

Virtual Zoom Meeting

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**Board of Directors
Agenda**

- I. Welcome and Introductions** Barclay Harless, Chair
- II. Public Comment**
- III. Roll Call**
- IV. Chair’s Report**
- V. CEO Report**
- VI. Action/Discussion Items**
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Compensation Committee
 - 2. Annual Performance Evaluation Page 22
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One-Stop Committee
 - 4. Policy Approval – Wagner-Peyser Administrative Policy 102 – Veteran Intake at Career Centers Page 27
 - 5. Policy Approval – WIOA Administrative Policy 111, Wagner-Peyser, Trade Adjustment Assistance, Migrant Seasonal Farmworker Program, Jobs for Veterans’ State Grant, National Dislocated Worker Grants Page 40
 - 6. Policy Approval – JVSG Administrative Policy 112 – Staffing Requirements. Page 48
Workforce Solutions Committee
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IX. Information Items

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X. Open Discussion

XI. Adjournment

Finance Committee – October 27, 2021 (10:00 am - 11:00 am)
 Audit Committee – October 27, 2021 (1:00 pm – 2:00 pm)
 Compensation Committee – October 7, 2021 (10:00 am - 11:00 am)
 Workforce Solutions Committee – October 21, 2021 (2:30 pm - 3:30 pm)
 One-Stop Committee – October 21, 2021 (9:00 am - 10:00 am)
 Next Board of Directors Meeting – November 17, 2021 (11:45 am - 12:45 pm)

**All parties are advised that if you decide to appeal any decision made by the Board with respect to any matter considered at the meeting or hearing, you will need a record of the proceedings, and that, for such purpose, you may need to ensure that a verbatim record of the proceedings is made, which record includes the testimony and evidence upon which the appeal is to be based.*

**If you have a disability and need an accommodation in order to participate in this meeting, please contact the Executive Assistant at 727-608-2551 or admin@careersourcepinellas.com at least two business days in advance of the meeting.*



Action Item 1

Approval of Minutes

In accordance with Article VII, Section 1(H), of the approved WorkNet Pinellas By-Laws: Minutes shall be kept of all Board and Committee meetings. Minutes shall be reviewed and approved at the next CareerSource Pinellas Board or Committee meeting as appropriate.

The official minutes of meetings of the Board and Committees of the Board are public record and shall be open to inspection by the public. They shall be kept on file by the Board Secretary at the administrative office of CareerSource Pinellas as the record of the official actions of the Board of Directors.

The draft minutes from the July 14, 2021 meeting of the Board of Directors have been prepared and are enclosed.

RECOMMENDATION

Approval of the draft minutes, to include any amendments necessary.

**CareerSource Pinellas
Board of Directors Minutes**

Date: Wednesday, July 14, 2021 at 11:45 am.

Location: *Virtual Zoom

Call to Order

Board of Directors Chair, Barclay Harless, called the meeting to order at 11:46 a.m. There was a quorum present with the following board members.

Board Members in Attendance

Amy Van Ness, Andrea Cianek, Barclay Harless, Belinthia Berry, Candida Duff, Celeste Fernandez, Commissioner René Flowers, David Fetkenher, Debbie Passerini, Dr. Rebecca Sarlo, Glenn Willocks, Ivonne Alvarez, John Howell, Kenneth Williams, Kevin Knutson, Lisa Cane, Mark Hunt, Michael Jalazo, Michele Mathews, Patricia Sawyer, Russell Leggette, Scott Thomas, Sheryl Nadler, Zachary White

Board Members Not in Attendance

Beverly Frank, Chris Owens, Jack Geller, Jody Armstrong, Michael Logal

Board Counsel

Stephanie Marchman

Guests in Attendance

Shellonda Rucker, Manmohan Bhuller

Staff in Attendance

Jennifer Brackney, Steven Meier, April Torregiante, Jacqueline DuChene-Heyward, Leah Geis, Paul Ashe, Pam Perkins

Public Comments

There were no public comments.

CEO Report

A memorandum created by GrayRobinson, that summarizes House Bill 1507, which was signed by the Governor, is included as a handout. HB 1507 adds some additional rules to how we operate beginning on July 1st. Some of these rules will have an impact, such as, limiting our board members to serving no more than 8 years. Other rules like limiting the board chair terms to two years is already written in our by-laws.

There are other changes to contracts, budgets, compensation, disclosure of financial interests, Form 990, quarterly reports to DEO that we will put in place. These are all fairly straightforward. One significant change is that LWDBs in Florida will now receive a letter grade score of A-F. DEO is working to identify the criteria that will be utilized to determine these scores. We are working closely with CareerSource Florida and DEO to implement these changes this program year.

Chris Carmody with GrayRobinson has done a great job ensuring we have an amplified state and regional voice during the legislative process. The contact ends in August. There has been some discussion at the State level regarding merging local workforce areas. This discussion seems to be focused on merging smaller workforce areas. However, it may be good to have someone at the state level that can help advocate on our behalf if these discussions move forward. We will discuss the best way to proceed.

We are also working to update all the policies to align with DEO and CareerSource Florida. Essentially, we are taking their policy, customizing it to our area, and adding any relevant procedures. Hopefully, this process ensures that we are in alignment with state and federal guidelines. There will be three policies presented today for approval.

As far as the USDOL Compliance Review, it is still in process. At this point, DEO and USDOL are working to finalize the report. CareerSource Pinellas worked closely with DEO to ensure we have provided as much information as possible to resolve the issue and reduce the financial impact.

On the local level, I am very proud of our ability to build strong partnerships with businesses, education, and with community partners. Most recently, we have been working closely with the City of St. Petersburg, Cohort of Champions, Pinellas County Schools, Pinellas Education Foundation, St. Petersburg College and others to provide focused training and work-based learning for youth.

Sometimes, the lines of partners and board members often intersect, and the impact of Sunshine Law can be a bit blurry. Stephanie Marchman is joining us today to provide another overview about Sunshine Law and answer any questions you may have.

Paul Ashe, the President of Securance Consulting, our vCIO - Chief Information Officer will be joining us today to discuss the many IT-related upgrades and activities that have been taking place over the past year.

As you know, the goal is to meet and exceed performance measures. However, COVID has had an impact on employment and performance. These performance indicators are lagging indicators. Which means, the individuals that are showing in the 2nd quarter and 4th quarter after exit had files that closed last program year.

In addition, DEO has made policy changes that impact how staff can extend participation. Because of the policy change, staff are required to close files that previously could have remained open while they worked with them to find employment. This policy change will have an impact on performance as we look at the next year. DEO has provided an email requesting LWDBs move forward with this process.

Discussion: Dr. Rebecca Sarlo asked if there was any other information at all about the letter grade grading that will now happen with LWDB. Jennifer Brackney responded saying, one of the purposes of house bill 1507 was to ensure accountability. During the process, we did provide feedback regarding the letter grade. DEO is working to identify the criteria that will be used to determine the letter grade.

Action Item 1 – Approval of the Minutes – 5.19.21 Board of Directors

The minutes of the May 19, 2021, Board of Directors meeting were presented for approval.

Motion:	David Fetkenher
Second:	Commissioner René Flowers

The minutes were approved as presented. This motion carried unanimously. There was no further discussion.

Action Item 2 – Policy Approval – Wagner-Peyser Administrative Policy 096 – Job Seeker Registration, Application and Services with Local Operating Procedures Approval

The Florida Department of Economic Opportunity (DEO) has instituted a new process related to Local Operating Procedures (LOPs) that coincides with the release of new administrative policies. The goal of this new process is to ensure DEO is providing the oversight and support needed for Local Workforce Development Boards (LWDBs) to administer and operate workforce programs in a manner that meets federal and state requirements. The process creates a timeline for introducing new and revising current administrative policies issued by DEO.

The revised WIOA Administrative Policy 096 has been presented to the LWDB following this new process. There will be more to follow.

Based on the release of WIOA Administrative Policy 096, this Administrative Policy with LOPs includes all the DEO administrative policy requirements.

Highlighted Changes:

- Requirement of staff to obtain job seekers permission to create a pseudo-SSN, as well as clarification that job seekers registered under a pseudo-SSN are not counted in the LWDB's federal performance measures
- Outlining the requirements for creation of a Wagner-Peyser (WP) application whereby individuals are required to have a WP application
- Expanding on the recording of services provided to job seekers through Basic and Individualized Career Services
- Providing a more detailed explanation regarding the exit of participants from WP services

RECOMMENDATION

Approval of WIOA Administrative Policy 096 - Job Seeker Registration, Application and Services Administrative Policy with Local Operating Procedures (LOPs).

Motion:	Mark Hunt
Second:	Commissioner René Flowers

Discussion: Russell Leggette asked why someone would ascertain a false social security number. Jennifer Brackney responded, it is allowable to enter a pseudo social security number in Employ Florida, when an individual wants to receive services but does not want to disclose their social security number. The process for proceeding with an application and providing services without disclosing a social security number is in this Policy.

The Board of Directors made a motion to approve of WIOA Administrative Policy 096 - Job Seeker Registration, Application and Services Administrative Policy with Local Operating Procedures (LOPs). The motion carried unanimously. There was no further discussion.

ACTION ITEM 3 - Policy Approval - WIOA Administrative Policy 110, Local Workforce Development Area and Board Governance with Local Operating Procedures

The Florida Department of Economic Opportunity (DEO) has instituted a new process related to Local Operating Procedures (LOPs) that coincides with the release of new administrative policies. The goal of this new process is to ensure DEO is providing the oversight and support needed for Local Workforce Development Boards (LWDBs) to administer and operate workforce programs in a manner that meets federal and state requirements. The process creates a timeline for introducing new and revising current administrative policies issued by DEO.

The revised WIOA Administrative Policy 110 has been presented to the LWDB following this new process. There will be more to follow.

Based on the release of WIOA Administrative Policy 110, this Administrative Policy with LOPs includes all the DEO administrative policy requirements.

Highlighted Changes:

- Clarification has been added that distinguishes the processes for, and responsibilities of, the local board when:
 - The local board is serving in multiple functions
 - Process if there is a failed One-Stop Operator (OSO) procurement whereby causing the LWDB to be designated as the OSO or the board seeks to be included in the solicitation of the OSO procurement process
 - Procurement has failed where there was previously a contracted provider

- Guidance has been added on how an LWDB performing multiple functions will ensure that steps are taken to eliminate/mitigate risks, ensure transparency, create firewalls and still allow for operational efficiency and cost savings
- Implementation of an annual training program for the LWDB to familiarize local board members with the state’s workforce development goals and strategies

RECOMMENDATION

Approval of WIOA Administrative Policy 110 - Local Workforce Development Area and Board Governance Administrative Policy with Local Operating Procedures (LOPs).

Motion:	Celeste Fernandez
Second:	David Fetkenher

The Board of Directors made a motion to approve of WIOA Administrative Policy 110 - Local Workforce Development Area and Board Governance Administrative Policy with Local Operating Procedures (LOPs). The motion carried unanimously. There was no further discussion.

ACTION ITEM 4 – Policy Approval – WIOA Administrative Policy 091, Local Workforce Board Composition and Certification with Local Operating Procedures

The Florida Department of Economic Opportunity (DEO) has instituted a new process related to Local Operating Procedures (LOPs) that coincides with the release of new administrative policies. The goal of this new process is to ensure DEO is providing the oversight and support needed for Local Workforce Development Boards (LWDBs) to administer and operate workforce programs in a manner that meets federal and state requirements. The process creates a timeline for introducing new and revising current administrative policies issued by DEO.

The revised WIOA Administrative Policy 091 has been presented to the LWDB following this new process. There will be more to follow.

Based on the release of WIOA Administrative Policy 091, this Administrative Policy with LOPs includes all the DEO administrative policy requirements.

Highlighted Changes:

- Outlining the process used to request to waive the private education provider on the board
- Expanding on Board Member Recruiting, Vetting and Nominating
- Specifying that the CLEO may not delegate the responsibility of appointing members to the LWDB, to the executive director or to staff
- Inserting local board member education and acknowledgement of state and local conflict-of-interest policies and establishing the requirement of a local conflict-of-interest policy
- Creating a time limit of 12 months in which to fill a Board vacancy

RECOMMENDATION

Approval of WIOA Administrative Policy 091 - Local Workforce Development Board Composition and Certification Administrative Policy with Local Operating Procedures (LOPs).

Discussion: Mark Hunt questioned the fifth bullet down on the Action Item 4 page of the board packet that states this policy would create a time limit of 12 months to fill a board vacancy. Mark asked what would happen if the vacancy was not filled in 12 months. Jennifer Brackney stated that more than likely, that will not be an issue because Pinellas County has been very expedient when filling a position. However, if the position is not filled

within the 12-month time frame, the Board would no longer be in compliance. Barclay Harless also asked if this would create any sort of complication because there's supposed to be a composition of private sector and non-private sector. Jennifer stated that the Board is required to maintain 51% business as well as the other required categories such as education, labor, etc.

