORD OF ACTION/APPROVAL**

**Executive Committee  
Wednesday, December 1, 2021**

**TOPIC/ISSUE:**

Updated budget for program year 7/1/21-6/30/22

**BACKGROUND:**

**POINTS OF CONSIDERATION:**

The budget is updated for the below:

- Additional WIOA Incentives of \$13,249
- One Stop Security grant of \$84,148.80

**STAFF RECOMMENDATIONS:**

Approve updated 2021 Budget

**COMMITTEE ACTION:**

**BOARD ACTION:**

BUDGET - CSCLM																						
PY 2021(JULY 2021 - JUNE 2022)																						
12/1/2021																						
ITA requirement: 30%	ADULT	YOUTH	TAA	DISL. WORKER	LVER	CORRECTIONS	RURAL INITIATIVES	VOC REHAB	WAGNER PEYSER	VETERAN DVOP	WTP	SNAP	SIGNED BONUS	RECOVERY NAVIGATOR	FOUNDATIONAL SKILLS	YOUTH BUILD 3	RAPID RESPONSE	SECURITY	RWB 6	REA	UN-RESTR	TOTAL
<b>REVENUE</b>																						
P.Y. 2021 CONTRACTS	1,278,426	1,222,997	12,101	733,775	25,040	93,460	62,500	45,494	156,104	28,336	1,676,326	145,000	100,000	260,870	41,666	-	162,177	84,149	5,288	60,000	-	6,193,709
CARRYFORWARD	167,022	342,884	278	142,126	14,036	-	-	-	39,617	19,934	134,389	158,694	-	-	-	624,887	-	-	-	56,453	147,354	1,847,676
INCENTIVES/SUPPLEMENTAL TRANSFER	120,000	209,953	-	(120,000)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	209,953
<b>TOTAL REVENUE</b>	<b>1,565,448</b>	<b>1,775,834</b>	<b>12,379</b>	<b>755,901</b>	<b>39,076</b>	<b>93,460</b>	<b>62,500</b>	<b>45,494</b>	<b>195,721</b>	<b>48,270</b>	<b>1,810,715</b>	<b>303,694</b>	<b>100,000</b>	<b>260,870</b>	<b>41,666</b>	<b>624,887</b>	<b>162,177</b>	<b>84,149</b>	<b>5,288</b>	<b>116,453</b>	<b>147,354</b>	<b>8,251,338</b>
<b>EXPENDITURES</b>																						
<b>TOTAL ITA 35.45%</b>																						
<b>TRAINING:</b>																						
ITA %	35%	-	-	37%	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
ITA TRAINING	160,000	-	-	19,000	-	-	-	-	-	-	-	-	-	-	-	27,600	-	-	-	-	-	206,600
OUT	30,000	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	30,000
EMPLOYED WORKER	30,000	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	30,000
INTERNSHIPS	30,000	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	30,000
TRAINING SUPPORT	2,000	-	-	2,000	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	4,000
TRAINING STAFF	195,500	-	-	195,500	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	391,000
<b>TOTAL TRAINING</b>	<b>447,500</b>	<b>-</b>	<b>-</b>	<b>216,500</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>27,600</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>691,600</b>
<b>OPERATING:</b>																						
SUPPORTIVE SVS.	3,000	190,000	3,000	-	-	-	-	-	-	-	196,880	-	90,000	-	-	-	-	-	-	-	-	621,600
DIRECT CHARGE (STAFF)	-	-	-	-	-	61,869	-	14,046	-	-	435,455	82,924	-	-	-	-	56,380	-	-	58,000	-	708,673
ECKERD	30,000	570,000	-	15,000	-	-	-	-	-	-	-	-	-	43,000	-	104,900	-	-	-	-	-	762,900
DEO STAFF TRAVEL	-	-	-	-	1,400	-	-	-	9,600	3,000	-	-	-	-	-	-	-	-	-	-	-	14,000
OPERATING	-	5,350	-	-	-	-	15,498	-	31,000	5,000	-	-	3,634	-	15,140	-	991	30,576	-	-	30,000	137,188
<b>TOTAL OPERATING</b>	<b>33,000</b>	<b>765,350</b>	<b>3,000</b>	<b>15,000</b>	<b>1,400</b>	<b>61,869</b>	<b>15,498</b>	<b>14,046</b>	<b>40,600</b>	<b>8,000</b>	<b>632,335</b>	<b>82,924</b>	<b>93,634</b>	<b>43,000</b>	<b>15,140</b>	<b>243,620</b>	<b>57,371</b>	<b>30,576</b>	<b>-</b>	<b>58,000</b>	<b>30,000</b>	<b>2,244,360</b>
<b>PROGRAM SUPPORT:</b>																						
FACILITIES	31,498	78,104	8,082	21,754	7,327	9,140	18,204	-	74,025	16,844	70,248	14,805	-	9,140	-	13,445	4,457	-	5,288	10,575	-	392,937
PROGRAM	66,966	127,986	-	28,954	173	-	1,913	1,734	5,013	988	78,075	10,239	449	5,309	1,869	-	7,084	3,775	-	1,306	-	341,832
INFORMATION TECHNOLOGY	79,896	171,927	-	38,894	232	10,262	2,570	2,330	6,734	1,327	104,880	13,754	603	7,132	2,511	-	9,516	5,071	-	1,754	-	459,192
OUTREACH	61,419	117,384	-	26,555	159	-	1,755	1,591	4,598	906	71,607	9,391	411	4,869	1,714	-	6,497	3,463	-	1,198	-	313,516