Motion:	Patricia Sawyer
Second:	Mark Hunt

The Board of Directors made a motion to approve of WIOA Administrative Policy 091, Local Workforce Board Composition and Certification with Local Operating Procedures. The motion carried unanimously. There was no further discussion.

ACTION ITEM 5 – Local Targeted Occupations List

The Department of Economic Opportunity's (DEO) Bureau of Labor Market Statistics (LMS) published the 2020-2021 Statewide Demand Occupational Lists on the Department's website. The Statewide Demand Occupations list identifies the labor market needs of Florida's business community and encourages job training based on those needs, with emphasis on jobs that are both in high demand and high skill/high wage and is used as a baseline for establishing the local Targeted Occupations List (TOL). The Local Workforce Development Boards (LWDBs) develop and use their TOLs to identify occupations for which eligible adults and dislocated workers may receive training assistance under the Workforce Innovation and Opportunity Act (WIOA).

A TOL must be updated when occupations are deleted or added. Each LWDB must update and publish the updated TOL to its website and submit a link to DEO by June 30, 2021.

Staff reviewed the new 2021-2022 Regional Demand Targeted Occupations List (TOL) for Pinellas County published by the Labor Market Unit with DEO, analyzing the changes from the 2020-2021 TOL previously approved by the board in June 2020.

A list of potential additions was drafted with accompanying Labor Market Information received from the DEO to request board review and approval to add these occupations to the 2021-2022 TOL. The TOL governs Occupational skills Training, Apprenticeships, Paid-Work Experience and On-the-Job training programs.



2021-22 Regional Demand Occupations List

Sorted by Occupational Title

Workforce Development Area 14 - Pinellas County

Selection Criteria:

- 1 FLDOE Training Code 3 (PSAV Certificate), 4 (Community College Credit/Degree), or 5 (Bachelor's Degree)
- 2 80 annual openings and positive growth
- 3 Mean Wage of \$15.13/hour and Entry Wage of \$12.31/hour
- 4 High Skill/High Wage (HSHW) Occupations:
Mean Wage of \$23.73/hour and Entry Wage of \$15.13/hour

SOC Code	HSHW†	Occupational Title†	Annual Percent Growth	Annual Openings	2019 Hourly Wage Mean	2019 Hourly Wage Entry	FLDOE Training Code	In EPI Targeted Industry?	Data Source†††
132011	HSHW	Accountants and Auditors	1.37	526	34.88	22.00	5	Yes	R
113011	HSHW	Administrative Services Managers	1.49	104	48.67	26.75	4	Yes	R
41-3011		Advertising Sales Agents	0.65	139	23.61	12.37	3	Yes	R
493011	HSHW	Aircraft Mechanics and Service Technicians	1.67	1,474	31.54	16.75	3	Yes	S
532011	HSHW	Airline Pilots, Copilots, and Flight Engineers	1.44	610	113.51	69.15	4	Yes	S
274011		Audio and Video Equipment Technicians	3.23	869	23.38	14.44	4	Yes	S
493021		Automotive Body and Related Repairs	1.26	1,104	21.85	14.10	3	Yes	S
493023		Automotive Service Technicians and Mechanics	0.31	269	19.82	12.55	3	Yes	R
433031		Bookkeeping, Accounting, and Auditing Clerks	0.22	809	20.08	13.71	4	Yes	R
47-2021		Brickmasons and Blockmasons	1.54	892	18.61	12.70	3	No	S
493031	HSHW	Bus and Truck Mechanics and Diesel Engine Specialists	1.53	1,609	25.12	16.82	3	Yes	S
533021		Bus Drivers, Transit and Intercity	1.52	1,744	19.81	13.59	3	No	S
131199	HSHW	Business Operations Specialists, All Other	1.37	520	33.12	17.13	4	Yes	R
535021	HSHW	Captains, Mates, and Pilots of Water Vessels	2.09	742	29.34	18.11	3	Yes	S
472031		Carpenters	0.92	281	18.98	13.85	3	Yes	R
472051		Cement Masons and Concrete Finishers	1.22	1,755	19.31	14.49	3	Yes	S
351011		Chefs and Head Cooks	3.57	107	21.11	12.37	3	Yes	R
131031	HSHW	Claims Adjusters, Examiners, and Investigators	0.53	156	30.95	20.50	3	Yes	R
532012	HSHW	Commercial Pilots	1.74	592	76.64	26.04	3	Yes	S
211099		Community and Social Service Specialists, All Other	0.91	92	17.71	12.80	5	Yes	R
131141	HSHW	Compensation, Benefits, and Job Analysis Specialists	1.61	796	26.93	17.88	4	Yes	S
131041	HSHW	Compliance Officers	1.20	113	31.73	18.98	3	Yes	R
113021	HSHW	Computer and Information Systems Managers	1.47	119	69.12	43.30	5	Yes	R
151143	HSHW	Computer Network Architects	1.57	979	51.96	34.03	3	Yes	S
15-1152	HSHW	Computer Network Support Specialists	1.79	80	33.97	18.68	3	Yes	R
151199	HSHW	Computer Occupations, All Other	1.49	1,118	37.67	17.86	3	Yes	S
151131	HSHW	Computer Programmers	2.17	1,169	41.69	23.31	3	Yes	S
151121	HSHW	Computer Systems Analysts	1.45	165	43.23	26.21	4	Yes	R
151151	HSHW	Computer User Support Specialists	1.50	340	25.21	15.76	3	Yes	R
47-4011	HSHW	Construction and Building Inspectors	1.35	1,007	28.29	18.94	3	Yes	S
119021	HSHW	Construction Managers	1.79	132	49.33	25.89	4	Yes	R
131051	HSHW	Cost Estimators	0.78	1,532	31.50	19.43	4	Yes	S
151141	HSHW	Database Administrators	1.52	869	45.51	27.69	4	Yes	S
319091		Dental Assistants	1.53	144	19.89	15.17	3	Yes	R
292021	HSHW	Dental Hygienists	1.42	1,022	28.14	18.37	4	Yes	S
292032	HSHW	Diagnostic Medical Sonographers	2.57	522	30.43	22.17	3	Yes	S
212021		Directors, Religious Activities and Education	1.44	89	23.19	14.58	5	No	R
472111		Electricians	1.58	345	20.95	15.05	3	Yes	R
252021	HSHW	Elementary School Teachers, Except Special Education	0.92	274	30.99	22.25	5	No	R
132051	HSHW	Financial Analysts	1.09	125	35.67	20.65	5	Yes	R
113031	HSHW	Financial Managers	2.37	192	67.59	35.64	5	Yes	R
13-2099	HSHW	Financial Specialists, All Other	1.46	770	32.46	17.81	3	Yes	S
332011	HSHW	Firefighters	0.49	1,827	32.56	23.33	3	Yes	S
371012	HSHW	First-Line Superv. Landscaping & Groundskeeping Workers	3.05	91	19.36	12.42	3	Yes	R
471011	HSHW	First-Line Superv. of Construction and Extraction Workers	0.77	251	28.45	19.96	4	Yes	R
371011	HSHW	First-Line Superv. of Housekeeping & Janitorial Workers	2.73	95	18.81	12.95	3	Yes	R
491011	HSHW	First-Line Superv. of Mechanics, Installers, and Repairers	0.94	170	29.30	19.04	3	Yes	R
431011	HSHW	First-Line Superv. of Office and Admin. Support Workers	0.53	691	28.17	17.58	4	Yes	R
511011	HSHW	First-Line Superv. of Production and Operating Workers	0.46	205	29.73	18.76	3	Yes	R
331099		First-Line Superv., Protective Service Workers, All Other	2.04	662	22.72	13.88	3	Yes	S
411012	HSHW	First-Line Supervisors of Non-Retail Sales Workers	0.66	165	41.58	22.75	4	Yes	R
391021		First-Line Supervisors of Personal Service Workers	2.53	2,046	21.96	14.13	3	Yes	S
411011		First-Line Supervisors of Retail Sales Workers	0.41	613	22.65	13.78	3	Yes	R
119051		Food Service Managers	1.96	210	23.78	14.82	4	Yes	R
111021	HSHW	General and Operations Managers	1.41	769	53.69	24.27	4	Yes	R
472121		Glaziers	1.69	721	20.30	15.19	3	Yes	S
271024		Graphic Designers	0.42	112	23.06	14.96	4	Yes	R
292099		Health Technologists and Technicians, All Other	1.72	941	21.43	13.45	3	Yes	S
499021		Heating, A.C., and Refrigeration Mechanics and Installers	0.80	185	21.56	14.68	3	Yes	R
533032		Heavy and Tractor-Trailer Truck Drivers	0.76	373	20.97	12.61	3	Yes	R
131071	HSHW	Human Resources Specialists	1.77	284	30.02	19.43	5	Yes	R
172112	HSHW	Industrial Engineers	1.04	89	39.61	25.70	5	Yes	R
499041		Industrial Machinery Mechanics	2.05	1,698	21.93	14.95	3	Yes	S
537051		Industrial Truck and Tractor Operators	1.06	104	19.27	14.32	3	Yes	R
151122	HSHW	Information Security Analysts	1.80	565	43.26	26.49	3	Yes	S
413021		Insurance Sales Agents	2.34	431	31.24	15.03	3	Yes	R
292061		Licensed Practical and Licensed Vocational Nurses	1.30	352	22.02	18.72	3	Yes	R
434131		Loan Interviewers and Clerks	1.29	110	20.98	14.35	3	Yes	R
132072	HSHW	Loan Officers	0.35	81	34.76	19.35	4	Yes	R
514041		Machinists	0.57	108	19.88	14.02	3	Yes	R
499071		Maintenance and Repair Workers, General	1.36	585	17.97	12.38	3	Yes	R
131111	HSHW	Management Analysts	1.87	357	37.78	20.07	5	Yes	R
119199	HSHW	Managers, All Other	1.27	301	46.60	26.43	4	Yes	R
131161	HSHW	Market Research Analysts and Marketing Specialists	2.73	355	29.98	17.03	5	Yes	R
119111	HSHW	Medical and Health Services Managers	3.72	173	53.42	28.85	5	Yes	R
292010		Medical and Clinical Laboratory Technologists and Technicians	1.71	113	23.79	14.02	4	Yes	R

319022	Medical Assistants	2.83	485	15.70	13.02	3	Yes	R
320271	Medical Records and Health Information Technicians	1.80	1,267	21.43	13.45	4	Yes	S
436013	Medical Secretaries	1.51	204	17.35	12.50	3	Yes	R
131121	HSHW Meeting, Convention, and Event Planners	2.81	1,194	24.67	15.51	4	Yes	S
151142	HSHW Network and Computer Systems Administrators	1.08	109	39.43	25.96	4	Yes	R
472073	Operating Engineers/Construction Equipment Operators	0.60	89	18.64	14.62	3	Yes	R
472141	Painters, Construction and Maintenance	0.89	129	22.13	16.12	3	Yes	R
232011	Paralegals and Legal Assistants	1.49	192	23.07	15.82	3	Yes	R
132052	HSHW Personal Financial Advisors	1.51	95	46.96	21.47	5	Yes	R
292052	Pharmacy Technicians	1.70	2,962	16.45	12.67	3	Yes	S
319097	Phlebotomists	3.32	1,346	16.45	12.85	3	Yes	S
312021	HSHW Physical Therapist Assistants	3.70	1,224	29.80	21.23	4	Yes	S
472151	Plumbers	1.39	559	18.38	16.19	3	Yes	S
472152	Plumbers, Pipefitters, and Steamfitters	0.83	174	22.20	15.53	3	Yes	R
333051	HSHW Police and Sheriff's Patrol Officers	0.65	181	29.88	20.43	3	No	R
325199	HSHW Postsecondary Teachers, All Other	1.66	2,041	33.61	17.29	4	No	S
119141	HSHW Property, Real Estate & Community Association Managers	0.90	218	32.41	18.29	4	Yes	R
292053	Psychiatric Technicians	2.15	931	18.00	12.78	3	Yes	S
273031	HSHW Public Relations Specialists	1.48	99	28.66	16.63	5	Yes	R
292034	HSHW Radiologic Technologists	1.57	1,112	27.45	19.60	3	Yes	S
419021	Real Estate Brokers	1.87	874	29.34	13.81	3	No	S
419022	HSHW Real Estate Sales Agents	1.43	241	32.23	15.62	3	Yes	R
291141	HSHW Registered Nurses	1.06	860	33.39	24.33	4	Yes	R
291126	HSHW Respiratory Therapists	2.62	776	28.22	23.54	4	Yes	S
472181	Riggers	0.88	145	18.06	12.66	3	No	R
535011	Salors and Marine Oilers	2.21	555	15.40	13.35	3	No	S
112022	HSHW Sales Managers	1.29	127	66.34	31.00	5	Yes	R
414011	HSHW Sales Representatives, Wholesale & Mfg. Tech. & Sci. Prod.	0.48	156	42.53	18.28	3	Yes	R
414012	Sales Representatives, Wholesale and Manufacturing, Other	0.72	556	30.86	14.81	3	Yes	R
252031	HSHW Secondary School Teachers, Exc. Special and Voc. Ed.	0.91	142	29.07	19.87	5	No	R
413031	HSHW Securities and Financial Services Sales Agents	1.06	167	36.37	17.25	5	Yes	R
492088	Security and Fire Alarm Systems Installers	2.36	1,094	22.13	15.43	3	No	S
47-2211	Sheet Metal Workers	1.32	1,110	19.28	13.54	3	Yes	S
211093	Social and Human Service Assistants	2.01	1,060	19.09	13.25	3	Yes	S
151132	HSHW Software Developers, Applications	1.37	238	48.04	30.62	4	Yes	R
151133	HSHW Software Developers, Systems Software	1.56	116	48.04	30.62	5	Yes	R
472221	Structural Iron and Steel Workers	1.87	506	21.16	16.08	3	Yes	S
211018	Substance Abuse, Behavioral Disorder, and Mental Health Counselors	2.96	102	21.13	14.42	5	No	R
292055	Surgical Technologists	1.45	809	22.19	16.10	3	Yes	S
492022	HSHW Telecommunications Equipment Installers and Repairers	0.57	118	23.79	15.50	3	Yes	R
472044	Tile and Marble Setters	2.10	827	19.90	15.51	3	Yes	S
131151	Training and Development Specialists	1.40	161	27.41	13.46	5	Yes	R
113071	HSHW Transportation, Storage, and Distribution Managers	1.35	513	46.32	26.13	4	Yes	S
292056	Veterinary Technologists and Technicians	2.59	998	18.31	13.04	4	Yes	S
281194	HSHW Vocational Education Teachers, Postsecondary	1.89	658	29.91	20.20	4	Yes	S
151134	HSHW Web Developers	1.68	868	34.50	20.68	3	Yes	S
514121	Welders, Cutters, Solderers, and Brazers	0.23	116	20.34	14.85	3	Yes	R