BUSINESS	161,821	228,349	-	69,965	-	-	4,624	4,191	12,113	2,387	188,663	24,741	1,084	12,829	4,517	-	17,117	9,123	-	3,155	-	744,679
SELF SERVICES	102,897	145,200	-	44,489	-	-	2,940	2,665	7,703	-	119,965	15,732	689	8,158	2,872	-	10,884	5,801	-	2,006	-	472,000
CAREER SERVICES	255,852	-	-	110,621	-	-	7,311	6,626	19,152	-	298,292	39,118	1,714	20,284	7,142	-	27,064	14,424	-	4,989	-	812,589
<b>TOTAL PROGRAM SUPPORT</b>	<b>760,150</b>	<b>868,949</b>	<b>8,082</b>	<b>341,233</b>	<b>7,891</b>	<b>19,401</b>	<b>39,318</b>	<b>19,135</b>	<b>129,338</b>	<b>22,452</b>	<b>931,728</b>	<b>127,779</b>	<b>4,950</b>	<b>67,722</b>	<b>20,626</b>	<b>13,445</b>	<b>82,618</b>	<b>41,656</b>	<b>5,288</b>	<b>24,982</b>	<b>-</b>	<b>3,536,745</b>
<b>TOTAL EXPENDITURES</b>	<b>1,240,650</b>	<b>1,634,299</b>	<b>11,082</b>	<b>572,733</b>	<b>9,291</b>	<b>81,270</b>	<b>54,815</b>	<b>33,181</b>	<b>169,938</b>	<b>30,452</b>	<b>1,564,064</b>	<b>210,703</b>	<b>98,584</b>	<b>110,722</b>	<b>35,765</b>	<b>284,665</b>	<b>139,989</b>	<b>72,232</b>	<b>5,288</b>	<b>82,982</b>	<b>30,000</b>	<b>6,472,705</b>
ADMIN POOL	151,381	105,364	1,020	69,295	825	9,588	6,044	4,187	17,892	3,064	193,998	25,878	1,114	13,534	4,641	4,506	17,451	9,372	-	10,111	3,893	653,157
GENERAL POOL	41,087	28,597	277	18,808	224	2,602	1,641	1,136	4,856	832	52,654	7,024	302	3,673	1,260	1,223	4,736	2,544	-	2,744	1,057	177,276
<b>TOTAL INDIRECT COST RATE</b>	<b>192,468</b>	<b>133,961</b>	<b>1,297</b>	<b>88,103</b>	<b>1,049</b>	<b>12,190</b>	<b>7,685</b>	<b>5,323</b>	<b>22,748</b>	<b>3,895</b>	<b>246,651</b>	<b>32,902</b>	<b>1,416</b>	<b>17,207</b>	<b>5,900</b>	<b>5,729</b>	<b>22,188</b>	<b>11,916</b>	<b>-</b>	<b>12,856</b>	<b>4,949</b>	<b>830,433</b>
<b>BALANCE</b>	<b>132,330</b>	<b>7,574</b>	<b>(0)</b>	<b>95,065</b>	<b>28,737</b>	<b>(0)</b>	<b>(0)</b>	<b>6,990</b>	<b>3,036</b>	<b>13,923</b>	<b>(0)</b>	<b>60,089</b>	<b>0</b>	<b>132,941</b>	<b>0</b>	<b>334,493</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>20,615</b>	<b>112,405</b>	<b>948,200</b>
<b>INDIRECT RATE CALCULATION</b>																						
<b>DIRECT TOTAL COSTS</b>	<b>1,240,650</b>	<b>1,634,299</b>	<b>11,082</b>	<b>572,733</b>	<b>9,291</b>	<b>81,270</b>	<b>54,815</b>	<b>33,181</b>	<b>169,938</b>	<b>30,452</b>	<b>1,564,064</b>	<b>210,703</b>	<b>8,584</b>	<b>110,722</b>	<b>35,765</b>	<b>284,665</b>	<b>139,989</b>	<b>72,232</b>	<b>-</b>	<b>82,982</b>	<b>30,000</b>	<b>6,377,418</b>
LESS: LEASES	(43,976)	(62,273)	(3,219)	(23,684)	(2,934)	(7,378)	(8,232)	(912)	(32,050)	(6,841)	(68,949)	(11,262)	-	(6,420)	-	(6,319)	(5,495)	-	-	(5,056)	-	(295,000)
<b>SUBAWARD (ECKERDS)</b>	<b>(30,000)</b>	<b>(760,000)</b>	<b>-</b>	<b>(15,000)</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>(243,620)</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>(1,048,620)</b>
<b>TOTAL MTDC</b>	<b>1,166,674</b>	<b>812,026</b>	<b>7,863</b>	<b>534,049</b>	<b>6,357</b>	<b>73,892</b>	<b>46,583</b>	<b>32,269</b>	<b>137,888</b>	<b>23,611</b>	<b>1,495,115</b>	<b>199,441</b>	<b>8,584</b>	<b>104,302</b>	<b>35,765</b>	<b>34,726</b>	<b>134,494</b>	<b>72,232</b>	<b>-</b>	<b>77,926</b>	<b>30,000</b>	<b>5,033,798</b>



## **RECORD OF ACTION/APPROVAL**

### **Executive Committee Wednesday, December 1, 2021**

#### **TOPIC/ISSUE:**

Sub-recipient Monitoring – Eckerd Connects

#### **BACKGROUND:**

We are required to conduct monitoring of our sub-recipient youth provider annually. Our current provider is Eckerd Connects

#### **POINTS OF CONSIDERATION:**

The following report details the areas that were monitored and any issues found. The only issue reported was a difference in total contract payment activity. Eckerd reported \$16,972 less in contractual services than we posted as paid. This was determined to be due to differences in the organizations accrual policies. There were no finding or questioned costs.