New Occupational Titles for CSP PY 21-22
 Removed from CSP PY 20-21 RTOL

†SOC Code and Occupational Title refer to Standard Occupational Classification codes and titles.
 ††HSHW = High Skill/High Wage.

†††Data Source:

R = Meets regional wage and openings criteria based on state Labor Market Statistics employer survey data. Regional data are shown.
 S = Meets statewide wage and openings criteria based on state Labor Market Statistics employer survey data. Statewide data are shown.
 NR = Not releasable.

EFI - Enterprise Florida, Inc.



JOBS BY OCCUPATION

CareerSource Pinellas

SOC Code	SOC Title	Employment					2019 Median Hourly Wage (\$)	Education	
		2020	2028	Growth	Percent Growth	Total Job Openings		FL**	BLS**
17-3011	Architectural and Civil Drafters	228	236	8	3.5	199	20.37	PS	A
51-3011	Bakers	360	412	52	14.4	474	9.75	PS	NR
53-3022	Bus Drivers, School	992	1,101	109	11.0	1,166	-	PS	HS
43-5011	Cargo and Freight Agents	247	198	-49	-19.8	119	20.06	PS	HS
39-9011	Childcare Workers	1,989	2,244	255	12.8	2,781	9.92	PS	HS
15-1131	Computer Programmers	596	655	59	9.9	410	26.79	PS	B
43-4051	Customer Service Representatives	17,829	19,237	1,408	7.9	21,168	14.49	PS	HS
11-9161	Emergency Management Directors	29	30	1	3.4	20	43.36	A	B
29-2041	Emergency Medical Technicians and Paramedics	854	985	131	15.3	620	-	A	PS
	First-Line Supervisors of Transportation and Material-Moving Machine and Vehicle Operators, except aircraft cargo handling supervisors								
53-1048	First-Line Supervisors/Managers of Police and Detectives	824	902	78	9.5	815	-	-	-
33-1012	Forensic Science Technicians	381	399	18	4.7	211	29.25	A	HS
19-4092	Healthcare Support Workers, All Other	116	129	13	11.2	129	25.21	PS	B
31-9099	Helpers—Installation, Maintenance, and Repair Workers	216	233	17	7.9	221	15.30	PS	HS
49-9098	Home Health Aides	263	279	16	6.1	293	14.21	NR	HS
31-1011	Landscaping and Groundskeeping Workers	1,829	2,213	384	21.0	2,196	-	PS	HS
37-3011	Mobile Heavy Equipment Mechanics, Except Engines	3,705	4,431	726	19.6	4,940	13.26	NR	NR
49-3042	Motorboat Mechanics and Service Technicians	243	267	24	9.9	227	20.67	PS	HS
49-3051	Nonfarm Animal Caretakers	120	135	15	12.5	116	24.01	PS	HS
39-2021	Nursing Assistants	715	948	233	32.6	1,310	10.53	NR	HS
31-1014	Office Clerks, General	7,025	7,635	610	8.7	7,181	11.80	PS	PS
43-9061	Police, Fire, and Ambulance Dispatchers	9,525	9,712	187	2.0	9,397	14.22	HS	HS
43-5031	Buyers and Purchasing Agents	224	238	14	6.2	189	14.62	PS	HS
13-1020	Recreational Vehicle Service Technicians	1,420	1,405	-15	-1.1	1,163	21.58	-	-
49-3092	Secretaries, Except Legal, Medical, and Executive	88	107	19	21.6	105	18.76	PS	HS
43-6014	Surveying and Mapping Technicians	7,661	7,492	-169	-2.2	6,615	15.89	PS	HS
17-3031	Teacher Assistants	146	164	18	12.3	164	14.70	PS	HS
25-9041	Truck Drivers, Light or Delivery Services	2,123	2,272	149	7.0	2,001	-	PS	SC
53-3033	Brickmasons and Blockmasons	2,384	2,742	358	15.0	2,699	17.01	PS	HS
47-2021	Construction and Building Inspectors	161	165	4	2.5	134	22.55	PS	HS
47-4011	Middle School Teachers, Except Special and Career/Technical Education	398	415	17	4.3	420	26.22	PS	HS
25-2022	Education	635	681	46	7.2	435	54,032.00	B	B

* Annual wage rates are reported where hourly wage rates do not exist but annual wage rates do. These rates are italicized.

** Education levels are abbreviated as follows.

Florida
 A: associate degree
 B: bachelor's degree
 HS: high school diploma or GED
 M+: master's, doctoral or professional degree
 NR: no formal educational credential required
 PS: postsecondary non-degree award

U.S. Department of Labor, Bureau of Labor Statistics
 A: associate degree
 B: bachelor's degree
 D: doctoral or professional degree
 HS: high school diploma or GED
 M: master's degree
 NR: no formal educational credential required
 PS: postsecondary non-degree award
 SC: some college, no degree

RECOMMENDATION

Approval to adopt the DEO 2021-2022 Regional Demand Occupations for CareerSource Pinellas.

Discussion: April Torregiante verified that school bus driver specifically was added to the list.

Motion:	Belinthia Berry
Second:	John Howell

The Board of Directors made a motion to approve the DEO 2021-2022 Regional Demand Occupations list for CareerSource Pinellas. The motion carried unanimously. There was no further discussion.

ACTION ITEM 6 – Approval of Training Provider ACI Learning (ID# 4995)

ACI Learning has a provisional license from the Commission for Independent Education. A site visit was not conducted as the training provider courses are offered remotely. ACI Learning has begun reporting to FETPIP.

Courses/Certificate/Diploma Programs

Program – Course # - Type of Degree or Certificate	Books & Supplies	Tuition & Fees	Total Cost	Duration Of Training	Completion Rate	Average Wage At Placement	Retention Rate
Computer User Support Specialist	Included	\$13,875	\$13,875	200 hours	63.85%	\$17	*
Information Security Analyst	Included	\$10,485	\$10,485	120 hours	63.63%	\$22.50	*

* Retention not previously tracked but will begin to track CSP enrollments.

- School Opened for five years
- Total enrollments for prior year: 312
- Total Cost, Completion Rates and Average Wage at Placement for the program are comparable to other private schools that offer the same type of training.

RECOMMENDATION

Approval of ACI Learning as an approved training vendor for CareerSource Pinellas.

Discussion: Barclay Harless asked about the fact that in the past there has been discussion about looking at completion rates. ACI has been given a provisional accreditation from the Council on Independent Education (CIE). Completion rates are generally between 60% - 65% as a minimum to maintain that accreditation. Anytime you see an organization is accredited by Council on Independent Education or the Council on Occupational Education, both of those are third party entities that assess completion rates therefore, 60% is the measure. CareerSource Pinellas does track completion rates for all participants enrolled in training and provides a report to the One Stop Committee.

Motion:	John Howell
Second:	Patricia Sawyer

The Board of Directors made a motion to approve ACI Learning as an approved vendor for CareerSource Pinellas. The motion carried unanimously. There was no further discussion.

ACTION ITEM 7 – Renewal of Training Provider Academy for Dental Assistants

CareerSource Pinellas enters into individual training provider agreements with each approved training provider. These agreements have previously been administered annually with a two-year renewal period contingent upon Workforce Solutions Committee and Board of Directors approval. This process requires a significant amount of staff time. Training providers are also required to provide annually:

- Provide the most recent Florida Education & Training Placement Information Program (FETPIP) Reports to include enrollment, completion, retention, employment rates of students.
- Provide the Training Provider Renewal Application.
- Provide Program Cost details (tuition, books, supplies and testing fees) and a copy of current catalog and schedule or website link with required information.
- Provide a copy of a valid license from the Commission for Independent Education (CIE).
- Provide a current Liability Insurance certificate with CareerSource Pinellas listed.
- Provide a copy of a completed W-9 form.
- Remain in compliance with performance, financial, and other mandated requirements.

Staff periodically monitors training provider performance and presents this information to the Workforce Solutions Committee on a quarterly basis. Training providers that are determined to have performance issues or other issues, are brought to the committee and board throughout the year for review and potential removal.

RECOMMENDATION

Approval to enter into a two-year renewal agreement with Academy for Dental Assistants.

Motion:	Michael Jalazo
Second:	Debbie Passerini

The Board of Directors made a motion to approve entering into a two-year renewal agreement with Academy for Dental Assistants. The motion carried unanimously. There was no further discussion.

ACTION ITEM 8 – Reinstatement of Training Provider Learning Alliance Corporation

CareerSource Pinellas is required to conduct “continued eligibility” reviews every two (2) years to ensure that providers and their programs continue to meet the applicable requirements, per Policy 90 for Eligible Training Providers.

All institutions that meet the requirements are sent an agreement they are required to sign and return along with relevant documentation to confirm that the continuing eligibility criteria is met.

Four (4) institutions were reviewed and approved for removal by the Workforce Solutions Committee for non-response on October 13, 2020, and the Board of Directors on November 18, 2020. Of these four (4) that were removed from the list, one (1) of the providers, Learning Alliance Corporation, has since responded and requested to be processed for renewal for PY’21-22 which is allowable under continued eligibility status, per Policy 90.

Courses/Certificate/Diploma Programs

Program – Course # - Type of Degree or Certificate	Books & Supplies	Tuition & Fees	Total Cost	Duration Of Training	Completion Rate	Average Wage at Placement	Retention Rate
Broadband Digital Installer	Included	\$10,000	\$10,000	304 hours	81%	\$17	75%
Business Information Systems	Included	\$3,500	\$3,500	240 hours	93%	\$17	75%
Project Business Controller	Included	\$7,500	\$7,500	300 hours	100%	\$14	100%
Lean Sigma Green Belt Champion	Included	\$7,500	\$7,500	300 hours	100%	\$14	100%

RECOMMENDATIC

Approval to reinstate the training provider agreement with Learning Alliance Corporation and return to the approved training provider list for LWDB 14.

Discussion: Dr. Rebecca Sarlo suggested that it would be helpful to know what the placement rates are for providers going forward. To see if these individuals are getting jobs after training would be helpful. Mark Hunt asked if this data was available. April Torregiante responded that the placements rates are included in the application process and reiterated that these rates are also tracked by CIE. She confirmed that once a participant is enrolled with an approved training provider, CareerSource Pinellas tracks placement rates and reports this information on a regular basis at the One Stop Committee for review and discussion.

Motion:	Michael Jalazo
Second:	Debbie Passerini

The Board of Directors made a motion to approve the reinstatement of the training provider agreement with Learning Alliance Corporation and return to the approved training provider list for LWDB 14. The motion carried unanimously. There was no further discussion.