#### **STAFF RECOMMENDATIONS:**

Accept the attached monitoring report from Powell and Jones for sub-recipient monitoring.

#### **COMMITTEE ACTION:**

#### **BOARD ACTION:**



**Powell & Jones**  
Certified Public Accountants

Richard C. Powell, Jr., CPA  
Marian Jones Powell, CPA

1359 S.W. Main Blvd.  
Lake City, Florida 32025  
386 / 755-4200  
Fax: 386 / 719-5504  
admin@powellandjonescpa.com

## **Report on Sub-recipient Monitoring**

**October 1, 2021**

**Audit Committee and Workforce Administrative Team  
CareerSource Citrus Levy Marion**

We have performed the procedures listed below to assist the CareerSource Citrus Levy Marion (CLM) with its annual sub-recipient monitoring responsibilities. Those responsibilities include testing compliance of CLM's sub-recipients with the regulations of the Department of Economic Opportunity (DEO). This engagement was conducted in accordance with attestation standards established by the American Institute of Certified Public Accountants. The sufficiency of these procedures is solely the responsibility of those parties specified in this report. Consequently, we make no representation regarding the sufficiency of the procedures described below either for the purpose for which this report has been requested or for any other purpose.

For the year ended June 30, 2021, CLM held a contract with a sub-recipient, Eckerd Youth Alternatives, Inc. (Eckerd) from July 1, 2020 through June 30, 2021. Our procedures were performed with respect to this contract for the same period.

The procedures and the associated findings, if any, are as follows:

**PROCEDURE 1:** Review the sub-recipient contract for terms, conditions and federal requirements.

### ***Results of Procedures:***

The terms, conditions, and federal requirements listed in the DEO Financial Monitoring Tool were included in the subrecipient contract.

**PROCEDURE 2:** Review the most recent single audit report of Eckerd Youth Alternatives, Inc. to:

- ensure dollars included are properly identified, and
- determine if any findings and related corrective actions were addressed.

### ***Results of Procedures:***

In the current year we compared the amount recorded by CareerSource Citrus, Levy, Marion for contractual payments to Eckerd's audit report for WIOA Youth, WIOA Adult, WIOA Dislocated Worker and Youthbuild. Eckerd reported \$16,972 less in contractual services than CLM. This is likely due to differences in the Organizations' accruals.

There were no findings or questioned costs regarding WIOA or Youthbuild funding.

**PROCEDURE 3:** Review the Corporation's most recent sub-recipient fiscal monitoring report and determine if any findings and related corrective actions were addressed.

*Prior year findings fiscal year 2020:*

In the prior year we compared the amount recorded by CareerSource Citrus, Levy, Marion for contractual payments to Eckerd for WIOA Youth of \$1,082,816 to the amount on Eckerd's financial statements in the Schedule of Federal Awards of \$1,066,959. This variance of \$15,857 was likely due to a 2020 year end accrual difference.

**PROCEDURE 4:** Review sub-recipient financial procedures to determine if they have good internal controls.

**Results of Procedures:**

We reviewed the internal controls over the expenditure of grants funds using the DEO fiscal monitoring tool. We noted no deficiencies in internal control over financial procedures that would have an effect on compliance with Federal awards requirements.

**PROCEDURE 5:** Interview sub-recipient finance staff via internet to corroborate internal controls addressed in procedure #4.

**Results of Procedures:**

The Eckerd staff provided us with answers to a internal control questionnaire. There were no findings in the current year.

**PROCEDURE 6:** Review the sub-recipient invoices to date and determine if they are in compliance with the terms of the contract.

**Results of Procedures:**

The invoices were in compliance with the terms of the contract.

**PROCEDURE 7:** Select samples of sub-recipient payroll, fringe benefits, operating costs, performance payments. Test for allowability, allocability, reasonableness, and compliance with contract terms.

We selected the following from invoices for the period from July 1, 2019 to June 30, 2020:

1. We selected 69 disbursements and inspected copies of supporting documentation.
2. We selected 30 employee payments and inspected copies of time sheets and traced the Employee Earnings History.
3. We created a spreadsheet of the selected payroll costs by employee and compared to approved salary ranges  
None of the payments for salaries directly charged to the grant exceeded the ETA salary Cap. We obtained a statement from Eckerd that no salary in excess of the Cap was charged to the CLM contract.

4. We created a spreadsheet to review all fringe benefit costs analytically. Fringe benefits including taxes were billed at 22.87%.

**Results of Procedures:** All of the supporting documentation was available and adequate, properly allocated and reasonable.