ACTION ITEM 9 – Related Party Contracts for PY’2021-2022

The Board of Directors voted on Related Party Contracts for PY’21-22 on May 19, 2021. At the April 13, 2021, Workforce Solutions Committee meeting, it was recommended that \$50,000 be added to Pinellas County Schools and Ultimate Medical Academy for potential OJT/PWE spending in PY’21-22, which was not included in the final Board vote on May 19, 2021.

A listing of related party contracts requiring two-thirds board approval is highlighted below.

Action Item	Company	Board Member	OJT/PWE (not to exceed)	IWT (not to exceed)	Leases (not to exceed)	ITA (not to exceed)	Contracts
A	Ultimate Medical Academy	Rebecca Sarlo	\$50k			\$250K	
B	St. Petersburg College	Michael Ramsey			\$160K	\$700K	\$125K
C	Pinellas County Schools	Mark Hunt	\$50k		\$130K	\$300K	
D	Florida Pipe Trades	Russell Leggette				\$50K	
E	Pinellas Ex-Offender Re-Entry Coalition	Michael Jalazo					\$50K
F	AppleOne	Michael Logal					\$300k

Note: For the record, Board Members listed must verbally abstain from the vote related to their respective organization.

RECOMMENDATION

Approval of the additional PY’2021-2022 related party contract amounts for Pinellas County Schools and Ultimate Medical Academy by a two-thirds (2/3rd) vote.

Discussion: Board members Barclay Harless and Michael Jalazo wanted to confirm that we would still have a quorum to make sure this vote would count if Mark Hunt and Dr. Rebecca Sarlo abstained from the vote. It was confirmed that based on the attendance, even with their abstentions, we would still have a quorum.

Motion:	Scott Thomas
Second:	Michael Jalazo

The Board of Directors made a motion to approve of the additional PY’2021-2022 related party contract amounts for Pinellas County Schools and Ultimate Medical Academy by a two-thirds (2/3rd) vote. The motion carried unanimously. There was no further discussion.

ACTION ITEM 10 – MOU/IFA Renewals: CareerSource Pinellas and WIOA Required Partners

At the May 19, 2021, Board of Directors meeting, the Board voted approval of the MOU/IFAs listed below for CareerSource Pinellas and WIOA Required Partners for submission to the Board of County Commissioners for review and approval. Ms. Debbie Passerini motioned, and Ms. Belinthia Berry seconded the motion. At the time of the voting, Ms. Belinthia Berry was in attendance as a representative of St. Petersburg College and did not have voting authorization, as the By-Laws state in Article VIII – Quorum and Voting, Section 2B., Members may not vote by proxy.

RECOMMENDATION

Partner Program	Partner Organization	Authorization Category	Contact Information	Co-Located	Status
AARP Foundation SCSEP	AARP Foundation	Senior Community Service Employment Program (SCSEP) authorized under title V of the Older Americans Act of 1965 (42 U.S.C. 3056 et seq.)	Gina Kravitz (727) 547-0534 7800 66 th Street North, Suite 301 Pinellas Park, FL 33781 www.aarp.org gkravitz@aarp.org	Yes	Partner Signed
Adult Education and Family Literacy Programs	Pinellas County School Board	WIOA title II Adult Education and Family Literacy Act (AEFLA) Program	Mark Hunt 301 Fourth Street SW Largo, FL 33779 (727) 588-6006 www.pcsb.org huntwi@pcsb.org	Yes	Partner Signed
Career, Technical & Adult Education Programs	Pinellas County School Board	Career and technical education programs at the postsecondary level, authorized under the Carl D. Perkins Career and Technical Education Act of 2006 (20 U.S.C. 2301 et seq.)	Mark Hunt 301 Fourth Street SW Largo, FL 33779 (727) 588-6006 www.pcsb.org huntwi@pcsb.org	Yes	Partner Signed
Community Services Block Grant	Pinellas Opportunity Council	Employment and training activities carried out under the Community Services Block Grant Act (CSBG) (42 U.S.C. 9901 et seq.)	Patricia Sawyer 501 First Avenue North, Suite 517 St. Petersburg, FL 33701 (727) 823-4101 ext 116 www.poc-inc.org psawyer@poc-inc.org	Remote	Partner Signed
Division of Blind Services	FL Department of Education	State Vocational Rehabilitation (VR) Services program authorized under title I of the Rehabilitation Act of 1973 (29 U.S.C. 720 et seq.), as amended by WIOA title IV	Nancy Brown Nancy.Brown@dbs.fldoe.org Marcela Blanchett Marcela.Blanchett@dbs.fldoe.org 415 South Armenia Avenue Tampa, FL 33609 (813) 871-7190 www.dbs.fldoe.org	Remote	Pending Partner Signature
Job Corps	Odle Management	Job Corps, WIOA Title I, Subtitle C	Tim Foley (727) 551-2900 foley.tim@odle.com Omoniyi Amoran 500 22nd Street South, St. Petersburg, FL 33712 (727) 551-2906 amoran.Omoniyi@jobcorps.org www.jobcorps.org	Yes	Partner Signed
Vocational Rehabilitation	FL Department of Education	State Vocational Rehabilitation (VR) Services program authorized under title I of the Rehabilitation Act of 1973 (29 U.S.C. 720 et seq.), as amended by WIOA title IV	John Howell 1313 North Tampa Street, Suite 801 Tampa, FL 33602 (813)-233-3609 www.vr.fldoe.org john.howell@vr.fldoe.org	Remote	Pending Partner Signature
HUD Employment and Training Program	St. Petersburg Housing Authority	Employment and training activities carried out by the Department of Housing and Urban Development	Danielle Thomas 2001 Gandy Boulevard North St. Petersburg, FL 33702 (727) 323-3171 ext 211 www.stpeteha.org dthomas@stpeteha.org	Remote	Partner Signed
Second Chance Act	People Empowering and Restoring Communities (PERC)	Programs authorized under sec. 212 of the Second Chance Act of 2007 (42 U.S.C. 17532)	Michael Jalazo 12810 US Hwy 19 North Clearwater, FL 33764 (727) 954-3993 www.Exoffender.org mjalazo@exoffender.org	Remote	Partner Signed

Vote for approval of the [MOU/IFA Renewals](#) for CareerSource Pinellas and WIOA Required Partners effective May 19, 2021.

Discussion: There was question as to whether or not the MOU/IFAs are a contract in which the organization stands to benefit, which would determine who could participate in the vote. Stephanie Marchman spoke with her partner Heather Ramos to see what she thought. Stephanie Marchman said it was their recommendation for a particular board member to abstain if they felt there would be any kind of conflict and to fill out an ethics form. Barclay Harless suggested that we vote individually on items to be safe that way we can be sure we are satisfying the quorum requirement and the abstentions requirement. Barclay Harless asked if there was a motion for a vote as to whether the board should vote individually or not on items in Action item 10. Mark Hunt motioned and Belinthia Berry seconded the motion.

Motion to Vote on Action Items Individually:	
Motion:	Mark Hunt
Second:	Belinthia Berry

Partner Program	Partner Organization	Opposed	Abstentions	Pass
AARP Foundation SCSEP	AARP Foundation	No	None	Yes
Adult Education and Family Literacy Programs	Pinellas County School Board	No	Mark Hunt	Yes
Career, Technical & Adult Education Programs	Pinellas County School Board	No	Mark Hunt	Yes
Community Services Block Grant	Pinellas Opportunity Council	No	Patricia Sawyer	Yes
Division of Blind Services	FL Department of Education	No	None	Yes
Job Corps	Odle Management	No	None	Yes
Vocational Rehabilitation	FL Department of Education	No	John Howell	Yes
HUD Employment and Training Program	St. Petersburg Housing Authority	No	None	Yes
Second Chance Act	People Empowering and Restoring Communities (PERC)	No	Mike Jalazo	Yes

The Board of Directors made a motion to approve of the MOU/IFA Renewals for CareerSource Pinellas and WIOA Required Partners effective May 19, 2021. The motion carried unanimously. There was no further discussion.

ACTION ITEM 11 – Contract Renewal Tucker Hall, Inc.

CareerSource Pinellas entered into a contractual agreement with Tucker Hall, Inc. with the purpose of facilitating increased public awareness of workforce system services and resources, providing public and media relations services and support, as well as providing advice on media outreach efforts and managing consulting activities to make a business case to achieve business objectives, recommend a plan for building in-house capacity and assist in the development of an annual communications plan.

The initial letter of engagement with Tucker Hall, Inc. was established with the option of three annual renewals with a not to exceed amount of \$42,000 annually.

With the transition of the Marketing Supervisor, we would like to renew and expand the agreement with Tucker Hall, Inc. to take on these additional marketing duties. This will allow for more consistent branding and messaging,

and, more coordinated delivery of services. We will evaluate this option to determine the viability as a long-term option. The contract will increase to a not to exceed amount of \$95,000 annually.

RECOMMENDATION

Approval to renew and expand the letter of engagement with Tucker Hall, Inc to encompass additional marketing duties.

Discussion: Commissioner René Flowers asked what the additional cost would include specifically. Jennifer Brackney stated that Tucker Hall will be taking on the duties that were previously performed by the marketing supervisor, including social media, flyers, Team Happenings, Workforce Solutions, gathering all our success stories, helping with the annual report and the chairman’s report. Commissioner René Flowers also asked if there was a breakdown of costs, or if there is just a flat rate charged. Jennifer Brackney explained that it may differ from month to month, depending on activities however, the proposed change would increase the month amount from \$3,000 to \$6,000. Barclay Harless asked if we are at or below where we should be budget year to date with salary and benefits. Jennifer Brackney responded yes. We are in the first month of the program year so, we are within budget at this point. She went on to further explain that this option reduces marketing costs. The marketing supervisor’s salary was approximately \$70,000. This option increases the Tucker Hall contract by \$43,000. Sheryl Nadler questioned if the letter of engagement explicitly states that we can change this agreement at any time. Jennifer Brackney said yes, the current agreement can be modified at any point. Celeste Fernandez suggested that we add that to the letter of engagement. Jennifer Brackney stated that the agreement will be reviewed, if it does not explicitly state that modifications can be made to the agreement, it will be added before proceeding. She also reiterated that this is a bridge while we determine whether it is best to have marketing in-house or to contract with an outside agency. We may transition to a full-time staff and reset Tucker Hall to a support role.

Motion:	Mark Hunt
Second:	Ivonne Alvarez

The Board of Directors made a motion to renew and expand the letter of engagement with Tucker Hall, Inc. to encompass additional marketing duties. The motion carried unanimously. There was no further discussion.

ACTION ITEM 12 – Facilities Upgrade - Flooring

CareerSource Pinellas’ Clearwater Career Center is located at 2312 Gulf-to-Bay Boulevard. The building is owned by the Florida Department of Economic Opportunity (DEO) and is leased to CareerSource Pinellas at an annual rent of \$3.13 per square foot. CareerSource Pinellas has occupied this building since 2003. The carpet, which is more than 10 years old, is in desperate need of replacement. Instead of carpet, for durability, we would like to replace the flooring with Luxury Vinyl Tile (LVT). The advantages of LVT over carpet are as follows:

- Long wearing, requires very little maintenance and is protected by a clear layer which helps to maintain its appearance over long periods of time.
- Lasts longer than carpet.
- Easier to clean than carpet.
- Better for allergy sufferers.
- Better for Indoor Air Quality.
- Environmentally friendly.

The removal of the carpet and installation of flooring is estimated to cost approximately \$75,000-\$80,000. We would like to complete this project by the end of August 2021. We have identified three potential options to replace the flooring. However, we are waiting on DEO to help us determine which option they are willing to approve. The potential options include the following:

1. DEO to purchase the new flooring as part of the current lease.
2. DEO to purchase the new flooring and pass through the cost of the leasehold improvement in increased rental costs.
3. DEO to approve the utilization of allowable grant funds to replace the flooring.

RECOMMENDATION

Approval to negotiate with DEO to determine the best option to proceed with the replacement and installation of flooring at the Gulf-to-Bay Career Resource Center contingent upon DEO approval to utilize allowable grant funds. Based on the RFQ procurement process, the cost will be approximately \$75,000-\$80,000.

Motion:	John Howell
Second:	Mark Hunt

The Board of Directors made a motion for approval to negotiate with DEO to determine the best option to proceed with the replacement and installation of flooring at the Gulf-to-Bay Career Resource Center contingent upon DEO approval to utilize allowable grant funds. Based on the RFQ procurement process, the cost will be approximately \$75,000-\$80,000. The motion carried unanimously. There was no further discussion.

vCIO Update – Paul Ashe

The following is an update of the 2021 technology accomplishments and an update on the 2021 strategic technology objectives for CSP under the direction of the vCIO (Paul Ashe, vCIO, Securance Consulting).