**PROCEDURE 8:** Review approval of sub-recipient's indirect cost rate submitted with the proposal and approved federal indirect cost rate.

**Results of Procedures:** We reviewed the indirect cost rate used by Eckerd. Eckerd used an indirect costs rate of 14.65% of total direct costs. The computation of indirect costs based upon the Eckerd final billing was 14.65%.

**PROCEDURE 9:** Agree sub-recipient performance payments to participant data in Employ Florida Marketplace (EFM), State of Florida database system.

**Results of Procedures:** Eckerd did not meet the performance goals in the final quarter due to a DEO mandate to exit disengaged WIOA cases by June 30, 2021.

As this was not optional at the local level, a request was made to the Board of Directors to provide payment although the goals were not met, which was approved by the Executive Committee on July 28, 2021 and by the full board on September 8, 2021.

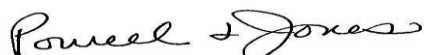
**PROCEDURE 10:** Determine if the In-school/Out-of-School and Work Experience percentages on the subrecipient invoices are supported by participant data in EFM.

**Results of Procedures:** The percentage of In-School /Out of School Youth were supported by participant data in EFM. 100% of participants were out of school. The expenditures for youth engaged in Work Experience as detailed on the invoices from Eckerd exceeded the 20% required to meet the requirements of the Department of Labor grant award conditions. EFM data provided by the CLM staff for Work Experience expenditures was 16.93%.

We were not engaged to and did not conduct an examination, the objective of which would be the expression of an opinion on compliance with the regulations of DEO. Accordingly, we do not express such an opinion. Had we performed additional procedures, other matters might have come to our attention that would have been reported to you.

This report is intended solely for the information and use of the Audit Committee and Workforce Administrative Team of the Corporation, and is not intended to be and should not be used by anyone other than these specified parties.

Very truly yours,



**POWELL & JONES**  
Certified Public Accountants



## **RECORD OF ACTION/APPROVAL**

### **Executive Committee Wednesday, December 1, 2021**

#### **TOPIC/ISSUE:**

Acceptance of 2020-2021 monitoring close-out

#### **BACKGROUND:**

State programmatic and finance monitoring occurred May 3 through May 7, 2021. We have submitted our responses to the monitoring for DEO's review and approval.

#### **POINTS OF CONSIDERATION:**

We received a close-out letter dated September 21, 2021 accepting our responses and officially closing the last programmatic monitoring review.

#### **STAFF RECOMMENDATIONS:**

Accept the final report and close-out letter.

#### **COMMITTEE ACTION:**

#### **BOARD ACTION:**



*Program Year 2020-21*

# Quality Assurance Report

*Programmatic and Financial  
Compliance Monitoring Review*

*August 17, 2021*



---

## 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](http://www.floridajobs.org)  
[www.twitter.com/FLDEO](https://www.twitter.com/FLDEO) | [www.facebook.com/FLDEO](https://www.facebook.com/FLDEO)

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

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

**EXECUTIVE BRIEFING 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's (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 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 to test participant case file records and financial activities and transactions.

Programmatic and financial management issues identified in the report 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 the 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 not corrected.

In accordance with [Administrative Policy 104 – Sanctions for Local Workforce Development Boards' Failure to Meet Federal and State Standards](#), as subrecipients of authorized funds administered by DEO, LWDBs are accountable for failing to correct performance, programmatic and financial deficiencies found during compliance and auditing reviews. To reduce performance, programmatic or financial deficiencies, and to increase programmatic integrity at the local level, any subrecipient not meeting the regulatory or statutory standards shall be subject to specific conditions, remedies, and sanctions consistent with applicable federal laws, regulations, and state guidance. Correcting any deficiencies maintains credibility in administration of workforce programs, reduces risk of compliance findings, and reduces the potential for a reduction or recapture of funds by the United States Department of Labor (USDOL) or other federal or state funds.

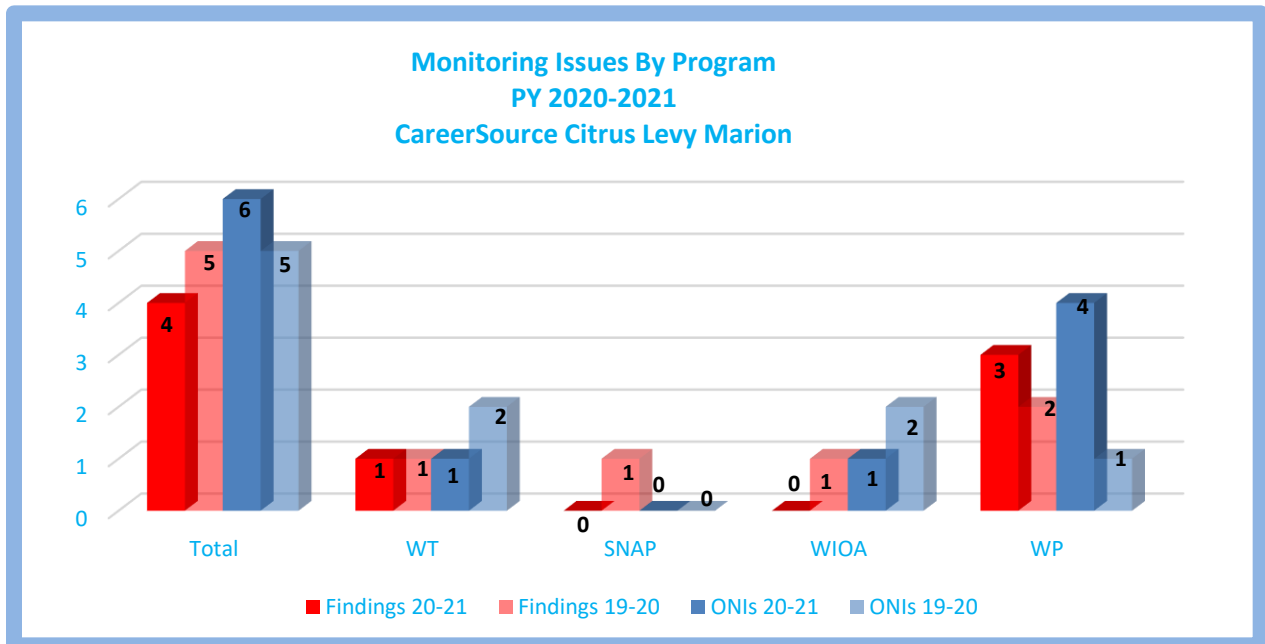
For additional programmatic and financial monitoring information and resources, click here: [Monitoring Overview](#)