We will continue to center our focus around these principles:

1. **Cybersecurity:** Ensure the environment is protected from cyber-attacks and risks.
2. **Technology Architecture:** Begin to leverage the benefits and value of cloud computing.
3. **Financial Responsibility:** Make technology recommendations that are fiscally responsible.
4. **Operational Responsibility:** Streamline the technologies in the environment to reduce the day-to-day management.

2021 IT Accomplishments

- Successfully implemented Microsoft 0365 (Microsoft Cloud)
- Successfully deployed 75 new laptops
- Successfully deployed 2 upgraded SonicWall Firewalls
- Successfully implemented Multi-Factor Authentication
- Successfully implemented upgraded high-speed network switches at 2 of 4 locations
- Successfully re-wired and cleaned-up the Gulf-to-Bay network closet
- Began project to migrate Active Directory to Microsoft Azure (Microsoft Cloud)
- Began project to migrate network directories to Microsoft SharePoint (Microsoft Cloud)
- Began project to migrate employee home drives to Microsoft OneDrive (Microsoft Cloud)
- Renegotiated Abacode contract to reduce cost by \$24,000 over a 3-year period

2021 IT Strategic Goal Updates

Successfully either completed or in the process of completing all 2021 Strategic Goals- GREAT ACCOMPLISHMENT

Upcoming Challenges

1. Migrating data from the CTS provided ATLAS solution
2. Migrate the website from CTS to another hosting provider
3. Identify a more customer-focused managed service provider

General Counsel Update – GrayRobinson – Stephanie Marchman

To view a summary of legal services provided to CareerSource Pinellas since the General Counsel issued her last Legal Services Summary and Litigation Report to the Board of Directors on May 5, 2021, please see the July 14th Board of Directors meeting packet.

Information Items

Information Item 1a – Finance Committee – Statement of Activities: Current Year vs. Prior Year

The current surplus this year is \$103K vs. \$602K last year, which included the gain on sale from the Science Center. This was offset by other expenses associated with the Science Center sale.

Information Item 1b – Finance Committee – Statement of Activities: Current Year vs. Budget Mod 2

Revenue is down a little more than \$400k, driven by spending. Expenses are under budget by \$404K.

Information Item 1c – Finance Committee – Cost Allocation/Expenditure Report for PE 04.30.21

When reviewing the percentage of the budget expended we are about 83% through the fiscal year. Employment Services are at 81.0% of the budget expended. SNAP is ahead of budget with 82.9% of the budget expended. WIOA and WTP are behind budget at 70.4% and 64.4%, respectively.

	Expiring 2020-2021	Proposed 2021-2022	Budget 2021-2022	Variance
Commercial Property	9,895	11,030	5,300	(5,730)
Commercial Package	30,365	34,310	30,500	(3,810)
Commercial Umbrella	10,555	11,350	11,100	(250)
Commercial Crime	5,268	5,268	5,300	32
Mgmt Liability	5,216	5,216	10,484	5,268
Cyber	6,665	28,455	11,703	(16,752)
Auto	6,623	7,607	7,600	(7)
Workers' Comp	41,952	42,231	54,211	11,980
	\$ 116,539	\$ 145,467	\$ 136,198	\$ (9,269)

Information Item 1d – Finance Committee – Pooled Cost Expenditure Report for PE 04.30.21

This report shows the 1/3 allocations. One half of those allocations are personnel costs, followed by Contract IT Services and office rent.

Information Item 1e – Finance Committee – Grants Status Report

This report shows all grants open at any time during the year, the amount of the grant and the status of each of the grants. Under the Workforce and Innovation Opportunity Act, we received a new grant, the Recovery Navigator Program, which will run through June 2023.

Information Item 1f – Finance Committee – Insurance Update

Hub International, the Insurance Broker, has obtained quotes for business insurance renewals effective July 1, 2021.

- Expiring Premium - \$116,539
- Proposed Premium - \$145,467

The 2021-2022 Planning Budget was prepared in April and approved at the May 19, 2021, Board meeting.

Included also is the Summary of Insurance Loss Runs. There has been no activity to report this Fiscal year.

Information Item 2a – One-Stop Operator Update – June 24, 2021

Below is a summary of work completed under the One-Stop Operator contract in the 2020-21 program year:

1. Maintain Linkages

- a. The CareerSource Pinellas Partner Portal launched in November 2019. A total of 22 partners have active pages.
- b. Partner member list was created and maintained throughout the year with 25 partners engaged.
- c. Three new partners were added to the Partner Council: Thrive by Five Pinellas, Gulf Coast Legal Services, and Leap Tampa Bay.

2. Coordinate Quarterly Meetings

- a. Four quarterly partner meetings held during the year with strong partner engagement and new addition of Partner Spotlight:
 - i. August 20, 2020 – 16 attendees from 7 partners; Partner Spotlight-Pinellas Ex Offender Re Entry Coalition (PERC) and ServiceSource.
 - ii. October 22, 2020 – 23 attendees from 11 Partners; Partner Spotlight - Pinellas Job Corps.
 - iii. February 18, 2021-20 attendees from 8 partners; Partners Spotlight- Pinellas Opportunity Council and Thrive by Five Pinellas.

- iv. April 22, 2021-22 attendees from 12 partners; Partner Spotlights-Leap Tampa Bay and CareerSource Pinellas Summer P.A.Y.S
- v. Next meeting scheduled for June 24, 2021.

3. Memoranda of Agreement (MOA) and Memoranda of Understanding (MOU)

- a. No new MOA's executed since last meeting.
- b. MOU's are executed by CareerSource Pinellas staff.

4. Universal Design/Barriers to Employment

- a. Career Resource Centers are easily accessible via public transit.
- b. ADA equipment is accessible, and staff are able to assist career seekers with special needs.

5. Strategic Plan

- a. Plan is up-to-date and services observed at the Career Resource Centers are in alignment with the plan.
- b. No changes recommended.

6. Customer Satisfaction Initiatives

- a. Three surveys were administered to CareerSource Pinellas customers, in the below categories. The results listed are from July 1 – April 30, 2021, with an average satisfaction rating of 97.15% and a total of 629 respondents.
 - i. **Career Resource Centers** – There have been 164 survey respondents with an average satisfaction rating of 99.69%.
 - ii. **Remote Services** – There have been 47 survey respondents with an average satisfaction rating of 100%.
 - iii. **Employability Skills Training** – There have been 465 survey respondents with an average satisfaction rating of 96.26%.
 - 1. The Professional Networking Group shows the highest response rate with 218 respondents.
 - 2. The Career Networking Group is second, with 110 respondents.
- b. Net Promoter Survey (NPS) - Through March 2021, there have been 1,544 respondents to the survey out of 17,601, for an 11.4% response rate. The target response rate is 10.0%.
 - i. Average NPS score is 43%; Annual target is at least 30% each month.
 - ii. Tarpon Springs and Lealman are the highest rated centers with an NPS score respectively of 74% and 71%.
 - iii. Positive customer comments include:
 - 1. *“Customer service people are extremely friendly and helpful.”*
 - 2. *“Erlinda was very helpful and friendly. She helped me with my resume, and I was able to find a full-time position in a few weeks.”*
 - 3. *“Every time that I have become unemployed, CareerSource Pinellas has been right there. I have taken advantage of the job fairs, the free trainings, and the free classes sponsored by the WIOA and other initiatives.”*
- c. CareerSource Pinellas staff are actively completing “Extreme Customer Service Training” and will be scheduled for training on the “Partner Portal Referral system” in late June 2021, to support career seeker referrals to partner agencies for community-based support and linkages.

Information Item 2b – Program vs. Expenditure Review



**CareerSource Pinellas
July through March 31, 2021**

	WIOA Adult (AD)		WIOA Dislocated Worker (DW)		Total WIOA Adult and Dislocated Worker	
Participants Served	767		628		1,395	
	Total	\$/Participant	Total	\$/Participant	Total	\$/Participant
Personnel Costs (CSP)	\$ 187,912	\$ 245.00	\$ 169,427	\$ 269.79	\$ 357,339	\$ 256.16
Personnel Costs (DEO)	-	-	-	-	\$ -	-
Service Provider	-	-	-	-	\$ -	-
Training and Supportive Services	544,401	709.78	784,894	1,249.83	\$ 1,329,295	952.90
Other Direct Costs	16,427	21.42	16,254	25.88	\$ 32,681	23.43
Pooled Costs	298,080	388.63	332,919	530.13	\$ 630,999	452.33
TOTAL	\$ 1,046,820	\$ 1,364.82	\$ 1,303,494	\$ 2,075.63	\$ 2,350,314	\$ 1,684.81
	<i>Includes 884,468 of Incentive Funds</i>					
	WIOA Youth		Youth Connect - WIOA Youth		Total WIOA Youth	
Participants Served	116		401		517	
	Total	\$/Participant	Total	\$/Participant	Total	\$/Participant
Personnel Costs (CSP)	\$ 101,126	\$ 871.78	\$ -	\$ -	\$ 101,126	\$ 195.60
Personnel Costs (PEF)	-	-	168,897	421.19	-	-
Service Provider (PEF)	-	-	-	-	373,818	723.05
Training and Supportive Services	85,505	737.11	173,404	432.43	85,505	165.39
Other Direct Costs	8,925	76.94	-	-	8,925	17.26
Pooled Costs	110,370	951.47	31,517	78.60	110,370	213.48
TOTAL	\$ 305,927	\$ 2,637.30	\$ 373,818	\$ 932.21	\$ 679,745	\$ 1,314.79



**CareerSource Pinellas
July through March 31, 2021**

	RESEA		Wagner Peyser		Veteran Services	
Participants Served	3,182		9,553		795	
	Total	\$/Participant	Total	\$/Participant	Total	\$/Participant
Personnel Costs (CSP)	\$ 153,785	\$ 48.33	\$ 34,420	\$ 3.60	\$ 7,079	\$ 8.90
Personnel Costs (DEO)	-	-	397,105	-	239,119	300.78
Service Provider	-	-	-	-	-	-
Training and Supportive Services	10,133	3.18	17,081	1.79	-	-
Other Direct Costs	(138)	(0.04)	25,127	2.63	11,093	13.95
Pooled Costs	114,773	36.07	405,686	42.47	80,982	101.86
TOTAL	\$ 278,553	\$ 87.54	\$ 879,419	\$ 92.06	\$ 338,273	\$ 425.50
	Total Employment Services		Supplemental Nutrition Assistance Program		Welfare Transition	
Participants Served	13,530		206		692	
	Total	\$/Participant	Total	\$/Participant	Total	\$/Participant
Personnel Costs (CSP)	\$ 195,284	\$ 14.43	\$ 203,016	\$ 985.51	\$ 615,374	\$ 889.27
Personnel Costs (DEO)	636,224	-	-	-	-	-
Service Provider	-	-	-	-	4,100	5.92
Training and Supportive Services	27,214	2.01	1,264	6.14	27,220	39.34
Other Direct Costs	36,082	2.67	1,980	9.61	55,163	79.72
Pooled Costs	601,441	44.45	105,828	513.73	684,035	988.49
TOTAL	\$ 1,496,245	\$ 110.59	\$ 312,088	\$ 1,514.99	\$ 1,385,892	\$ 2,002.73



CareerSource Pinellas July through March 31, 2021

	Trade Adjustment Assistance (TAA)		Soft Skills		COVID Dislocated Worker	
Participants Served		72		149		46
	Total	\$/Participant	Total	\$/Participant	Total	\$/Participant
Personnel Costs (CSP)	\$ 6,507	\$ 90.38	\$ 7,238	\$ 48.58	\$ 30,747	\$ 668.41
Personnel Costs (DEO)	63,939	-	-	-	-	-
Service Provider	-	-	-	-	-	-
Training and Supportive Services	65,852	914.61	8,995	60.37	75,984	1,651.83
Other Direct Costs	1,419	19.71	-	-	4,658	101.26
Pooled Costs	16,331	226.82	4,438	29.79	20,113	437.24
TOTAL	\$ 154,048	\$ 2,139.56	\$ 20,671	\$ 138.73	\$ 131,502	\$ 2,858.74

	Apprenticeship		Youthbuild	
Participants Served		-		16
	Total	\$/Participant	Total	\$/Participant
Personnel Costs (CSP)	\$ 2,411	\$ -	\$ 94,881	\$ 5,930.06
Personnel Costs (DEO)	-	-	-	-
Service Provider	-	-	-	-
Training and Supportive Services	-	-	15,755	984.69
Other Direct Costs	-	-	19,324	1,207.75
Pooled Costs	1,653	-	22,252	1,390.75
TOTAL	\$ 4,064	\$ -	\$ 152,212	\$ 9,513.25