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

## SUMMARY TABLE OF PROGRAMMATIC MONITORING RESULTS

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

Workforce Program	Issue	Prior Year Finding	Current Year Finding	Prior Year Other Noncompliance issue	Current Year Other Noncompliance Issue
WT	A safety plan was missing and elements from the safety plan was not included on the Individual Responsibility Plan for a victim of domestic violence.	Y	Y		
	Employment documentation in a participant's case file did not match information recorded in OSST.			N	Y
<b>WT Totals</b>		<b>1</b>	<b>1</b>	<b>0</b>	<b>1</b>
<b>WIOA Common Issue</b>	Measurable skills gains (MSG) were not recorded in Employ Florida for several participants.			Y	Y
<b>WIOA Totals</b>		<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>
WP	Permission to create Employ Florida registrations not documented for a couple of job seekers and several job seekers did not have a full application completed.	Y	Y		
	A job order did not have documentation that the job met Florida's minimum wage rate requirements.	Y	Y		
	A MSFW was not referred to supportive services.	Y	Y		
	A staffing (private employment) agency job order did not contain the phrase "Position offered by no-fee agency".			Y	Y
	An O*Net code for a job order position recorded in Employ Florida did not match the job order description.			N	Y
	An Employability Development Plan did not contain all required information.			N	Y
	Multiple front-line staff did not complete the required 15 hours of continuing education.			N	Y
<b>WP Totals</b>		<b>3</b>	<b>3</b>	<b>1</b>	<b>4</b>
<b>Results-All Programs</b>		<b>4</b>	<b>4</b>	<b>2</b>	<b>6</b>



Note: The above chart reflects a two-year comparison of monitoring issues (PY 2019-20 and PY 2020-21).

**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 are not expected to be responded to in the CAP.

**SUMMARY TABLE OF FINANCIAL MONITORING RESULTS**

2020-21 Financial Monitoring Results				
Category	Repeat of Prior Year	Reference(s)		
Prior Year Corrective Action Follow-Up	No	There were no findings or issues of noncompliance in the prior year.		
Category	Findings	Issues of Non-Compliance	Observations	Technical Assistance Provided
None				
<b>TOTAL</b>	0	0	0	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. **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.

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

**I. DESCRIPTION OF MONITORING APPROACH**

Monitoring consisted of a joint 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 randomly selected participant case file records from each of the workforce programs reviewed.

Due to COVID-19 restrictions, a desktop review was performed in lieu of an on-site visit.

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

**II. FINANCIAL MONITORING RESULTS**

FMA performed financial monitoring procedures based on the elements described in the PY 2020-21 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, 2020 – March 31, 2021.

**Observations**

There were no Observations identified during the financial monitoring review period of April 1, 2020 – March 31, 2021.

**Technical Assistance**

There was no Technical Assistance provided during the financial monitoring review period of April 1, 2020 – March 31, 2021.

### III. 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, required corrective actions for improvement.

**NOTE:** The following general program CAP requirements must be submitted with each Finding and Other Noncompliance Issue identified in the report. Additionally, a separate CAP response must be submitted for any additional program specific issues identified in each section of the report.

#### General Program CAP requirements

- A specific plan of action outlining the reasons for noncompliance as well as efforts taken to prevent future occurrences.
- A copy of a monitoring schedule showing timeframes and the activities and services that will be monitored.
- Documentation showing staff training or refresher training has been or will be provided. Documentation must include training date(s), a training roster, and an agenda listing training topics.
- Documentation of written communication to staff informing them of the requirements.

### WELFARE TRANSITION (WT)

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

<b>Finding Number WT 10.21.01</b>
<b><u>Documentation of Safety Plan/Safety Plan Elements</u></b> <i>Applicable references: FG 02-026 (Domestic Violence Program Final Guidance Paper); 414.065 Florida Statutes (F.S.)</i>  Of the two case files reviewed of participants identified as victims of domestic violence, one (50.0 percent) did not have a safety plan documented in the case file. Also, the required elements from the safety plan were not documented on the IRP.