CareerSource Pinellas July through March 2021

Workforce Innovation and Opportunity Act						Trade Adjustment Assistance (TAA)		Soft Skills	
PINELLAS	AD	DW	Youth	Youth Connect	Total	PINELLAS		PINELLAS	
Number Served	767	628	116	401	1,912	Number Served	72	Number Served	149
Case Closures w/ Employment	118	158	26	93	395	Case Closures w/ Employment	4	Case Closures w/ Employment	8
Average Wage	\$20.61	\$29.29	\$13.41	\$12.00	\$21.58	Average Wage	\$14.75	Average Wage	\$10.05

Covid Dislocated Worker	
PINELLAS	
Number Served	46
Case Closures w/ Employment	2
Average Wage	\$14.32

Apprenticeship	
PINELLAS	
Number Served	0
Case Closures w/ Employment	0
Average Wage	\$0.00

YouthBuild	
PINELLAS	
Number Served	16
Placements	0
Average Wage	\$0.00



**CareerSource Pinellas
July through March 2021**

Employment Services				
PINELLAS	RESEA	VETS	Employment Services	Total
Number Served	3,182	795	9,553	13,530
Exits w/ Employment	499	98	359	956
Average Wage	\$12.36	\$14.75	\$13.86	\$13.17

Pinellas	Employer Services
Employers Served	1,725
Job Orders Posted	8,179
Referrals to Job Orders	8,679

Supplemental Nutrition Assistance Program	
PINELLAS	
Number Served	206
Entered Employment	62
Average Wage	\$11.94

Welfare Transition Program	
PINELLAS	
Number Served	692
Closed due to income	432
Average Wage	\$13.18

Pinellas	One Stop Center Traffic
Number of Visitors	17,490
Number of Visits	30,672

Pinellas	Website Traffic
Total # of Visits	54,080
Returning	21.9%
New	78.1%

Information Item 3a – Workforce Solutions Committee – WIOA Primary Indicator



WIOA Primary Indicators Report – Quarter 3

Measures	PY 2019-2020 4th Quarter Performance	PY 2019-2020 % of Performance Goal Met For Q4	PY 2019-2020 Performance Goals	PY 2020-2021 1st Quarter Performance	PY 2020-2021 % of Performance Goal Met For Q1	PY 2020-2021 2nd Quarter Performance	PY 2020-2021 % of Performance Goal Met For Q2	PY 2020-2021 3rd Quarter Performance	PY 2020-2021 % of Performance Goal Met For Q3	PY 2020-2021 Performance Goals
Adults:										
Employed 2nd Qtr After Exit	91.90	103.03	89.20	91.90	102.11	91.30	101.44	90.80	100.89	90.00
Median Wage 2nd Quarter After Exit	\$11,146	162.72	\$6,850	\$11,063	158.33	\$10,770	153.86	\$10,518	150.26	\$7,000
Employed 4th Qtr After Exit	91.70	107.25	85.50	91.60	107.13	88.70	103.74	88.50	103.51	85.50
Credential Attainment Rate	96.20	148.00	65.00	96.00	137.14	97.20	138.86	96.00	137.14	70.00
Measurable Skill Gains				68.30	144.89	63.70	135.53	65.40	139.15	47.00
Dislocated Workers:										
Employed 2nd Qtr After Exit	83.20	92.24	90.20	78.40	87.11	76.10	86.78	76.60	85.11	90.00
Median Wage 2nd Quarter After Exit	\$8,412	122.95	\$6,850	\$8,646	123.51	\$9,093	129.90	\$9,572	136.74	\$7,000
Employed 4th Qtr After Exit	85.60	100.47	85.20	84.00	98.59	77.00	90.38	72.90	85.56	85.20
Credential Attainment Rate	89.50	131.23	68.20	89.20	127.43	85.20	121.71	86.40	123.43	70.00
Measurable Skill Gains				76.80	163.40	68.90	146.60	83.80	178.30	47.00
Youth:										
Employed 2nd Qtr After Exit	91.10	107.81	84.50	92.50	109.47	91.40	108.17	90.80	107.46	84.50
Median Wage 2nd Quarter After Exit				\$5,847	182.72	\$5,241	163.78	\$5,184	162.00	\$3,200
Employed 4th Qtr After Exit	86.00	108.59	79.20	84.70	108.59	86.20	110.51	87.40	112.05	78.00
Credential Attainment Rate	88.50	102.55	86.30	81.60	94.55	84.30	97.68	83.40	96.64	86.30
Measurable Skill Gains				62.70	133.40	56.20	119.57	59.00	125.53	47.00
Wagner Peyser:										
Employed 2nd Qtr After Exit	65.90	99.55	66.20	60.90	91.99	66.00	99.70	62.20	93.96	66.20
Median Wage 2nd Quarter After Exit	\$5,841	120.43	\$4,850	\$5,678	113.56	\$5,776	115.52	\$5,704	114.08	\$5,000
Employed 4th Qtr After Exit	61.30	95.48	64.20	57.50	89.56	64.30	100.16	61.80	96.26	64.20
Not Met (less than 90% of negotiated)										
Met (90-100% of negotiated)										
Exceeded (greater than 100% of negotiated)										

As you know, the goal is to meet and exceed performance measures. However, COVID has had an impact on employment and performance. These performance indicators are lagging indicators. Which means, the individuals that are showing in the 2nd quarter and 4th quarter after exit had files that closed last program year.

In addition, DEO has made policy changes that impact how staff can extend participation. Because of the policy change, staff are required to close files that previously could have remained open while they worked with them to find employment. This policy change will have an impact on performance as we look at the next year. DEO has provided an email requesting LWDBs move forward with this process (see handout).

Information Item 3b – Workforce Solutions Committee – Training Provider Spending

The Training Provider Spending report was provided for the Board's review which confirms the training providers and number of participants through April 30, 2021. As of April 30, 2021, \$1.873 million was spent on 521 participants for an average of \$3,595 per participant. A Related Party Contract breakdown is included in the board packet for Pinellas Technical Education Centers and St. Petersburg College.

Information Item 3c – Workforce Solutions Committee – Work-Based Learning Spending

The Work-Based Learning Spending report was provided for the Board's review showing the work-based learning providers and number of participants through April 30, 2021. As of April 30, 2021, \$117k was spent on 45 participants for an average of \$2,601 per participant. This represents over a \$103k increase in work-based learning spending over the previous year.

Information Item 4 - 2021-2022 Schedule of Board and Committee Meetings Update

Jennifer Brackney discussed the 2021-2022 Board calendar, which remains the same apart from the September Board meeting which was moved to September 8, 2021. Please make note of this change. Starting with the next meetings of Compensation and Ad Hoc CEO/Counsel Review, we will be moving to in person meetings at the EpiCenter. There will still be a dial-in option if for any reason you cannot attend in person.

Other Administrative Matters

Action Item 12 was a late addition to the packet originally, so it was put at the end of the packet as a handout and was reviewed during the other administrative matters part of the meeting. As the motion passed, we have added it in order to the packet, directly following Action Item 11.

Open Discussion

None

Adjournment

Barclay Harless thanked everyone for their time, as it was a lengthy meeting. Barclay Harless adjourned the meeting at 1:49 PM.



ACTION ITEM 2

Annual Performance Evaluation

The Board of Directors approves annual performance evaluations for each staff member on a program year basis, from July 1 to June 30.

CareerSource Pinellas is utilizing a rating scale outlining five levels of performance; exceptional, successful, meets, developing, and not meeting performance. In an effort to better align with DEO's evaluation process and to provide more effective and expanded review options, the recommendation is to continue using the five level performance rating scale.

The PY'2021 – 2022 Performance Evaluation Form is attached for your review.

RECOMMENDATION:

Approval of the PY'2021 – 2022 annual performance evaluation.

**WORKNET PINELLAS
STAFF PERFORMANCE EVALUATION**

CAREERSOURCE PINELLAS STAFF PERFORMANCE EVALUATION			Program Year: July 1, 2021 - June 30, 2022
		Job Title:	Supervisor:

	Relative Impact (weight)	Employee's Rating	Supervisors Rating	Final Rating	Points RI x rating	Comments
Soft Skills						
Decision Making	4				0	
Dependability	4				0	
Teamwork / Interpersonal Skills	4				0	
Job Related Skills						
Job Knowledge and Adherence to Policies	4				0	
Quality and Quantity of Work	5				0	
Service Delivery / Communications	4				0	
Goal Attainment (per attached sheet)	75				0.00	
Total Points	100.00	0.0	0.0		0.00	
Overall Rating					0	

OVERALL EVALUATION COMMENTS

Rating	Level of Performance	Range of Overall Rating (points)	Range of Increase (points)
5 Exceptional Performance	Consistently exceeds the performance expectation of the position.	451-500	5%
4 Successful Performance	Consistently meets and often exceeds the performance expectation of the position.	351-450	4%
3 Meeting Performance	Consistently meets and may occasionally exceed the performance expectation of the position.	251-350	2%-3%
2 Developing Performance	Exhibits inconsistent job performance, but has the capacity to improve to meet the performance expectation of the position.	151-250	1%
1 Not Meeting Performance	Consistently fails to meet the designated performance expectations for the position.	0-149	0%



ACTION ITEM 3

Job Family Title Consolidation

In efforts to simplify our Job Title listing and afford flexibility when identifying roles for incoming talent, we seek to consolidate the listing of Job Titles.

First, we propose the HR Business Partner role be transitioned into a Business Partner job title. This allows us the flexibility to add Business Partners to any area of the business, not just the HR function.

Next, we propose the Disability Navigator role be consolidated into a Navigator job title. Again, this affords us the flexibility to add Navigators to any area of the business, including new programs and services targeted towards recovery, rapid response, and apprenticeships.

In our efforts to source for talent, it has come to our attention that the job title Business Account Executive is not an effective label for the role as it relates to our industry. For this reason, we propose that this role be transitioned into a Business Services Representative.

Lastly, in an effort to best align our business efforts from both a business services perspective in tandem with our programs and services, we propose that a Chief Operations Officer (COO) job title be added to our roster.

We are presenting a revised draft, Job Family Title Listing, for your review and consideration.

RECOMMENDATION

Approval of the revised Job Family Title Consolidation.



Job Title Consolidation

Job Family Titles		
Current Job Title Family	Proposed Job Title Family	Grade Level
Technicians		102
Instructor		103
Specialist		103
Career Counselor		104
Disability Navigator	Navigator	104
Instructor, Trades		105
Business Account Executive	Business Services Representative	105
Lead		105
Coordinator		206
Supervisor		208
HR Business Partner	Business Partner	210
Director		214
CFO/ COO	Chief Operations Officer (COO)	219
CEO		221

Grade	Exemption
100s	Non-Exempt
200s	Exempt

*Proposed Revision effective as of July 1, 2021



ACTION ITEM 4

Policy Approval - WP Administrative Policy 102, Veteran Intake at Career Centers with Local Operating Procedures

The Florida Department of Economic Opportunity (DEO) has instituted a new process related to Local Operating Procedures (LOPs) that coincides with the release of new administrative policies. The goal of this new process is to ensure DEO is providing the oversight and support needed for Local Workforce Development Boards (LWDBs) to administer and operate workforce programs in a manner that meets federal and state requirements. The process creates a timeline for introducing new and revising current administrative policies issued by DEO.

The revised Wagner-Peyser (WP) Administrative Policy 102 is presented to the LWDB following this new process. There will be more to follow.

Based on the revision and release of WP Administrative Policy 102, this Administrative Policy with LOPs includes all the DEO administrative policy requirements.

Highlighted Changes:

- Minimum requirements for establishing an initial intake screening process for transitioning service members, veterans, and eligible spouses at Career Centers.
- Provides a template of the Florida Veteran Initial Intake Form.
- Initiates new service code 159 for Initial Intake Screening – DVOP Services and case note requirements.

RECOMMENDATION

Approval of WP Administrative Policy 102 - Veteran Intake at Career Centers with Local Operating Procedures (LOPs).



Administrative Policy with Local Operating Procedures

**Policy
Number
WP-P-102-14**

Title:	Veteran Intake at Career Centers
Program:	Wagner-Peyser, Jobs for Veterans' State Grant
Effective:	July 1, 2021

I. PURPOSE AND SCOPE

The purpose of this policy is to provide Local Workforce Development Board 14 (LWDB 14) the minimum requirements for establishing an initial intake process for transitioning service members, veterans, and eligible spouses at career centers throughout the CareerSource Pinellas Network.

II. BACKGROUND

Florida is committed to serving transitioning service members, veterans, and their families by providing the necessary resources to prepare them to obtain meaningful careers and maximize employment and training opportunities. Florida serves transitioning service members, veterans, and their families through the Workforce Innovation and Opportunity Act (WIOA), Wagner-Peyser, Jobs for Veterans' State Grant (JVSG), and Military and Family Employment Advocacy (MFEA) employment programs.