<b>Recurring Issue from Previous Year:</b> Yes (Prior year CAP reviewed and verified but noncompliance continues to occur). <b>Risk Impact:</b> Absence of a safety plan and failure to outline 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:** In addition to the general required CAP actions, the LWDB must provide documentation showing staff have reviewed the one domestic violence participant file, developed a safety plan, and updated the IRP/ARP to include the elements from the safety plan, if the case is still active. Additionally, an assurance must be provided with the CAP that safety plans will be developed in the future for all victims of domestic violence and elements of the safety plans will be included on the IRP. A plan for accomplishing this in the future must also be provided with the CAP.

<b>ONI Number WT 10.21.01</b>
<b><u>Employment Verification</u></b> <i>Applicable reference(s): Chapter 445.010 F.S.; and Florida’s Work Verification Plan.</i>

Of the five case files reviewed of participants with an employment activity recorded in OSST, one (20.0 percent) had employment dates on documents in the case files that did not match the information recorded in OSST.

**Recurring Issue from Previous Year: No.**

**Risk Impact:** This data is used for reporting purposes and incorrect data entry impacts the validity of the data being reported and can negatively impact performance. The data entered in the system must be auditable and supported by documentation in the case files.

**Required Action:** In addition to the general required CAP actions, documentation must be provided showing staff have verified the participant’s employment status and taken action to ensure case file documentation matches the information in OSST, if the file is still active. Additionally, the LWDB must provide an assurance that measures will be taken to ensure employment documentation is maintained in the files and cross-referenced with data entered in the system for accuracy. A plan to prevent a recurrence of this issue in the future must also be provided with the CAP.

#### OBSERVATION

The case file review also revealed that several participants were left in open WT activities for extended periods of time without closing the cases timely. The LWDB must remind program staff that 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, the case should be closed timely in OSST.

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

*The sample size consisted of 16 participant case files.*

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

#### WORKFORCE INNOVATION AND OPPORTUNITY ACT

##### WIOA ADULT AND DISLOCATED WORKER PROGRAM

*The sample size consisted of 27 Adult and Dislocated Worker participant case files (19 Adults and eight Dislocated Workers).*

*A common issue was identified and is outlined under the Common Issue section.*

##### WIOA YOUTH PROGRAM

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

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

## WIOA ADULT AND DISLOCATED WORKER SPECIAL PROJECTS

*The sample size consisted of 15 participant case files for the following special projects: Sector Strategies Bridge to Skilled Trades, Apprenticeship Expansion 2019, Soft Skills Development-2019-Retail and Hospitality Academy, Sector Strategies 2019-Bridge to Skilled Trades II and COVID-19 Public Health Emergency.*

*A common issue was identified and is outlined under the Common Issue section below:*

### COMMON ISSUE

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

#### ONI Number WIOA 10.21.02

##### **Recording of Measurable Skill Gains (MSG)**

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

- Of the 24 Adult/Dislocated Worker participant case files reviewed of participants enrolled in an education or training program, two (8.3 percent) participant files did not have a MSG recorded within the applicable program year.
- Of the 12 WIOA Youth participant case files reviewed of participants enrolled in an education or training program, three (25.0 percent) participant case files did not have a MSG recorded within the applicable program year.

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

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

**Required Action:** In addition to the general required CAP actions, the LWDB must provide an assurance with the CAP that MSGs will be documented and accurately recorded by the applicable program year and the process for accomplishing this in the future must also be provided with the CAP.

## WAGNER-PEYSER (WP) PROGRAM

*The sample size consisted of 68 participant case files (30 job seekers, 20 job orders, 15 job seeker placements, and three RESEA).*

*The following issues were identified:*

#### Finding Number WP 10.21.02

##### **Job Seeker Permission for Registration and Requirements for Participation**

*Applicable reference(s): 20 CFR 651.10, TEGL 19-16, and Administrative Policy 096 (rev. 5/24/2019, 2/20/2020, and 1/7/2021).*

Staff registration of a new job seeker in Employ Florida has specific guidelines that must be followed such as obtaining the job seeker's permission prior to creating and entering a new registration in Employ Florida. Job



seekers registered between 5/24/2019 and 1/7/2021 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 17 job seekers reviewed with a staff-entered registration after 5/24/2019, two (11.8 percent) were missing documentation of permission to create the account in Employ Florida.
- Of the 29 job seeker registrations completed in Employ Florida, four ( 13.8 percent) job seekers did not have a full application documented in Employ Florida when a staff assisted service initiated participation.

**Recurring Issue from Previous Year:** No - Full Application; Yes - Registration Permission (Prior year CAP reviewed and verified but noncompliance continues to occur).

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

**Required Action:** In addition to the general required CAP actions, the LWDB must provide documentation of the efforts made by staff to contact and verify the job seekers' permission to create an Employ Florida registration as well as documentation that a full application has been recorded in Employ Florida, if the case is still active. An assurance must also be provided that LWDB staff will take necessary steps to document all future registrations and referrals in case notes on the job seeker's Employ Florida account. A plan of action to prevent a recurrence of these issues in the future must also be provided.

#### Finding Number WP 10.21.03

##### **Job Order Placement and 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.

Of the three job orders reviewed with a wage rate listed in Employ Florida below the federal or state minimum wage, one (33.3 percent) did not have documentation that staff verified the employer would pay at least the state's minimum wage.

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

**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:** In addition to the general required CAP actions, the LWDB must attest that the one job order has been reviewed and verification that the employer will pay at least the Florida minimum wage rate is documented in a case note, if the job order is still open. Additionally, the LWDB must provide an assurance that case notes will be entered on all job orders documenting staff verification of the Florida minimum wage rate in the future. A plan or process to prevent a recurrence of this issue in the future must also be provided with the CAP.

**Finding Number WP 10.21.04**

**Migrant and Seasonal Farmworker (MSFW) Services**

*Applicable reference(s):* 20 CFR 653 and DEO FG 03-040.

Job seekers visiting the career centers and identified as MSFWs must be referred to supportive services and documentation of the referral must be maintained in the file. The one MSFW job seeker file reviewed did not contain documentation of a referral to supportive services.

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

**Risk Impact:** This issue impacts MSFW service delivery and performance reporting. It may also limit job and training opportunities and lead to possible farmworker civil rights violations.

**Required Action:** In addition to the general required CAP actions, documentation must be provided that the LWDB has taken action to refer the MSFW job seeker to supportive services and service codes (169 – 179) have been recorded in Employ Florida to document this action, if the case is still active. Documentation of the LWDB’s efforts to verify, provide, and record in Employ Florida the provision of a referral to supportive services for all MSFWs with an open participation subsequent to the review must also be included with the CAP. A plan or process to prevent a recurrence of this issue in the future must also be provided with the CAP.

**ONI Number WP 10.21.03**

**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.

State guidance 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:** Yes (Prior year CAP verified but noncompliance continues to occur).

**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:** In addition to the general required CAP actions, the LWDB must provide documentation that staff have or will review all open job orders from private/temporary employment agencies subsequent to the review to ensure the required language has been indicated in the job order description.

**ONI Number WP 10.21.04**

**Job Order Placements**

*Applicable reference(s):* 20 CFR 651.10, 20 CFR 680.170, TEGL 19-16, and DEO Administrative Policy 099.

To provide the most efficient job matching system, O\*NET codes on job orders must be accurate and relevant to the listed position.

Of the 20 job seeker placements reviewed, the O\*NET code recorded for one (5.0 percent) position did not match the job order description in Employ Florida.

**Recurring Issue from Previous Year:** No.

**Risk Impact:** Noncompliance with placement guidelines has an impact on performance reporting (Monthly Management Report and other staff reports), as well as erroneous information being recorded in the system if placements are not valid.

**Required Action:** In addition to the general required CAP actions, the LWDB must document efforts that staff have verified the accuracy of the job description and taken action to ensure the O\*NET code entered in Employ Florida matches the job order description. Documentation must also be provided with the CAP that the LWDB will review and verify O\*NET codes for all open and active job orders to ensure compliance with accompanying job descriptions. A plan or process to manage this activity to prevent future recurrences must be provided with the CAP.

## 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 in returning to work faster by connecting claimants/participants with in-person assessments, and reemployment services and opportunities to further their reemployment goals and successful employment outcomes.

*The sample size consisted of three participant case files. The following issue was identified.*

### ONI Number WP 10.21.05

#### **Employability Development Plans (EDPs)**

Applicable reference(s): 20 CFR 651.10; 443.1317(1)(b) and 443.091 FS; FL Administrative Rule 73B-21.028; 20 CFR Part 1010; DEO Employ Florida Service Code Guide, issued 7/20/2018; and State Veterans Program Plan of Service.

Of the five EDPs reviewed, one (20.0 percent) was missing specific action steps for the participant to reach their short-and long-range occupational goals.

**Recurring Issue from Previous Year:** No.

**Risk Impact:** Absence of specific action steps on the EDP reduces staff's ability to work effectively and efficiently with participants in delivering services, tracking employability goals, and determining what the participant is required to do to attain the long-term occupational goals.

**Required Action:** In addition to the general required CAP actions, the LWDB must include documentation that staff have or will review all future EDP codes recorded in Employ Florida for WP and RESEA job seekers to ensure case notes have been recorded identifying all required elements of the service(s) provided. Documentation must also be provided of attempts to contact and develop the missing goals for the identified job seeker, if the application is still open or the job seeker is still active in Employ Florida.

## CAREER CENTER CREDENTIALING

The career center credentialing review focused on ensuring administrative requirements and records were posted and maintained, that front-line staff had completed all required Tier I certification and continuing education courses, and that an Employment Service Complaint System was in place to process any complaints received.

*The following issue was identified:*

## ONI Number WP 10.21.06

### **Staff Continuing Education Units (CEU)**

*Applicable reference(s):* DEO Administrative Policy 092.

The LWDB did not provide documentation to verify front-line staff completed the required 15 CEU hours within the year subsequent to the completion of their Tier 1 certification.

**Recurring Issue from Previous Year:** No.

**Risk Impact:** The LWDB must adhere to Tier I Certification and CEU requirements. Lack of credentialed and certified staff could affect the level and quality of services provided to job seekers at career centers.

**Required Action:** In addition to the general required CAP actions, documentation must be provided that all staff CEU requirements have been or will be met including a timeline for accomplishing this. Additionally, documentation must be maintained to support the training provided to ensure all front-line staff completes their Tier 1 Certification within the required time period.