The JVSG enables the hiring of Disabled Veteran Outreach Program (DVOP) specialists and Local Veteran Employment Representative (LVER) staff to provide employment services to veterans. JVSG is but one component of an umbrella of programs that are required by law to ensure veterans receive quality employment and training services. The JVSG staff fill a niche in that overall set of services for veterans and must be used to provide specialized services for specific segments of the veteran population, in accordance with current U. S. Department of Labor (DOL) Veteran Program Letters (VPL).

III. AUTHORITY

[Public Law 113-128, Section 134\(c\)\(2\)](#)

[38 United States Code \(U.S.C.\), Chapter 41](#)

[38 U.S.C., Chapter 42](#)

[Training and Employment Guidance Letter \(TEGL\) 19-13](#)

[TEGL 19-13, Change 1](#)

[TEGL 19-13, Change 2](#)

[TEGL 20-13, Change 2](#)

IV. POLICIES AND PROCEDURES

LWDB 14 will establish a local written procedure or policy to collect demographic information of self-attesting transitioning service members, veterans, and eligible spouses at the point of career center entry and help them understand the options and services available to them, to include priority of service and enhanced career services available through DVOP specialists, when applicable.

A. Identifying Transitioning Service Members, Veterans, and Eligible Spouses

LWDB 14 will enable transitioning service members, veterans, and eligible spouses to self-identify at the point of entry of all career centers so that they may take full advantage of priority of service and be apprised to the full range of services available to them. Veterans may be identified through several means, including, but not limited to:

- Ensuring staff (receptionists, welcome team) ask individuals at the point of entry if he/she, or his/her spouse, is currently serving, or has ever served, in the United States (U.S.) military;
- Prominent priority of service signage that encourages veterans and eligible spouses to self-identify;
- Electronic kiosk intake systems which allow the individual to self-identify as a transitioning service member, veteran, or eligible spouse; or
- Staff review of the individual's military service section of the State's Management Information System (MIS), Employ Florida.

Note: Veterans are identified in Employ Florida by an American flag icon.

B. Intake Screening for Enhanced Services

It is expected that the Wagner-Peyser and Workforce Innovation and Opportunity Act (WIOA) programs will provide employment services to most veterans, which will permit JVSG-funded DVOP specialists to focus their efforts on eligible veterans with Significant Barriers to Employment (SBEs) and/or special populations designated by DOL, as described in [Section IV.B.2.](#) of this policy.

As such, LWDB 14 will establish a local written policy to ensure DVOP specialists serve targeted populations designated by DOL. The local policy includes intake procedures to screen individuals visiting the career center for the purpose of obtaining employment assistance who identify as transitioning service members, veterans, or eligible spouses for eligibility for DVOP services. LWDB 14 will ensure the staff member who conducts the intake screening is a non-JVSG staff member who is well-informed in the services and programs available in the career center.

To facilitate the intake screening, LWDB 14 will use the [Veteran Intake Form](#), or locally established equivalent, to determine the individual's service level needs and eligibility for enhanced services from a DVOP specialist. The Veteran Intake Form may be modified by LWDB 14 or integrated into a local electronic intake kiosk, if the core elements which identify the demographics outlined in [Sections IV.B.1](#) and [IV.B.2](#) of this policy are retained.

Individuals determined eligible for DVOP specialist services must immediately be referred to a DVOP specialist. Individuals who are not found to be eligible must be provided services by the first available qualified and appropriate career center staff member. In instances where a DVOP specialist is not available, individuals who would normally be served by DVOP specialists must be served by the next available qualified and appropriate career center staff member. Services to SBE and special population veterans must not be delayed or postponed due to the unavailability of a DVOP specialist.

1. Eligible Veteran and Spouse

In accordance with [Title 38, U.S.C.](#), LWDB 14 will apply a more narrowly defined definition of veteran (i.e. eligible veteran) or veteran/military spouse (i.e. eligible spouse) when determining eligibility for services from a DVOP specialist. LWDB 14 will establish a local process to ensure all individuals referred to, and/or who receive services from DVOP specialists, meet the definition of eligible veteran or eligible spouse. Individuals that meet the definition of one of the special population groups, as described in [Section IV.B.2\(i-l\)](#) of this policy, are exempt from this requirement and may be served by a DVOP specialist regardless of their status as an eligible veteran or eligible spouse.

- a) Eligible veteran means a veteran who meets any of the following:
- i. Served on active duty for a period of more than 180 days and was discharged or released with a character of service other than dishonorable;
 - ii. Was discharged or released from active duty because of a service-connected disability;
 - iii. Was discharged or released from active duty by reason of a sole survivorship discharge; or
 - iv. As a member of a reserve component under an order to active duty, served on active duty during a period of war or in a campaign or expedition for which a campaign badge is authorized and was discharged or released from such duty with a character of service other than dishonorable.
- b) Eligible spouse means the spouse of any of the following:
- i. A veteran who died of a service-connected disability;
 - ii. A member of the Armed Forces serving on active duty who, at the time of application for the priority, is listed in one or more of the following categories and has been so listed for a total of more than 90 days:
 - a. Missing in action;
 - b. Captured in the line of duty by a hostile force;
 - c. Forcibly detained or interned in the line of duty by a foreign government or power;
 - iii. A spouse of any veteran who has a total disability resulting from a service-connected disability, as evaluated by the Department of Veterans Affairs; or
 - iv. A spouse of any veteran who died while a total, service-connected disability was in existence.

2. Significant Barriers to Employment and Special Populations

In addition to meeting the definition of eligible veteran or spouse, LWDB 14 local procedures and policies will ensure individuals referred to and/or who receive services from a DVOP specialist qualify under one of the following categories:

a) Disabled Veteran

A veteran of the U.S. military, ground, naval or air service who is entitled to compensation (or who but for the receipt of military retired pay would be entitled to compensation) under laws administered by the Secretary of Veterans Affairs or was discharged or released from active duty because of a service-connected disability. This category of SBE is not applicable to non-veteran, eligible spouses.

This category also includes special disabled veterans, which are defined as veterans who have been rated at thirty (30) percent disabled or more, or rated at ten (10) or twenty (20) percent disabled in the case of a veteran who has been determined under [Title 38, U.S.C. 3106](#) to have a serious employment barrier.

Note: Veterans who have a pending disability claim with the U.S. Department of Veterans Affairs qualify for DVOP services under this category, as LWDB 14 will assume the decision for the veteran's claim will be in the affirmative.

b) Homeless

As defined in [Title 42, U.S.C. 11302\(a\) and \(b\)](#), the definition of homeless for the purpose of determining eligibility for DVOP services includes eligible veterans and spouses:

- a. Who lack a fixed, regular, and adequate nighttime residence;
- b. With a primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings, including a car, park, abandoned building, bus or train station, airport, or camping ground;
- c. Who is living in a supervised publicly or privately operated shelter designated to provide temporary living arrangements (including hotels and motels paid for by Federal, State, or local government programs for low-income individuals or by charitable organizations, congregate shelters, and transitional housing);
- d. Who resides in a shelter or place not meant for human habitation and who is exiting an institution where he or she temporarily resided;
- e. Who is fleeing, or is attempting to flee, domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions in the individual's or family's current housing situation, including where the health and safety of children are jeopardized, and who have no other residence and lack the resources or support networks to obtain other permanent housing.
- f. Veterans and eligible spouses who:
 - 1) Will imminently lose their housing, including housing they own, rent, or live in without paying rent, are sharing with others, and rooms in hotels or motels not paid for by Federal, State, or local government programs for low-income individuals or by charitable organizations, as evidenced by:
 - i. A court order resulting from an eviction action that notifies the individual or family that they must leave

- within 14 days;
- ii. Having a primary nighttime residence that is a room in a hotel or motel and where they lack the resources necessary to reside there for more than 14 days; or
 - iii. Credible evidence indicating that the owner or renter of the housing will not allow the individual or family to stay for more than 14 days, and any oral statement from an individual or family seeking homeless assistance that is found to be credible.
- 2) Have no subsequent residence identified; and
 - 3) Lack the resources or support networks needed to obtain other permanent housing.

c) Recently Separated, Long-Term Unemployed

A veteran who has been separated from military service within the past three (3) years and who has been unemployed for 27 or more weeks, in the previous 12 months. The total unemployed weeks may be non-consecutive. This category is not applicable to non-veterans or eligible spouses.

d) Offender

An offender, as defined by [WIOA Section 3 \(38\)](#), is an individual who is currently incarcerated or who has been released from incarceration at any time.

Note: Individuals who were previously incarcerated but were later determined innocent or had charges dismissed are also eligible under this category.

e) Lacks High School Diploma or Equivalent

Eligible veterans or spouses who lack a high school diploma or equivalent.

Note: [The Florida Department of Education](#) provides for the award of a standard high school diploma, with no testing requirement, to eligible veterans who meet the following criteria:

- Left a public or non-public school located in any state prior to graduation and entered the armed forces of the United States;
- Is a current resident of the state of Florida or was previously enrolled in any high school in this state or was a resident of the state of Florida at the time of death; and
- Was honorably discharged from the armed forces of the United States.

f) Low Income

As defined by [WIOA Section 3 \(36\)](#), low income means an individual who:

- a. Receives, or in the past 6 months has received, or is a member of a family that is receiving or in the past 6 months has received, assistance through:
 - i. Supplemental Nutrition Assistance Program (SNAP); or
 - ii. Temporary Assistance for Needy Families (TANF) program; or
 - iii. Supplemental security income program; or
 - iv. State or local income-based public assistance.
- b. Is in a family with total family income that does not exceed the higher of:
 - i. The [poverty line](#); or
 - ii. Seventy (70) percent of the [Lower Living Standard Income Level](#) (LLSIL).

g) Special Population: Veterans Ages 18 to 24

Veterans who are between the ages of 18 to 24 at the time of application.

h) Special Population: Vietnam Era Veterans

The term “veteran of the Vietnam era” means an eligible veteran whose active military, naval, or air service was between August 5, 1964, and May 7, 1975 (regardless of if the individual had ever been stationed or served (in-country) in the Republic of Vietnam).

In the case of a veteran who physically served in the Republic of Vietnam, the date range is expanded to the period between February 28, 1961, and May 7, 1975.

i) Special Population: Transitioning Service Members, Capstone

Transitioning service members are assessed on Career Readiness Standards (CRS) by unit commanders during Capstone sessions. Capstone sessions are offered to transitioning service members to help them make adequate preparations for post-military careers before they leave active duty.

When a service member is assessed as not meeting CRS (e.g., if a member does not have an adequate civilian resume), the commander then facilitates a “warm handover” of the service member to a LWDB staff member or DVOP specialist for individualized career services. For each transitioning service member, unit commanders evaluate and document CRS and readiness for transition to civilian employment on the member’s

[DD eForm 2648 - Service Member Pre- Separation / Transition Counseling and Career Readiness Standards eForm for Service Members Separating, Retiring, Released from Active Duty \(REFRAD\)](#).

j) Special Population: Transitioning Service Members Ages 18 to 24

Transitioning service members who are between the ages of 18 to 24 at the time of application.

k) Special Population: Transitioning Service Members Reduction in Force

Transitioning service members who are being separated from active U.S. military service due to a reduction in force.

l) Special Population: Military Treatment Facility and Warrior Transition Unit

Members of the Armed Forces who are wounded, ill, or injured and receiving treatment in a Military Treatment Facility (MTF), also known as military hospitals, or Warrior Transition Unit (WTU), also known as Soldier Recovery Units, and the spouses or other family caregivers of such wounded, ill, or injured members.

C. Employ Florida Recording

The provision of the veteran intake screening for DVOP eligibility must be recorded in Employ Florida using service code 159 (Initial Intake Screening – DVOP Services) and include a case note that aligns with the requirements prescribed in the [Employ Florida Service Code Guide](#). Service code 159 (Initial Intake Screening – DVOP Services) does not trigger nor does it extend participation.

Note: An initial assessment, as recorded by Employ Florida service code 102 (Initial Assessment) must no longer be used solely to determine eligibility for DVOP services. The purpose of the intake screening is to refer those individuals who are eligible for DVOP specialist services without delay. The first service from the DVOP specialist will be an objective assessment to determine service level needs.

The LWDB 14 staff member conducting the veteran intake must, in addition to providing the intake screening, ensure priority of service has been explained to covered persons in accordance with [Administrative Policy 111: Priority of Service for Veterans and Covered Persons](#).