## IV. 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 review did not reveal any Findings, Other Noncompliance Issues or Observations.***

## V. COLLECTION OF DEMOGRAPHIC INFORMATION

The purpose of this section of the review is to determine compliance with the nondiscrimination and equal opportunity provisions of 29 CFR Part 37, and DEO's Guidelines for Compliance with Section 188 of the Workforce Innovation and Opportunity Act regarding Collection of Demographic Data.

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

## VI. MANAGEMENT REVIEW PROCESS

The purpose of this review is to determine whether the LWDB is implementing requirements associated with local merit staffing responsibilities for DEO staff assigned to work under the functional supervision of the LWDB, local sector strategies, and local board governance activities. The region should create a local implementation sector strategy policy.

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

## VII. MANAGEMENT INFORMATION SYSTEMS (MIS)

The MIS security check focused on the effectiveness of the LWDB's information security controls and whether a business process and policy are in place that protects DEO data and information technology resources and complies with DEO's Information Technology (IT) guidelines and the DEO/LWDB Grantee/Subgrantee agreement requirements.

*The 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 - [WTProgram@deo.myflorida.com](mailto:WTProgram@deo.myflorida.com)
- SNAP - [SNAPETProgram@deo.myflorida.com](mailto:SNAPETProgram@deo.myflorida.com)
- WIOA - [WIOA@deo.myflorida.com](mailto:WIOA@deo.myflorida.com)
- TAA - [TAA@deo.myflorida.com](mailto:TAA@deo.myflorida.com)
- WP - [Wagner.Peyser@deo.myflorida.com](mailto:Wagner.Peyser@deo.myflorida.com)
- RESEA - [RESEA@deo.myflorida.com](mailto:RESEA@deo.myflorida.com)
- FLC - [H-2A.JobOrder@deo.myflorida.com](mailto:H-2A.JobOrder@deo.myflorida.com) and [H-2BJobOrder@deo.myflorida.com](mailto:H-2BJobOrder@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](mailto:WFSTraining@deo.myflorida.com).

## CORRECTIVE ACTION PLAN REQUIREMENTS

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

## IX. APPENDIX

### A. COMPLIANCE REVIEW BACKGROUND INFORMATION/MONITORING ACTIVITIES

**LWDB Name:** CareerSource Citrus Levy Marion (LWDB - 10)

**Programmatic Monitoring Review Dates:** May 3 - 7, 2021

**Financial Monitoring Review Dates:** May 3 - 7, 2021

**Programmatic Monitoring Sample Review Period:** April 1, 2020 – March 31, 2021

**Financial Monitoring Sample Review Period:** April 1, 2020 – March 31, 2021

**Programs Reviewed:**

- Welfare Transition
- Supplemental Nutrition Assistance Program - Employment and Training
- Workforce Innovation and Opportunity Act
- Wagner-Peyser
- Any special projects identified and operational during the review period
- Financial management practices, record keeping, safeguards and reporting

**Entrance and Exit Conference Attendees:**

The programmatic entrance conference with LWDB staff was conducted on May 3, 2021. The exit conference was conducted on May 7, 2021. The entrance/exit conference attendees are listed below:

NAME	Agency	Entrance Conference	Exit Conference
Sanchez Emanuel	DEO (Review Lead)	X	X
Mary Blake	DEO	X	X
Sharon Saulter	DEO	X	X
Christa Nelson	DEO	X	X
Dacia Roberts	DCF	X	
Steven Litzinger	LWDB	X	X
Dale French	LWDB	X	X
Cory Weaver	LWDB	X	
Cindy LeCouris	LWDB	X	X
Myrna Serrano	LWDB	X	X
Cathy Galica	LWDB	X	X
Larry Trowbridge	LWDB		X
Amy Kelly	LWDB		X
Sloane Underwood	LWDB		X

The financial monitoring entrance conference with LWDB staff was conducted on May 3, 2021. The exit conference was conducted on July 29, 2021. The entrance/exit conference attendees are listed below:

Lisa Milton, FMA	DEO	x	x
Susan Heller, Director of Finance	LWDB	x	x
Thomas Skinner, CEO	LWDB		x
Dale French, Executive VP	LWDB		x

## **B. COMPLIANCE REVIEW SCOPE AND METHODOLOGY**

### **Review Scope**

The monitoring scope consisted of a joint programmatic and financial monitoring 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 financial 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 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 the LWDB against case file source documents.

### **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 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 ledger 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 from the programmatic sample was also reviewed and tested for financial monitoring reporting and compliance by the financial monitoring team. The monitoring procedures used 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 was based on, but 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 funding allocation to each LWDB, results of prior monitoring and audit reports, personnel and staffing changes, and organizational structure.

### **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 are designed to provide a comprehensive assessment of the processes and procedures used by the LWDB to capture, manage, safeguard, and 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.

**Ron DeSantis**  
GOVERNOR



**Dane Eagle**  
SECRETARY

September 21, 2021

Mr. Thomas "Rusty" Skinner, CEO  
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 Program Year (PY) 2020-2021 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 PY 2020-2021 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](mailto:Kenneth.Williams@deo.myflorida.com).

Sincerely,

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

CW/oske

cc: Michelle Dennard  
Andrew Collins  
Tom Abney  
Casey Penn  
Ken Williams

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