D. Exceptions

Veterans referred by certain partner programs or engaged during planned DVOP specialist outreach, upon verification of their eligible veteran/person status, may immediately be referred to, or served by (in certain circumstances), the DVOP specialist. Additionally, the DVOP specialist may make initial remote contact to veterans who have completed an Employ Florida registration and self-attested to having an SBE and/or are designated as a special population veteran. The exceptions to the veteran intake policy include:

1. Outreach

DVOP specialists are required to conduct outreach to areas where veterans congregate in order to engage SBE and special population veterans. If a DVOP specialist engages with a veteran during planned outreach, the DVOP may evaluate the veteran for JVSG eligibility and, if eligible, immediately provide individualized career services. The DVOP specialist must record a case note in the participant's objective assessment that states the veteran was initially engaged during outreach and record Employ Florida service code 117 in the individual's Wagner-Peyser program application in accordance with the [Employ Florida Service Code Guide](#). If the DVOP specialist engages a non-eligible veteran during outreach, the DVOP specialist will refer the individual to a non-JVSG staff member to assist with any required services.

2. Employ Florida

The intake screening categories are an integrated function of the State's case management and online labor exchange system, Employ Florida. The system's individual registration and Wagner-Peyser program application capture information from the individual that indicates eligibility for DVOP services. Individuals who meet the eligible veteran or spouse criteria with an SBE, or who are designated as a special population, are identified by an SBE icon below their name.

DVOP specialists may be the initial, remote contact for eligible SBE and special population veterans and spouses who have registered in Employ Florida for the purpose of explaining and promoting available career center services, including JVSG services. This remote contact must be recorded in Employ Florida in the form of a case note. If the individual presents at the career center for employment services as a result of the DVOP specialist's contact efforts, the individual may be immediately referred to the DVOP specialist. The DVOP must record a case note in the participant's objective assessment that states the veteran was initially engaged as a result of targeted, Employ Florida outreach.

3. Veteran Readiness and Employment Program, Chapter 31

The Veteran Readiness and Employment program, formally known as Vocational Rehabilitation and Employment (VR&E), is a joint collaboration between the U.S. Veteran's Administration (VA) and the Florida Department of Economic Opportunity (DEO) to provide employment services to disabled veterans who have completed, or are about to complete, their VR&E-funded education. All veterans participating in the VR&E program are disabled veterans; therefore, they meet the SBE requirement for DVOP services.

4. Homeless Veteran Reintegration Program

The Homeless Veterans' Reintegration Program (HVRP), authorized by [Title 38, U.S.C., Chapter 20](#), is an employment focused competitive grant program of the Department of Labor, Veterans' Employment and Training Service (DOL-VETS), and is the only federal grant to focus exclusively on competitive employment for homeless veterans.

In accordance with Veteran Program Letter (VPL) 03-16, HVRP grantees must ensure HVRP veterans are co-enrolled with their local career center. Co-enrollment means the HVRP participant must receive, at minimum, one program-funded service from the LWDB. This may be accomplished by having Wagner-Peyser or other non-JVSG staff assist the veteran with the following:

- a) Notification of priority of service;
- b) Orientation to available programs and services in the career center;
- c) Employ Florida account registration assistance;
- d) Ensuring the HVRP grantee's five-digit grant number is entered in the veteran tab of the veteran's Employ Florida Wagner-Peyser Program Application, as detailed in the [Virtual OneStop® User Guide for Staff, Section 5: Programs – Wagner-Peyser](#).

Note: Employ Florida service code 189 (Notification of Priority of Service) does not trigger program participation for the purpose of performance reporting. This process is to ensure the veteran referred by HVRP is not enrolled in LWDB 14's performance unless he/she is interested in receiving workforce services.

After the veteran has been informed of priority of service and all available workforce programs, and if the HVRP veteran meets the definition of an eligible veteran/person, he/she may be referred immediately to the DVOP for services, if desired. If the HVRP veteran is requesting employment services and does not meet the definition of an eligible veteran, they must be served by the first available non-JVSG career center staff member.

E. State and Local Monitoring

Services and activities provided under JVSG must be monitored annually for compliance with JVSG requirements by DEO. DEO will monitor local activities, policies, and procedures for alignment with the requirements outlined in this policy.

V. DEFINITIONS

Caregiver - As defined by [Title 38, U.S.C. 1720G\(d\)](#), with respect to an eligible veteran, a caregiver means an individual who provides personal care services to support the veteran's:

- a) Health and well-being;
- b) Everyday personal needs (like feeding, bathing, and dressing); and/or
- c) Safety, protection, or instruction in their daily living environment.

Career Center - Also known as a One-Stop Center or American Job Center (AJC), career centers are designed to provide a full range of assistance to job seekers under one roof. Established under the Workforce Investment Act and reauthorized in the Workforce Innovation and Opportunities Act of 2014, these centers offer training referrals, career counseling, job listings, and similar employment-related services.

Case Notes - Online statements entered in the State MIS, Employ Florida by the staff member that identifies a participant's status for a specific data element, the date on which the information was obtained, and the career planner who obtained the information.

Covered Person - A veteran or eligible spouse who is entitled to priority of service as defined in Administrative Policy 111: Priority of Service for Veterans and Covered Persons.

Disabled Veteran Outreach Program (DVOP) Specialist - Specialists who provide individualized career services and facilitate placements to meet the employment needs of veterans and eligible persons who have significant barriers to employment or have otherwise been designated by the U.S. Department of Labor Veterans' Employment and Training Service (VETS).

Individualized Career Services - Services required to retain or obtain employment, consistent with [20 CFR 678.430](#). Generally, these services involve significant staff time and customization to the veteran's needs. Individualized career services include services such as: specialized assessments, developing an individual employment plan, counseling, work experiences (including transitional jobs), etc.

Priority of Service - With respect to any qualified job training program, a covered person shall be given priority over nonveterans for the receipt of employment, training, and placement services provided under that program, notwithstanding any other provision of law. In order to be eligible for priority of service, a veteran must have served at least one day in the active military, naval, or air service, and have been discharged or released under conditions other than dishonorable, as specified in [Title 38, U.S.C. Section 101](#).

Remote Contact - Customer contacts, or contact attempts, by the staff member which are facilitated through phone, text message, video conference, or electronic mail (e- mail).

Service Connected - Means, with respect to disability or death, that such disability was incurred or aggravated, or that the death resulted from a disability incurred or aggravated, in the line of duty in the active military, naval, or air service.

Transitioning Service Member - A member of the U. S. military who will separate from active service in the next 12 months, or who will retire from active service in the next 24 months.

VI. REVISION HISTORY

Date	Description
06/09/2021	Approved by CareerSource Florida Board of Directors.
06/10/2021	Issued by Florida Department of Economic Opportunity.
	Approved by CareerSource Pinellas Board of Directors

VII. RESOURCES

[Jobs for Veterans' State Grant Disabled Veteran Outreach Program Desk Reference](#)

[Jobs for Veterans' State Grant Primer](#)

[Military Spouse Desk Reference](#)

[Veteran Intake at Career Centers Flow Chart](#)



ACTION ITEM 5

Policy Approval - WIOA Administrative Policy 111, Priority of Service for Veterans and Eligible Spouses with Local Operating Procedures

The Florida Department of Economic Opportunity (DEO) has instituted a new process related to Local Operating Procedures (LOPs) that coincides with the release of new administrative policies. The goal of this new process is to ensure DEO is providing the oversight and support needed for Local Workforce Development Boards (LWDBs) to administer and operate workforce programs in a manner that meets federal and state requirements. The process creates a timeline for introducing new and revising current administrative policies issued by DEO.

The revised Workforce Innovation and Opportunity Act (WIOA) Administrative Policy 111 is presented to the LWDB following this new process. There will be more to follow.

Based on the release of WIOA Administrative Policy 111, this Administrative Policy with LOPs includes all the DEO administrative policy requirements.

Highlighted Changes:

- Minimum requirements for implementing priority of service for veterans and eligible spouses for all U.S. Department of Labor (DOL) funded programs and services.
- Defines covered persons (i.e., veterans and eligible spouses)
- Outlines local requirements, including:
 - Identification of covered persons
 - Application and reporting of priority of service
 - Requirement of notices in career resource centers
- Provides a priority of service training template for use by the Local Veterans Employment Representative (LVER) when conducting required annual training for career center staff.

RECOMMENDATION

Approval of WIOA Administrative Policy 111 - Priority of Service for Veterans and Eligible Spouses with Local Operating Procedures (LOPs).



Administrative Policy with Local Operating Procedures

Policy Number
WIOA-P-111-14

Title:	Priority of Service for Veterans and Eligible Spouses
Program:	Workforce Innovation and Opportunity Act, Wagner-Peyser, Trade Adjustment Assistance, Migrant Seasonal Farmworker Program, Jobs for Veterans' State Grant, National Dislocated Worker Grants
Effective:	July 1, 2021

I. PURPOSE AND SCOPE

The purpose of this administrative policy is to provide Local Workforce Development Board 14 (LWDB 14) the minimum requirements for implementing priority of service for veterans and eligible spouses for all U.S. Department of Labor (DOL) funded programs and services.

II. BACKGROUND

The Jobs for Veterans Act (JVA), codified at 38 United States Code (U.S.C.) 4215, established a priority of service requirement for covered persons (i.e., veterans and eligible spouses) in qualified job training programs. While recipients of DOL funds for qualified job training programs have been required to provide priority of service since 2002, the publication of 20 CFR Part 1010, Priority of Service for Covered Persons Final Rule, which took effect on January 19, 2009, signaled that recipients of USDOL funds for these job training programs should review, and if necessary, enhance their current policies and procedures to ensure that adequate protocols are in place to ensure that priority is given veterans and eligible spouses.

III. AUTHORITY

[Chapters 41 and 42, Title 38, U.S.C.](#)

[Public Law 107-288](#)

[20 Code of Federal Regulations \(CFR\), Part 1010](#)

[Veterans Program Letter \(VPL\) 07-09](#)

[Training and Employment Guidance Letter \(TEGL\) 10-09](#)

IV. POLICIES AND PROCEDURES

Priority of service means that covered persons are given priority over non-covered persons for the receipt of employment, training, and placement services funded in whole or in part by DOL, including, but not limited to:

- a) Workforce Innovation and Opportunity Act (WIOA) Title I, (Adult, Youth and Dislocated Worker);
- b) WIOA Title III, (Wagner-Peyser);
- c) Trade Adjustment Assistance (TAA);
- d) Migrant and Seasonal Farmworkers (MSFW);
- e) National Dislocated Worker Grants (NDWG); and
- f) Senior Community Service Employment Program (SCSEP).

A. Eligibility

Covered persons may self-attest their status as eligible for priority of service. The only services that require eligibility verification are those cases where a decision is made to commit funding (e.g., WIOA training) to a covered person over another non-covered individual. Covered persons, for purposes of the provision of priority of service, are defined as follows:

- a) **Veteran:** A person who served at least one day in the active military, naval, or air service, and who was discharged or released under conditions other than dishonorable, as specified in 38 U.S.C 101(2). Active service includes full-time Federal service in the National Guard or a Reserve component. It does not include full-time duty performed strictly for training purposes, nor does it include full-time active duty performed by National Guard personnel who are mobilized by state rather than federal authorities.
- b) **Eligible Spouse:** The spouse of:
 - i. A veteran who died of a service-connected disability.
 - ii. A member of the Armed Forces serving on active duty who, at the time of application for the priority, is listed in one or more of the following categories and has been so listed for a total of more than 90 days:
 - a. Missing in action;
 - b. Captured in the line of duty by a hostile force;
 - c. Forcibly detained or interned in the line of duty by a foreign government or power;
 - d. A spouse of any veteran who has a total disability⁴² resulting from a service-connected disability, as evaluated by the Department of Veterans Affairs; or

- e. A spouse of any veteran who died while a total, service-connected disability was in existence.

Note: The statutory requirements for the Jobs for Veterans' State Grant (JVSG) require application of a more narrowly defined definition of veteran (i.e., eligible veteran). For purposes of receiving individualized career services from a Disabled Veteran Outreach Program (DVOP) specialist, "eligible veteran" means a person who meets any of the following:

- a) Served on active duty for a period of more than 180 days and was discharged or released with a character of service other than dishonorable;
- b) Was discharged or released from active duty by reason of a sole survivorship discharge;
- c) Was discharged or released from active duty because of a service-connected disability; or
- d) As a member of a reserve component under an order to active duty, served on active duty during a period of war or in a campaign or expedition for which a campaign badge is authorized and was discharged or released from such duty with a character of service other than dishonorable.

B. Identifying Covered Persons

LWDB 14 develops and implements measures, to include Local Operating Procedures (LOPs), to identify covered persons who access career centers and/or programs and notify them with timely and useful information on priority of service for covered persons. These measures include, but are not limited to:

- a) **Point of Entry:** Ensuring staff (receptionists, welcome team) ask individuals at the point of entry if he/she, or his/her spouse, is currently serving, or has ever served, in the U.S. military;
- b) **Electronic Intake Systems:** Ensuring electronic kiosk intake systems allow individuals to self-identify as a covered person;
- c) **Prominently Displayed Notices:** To encourage covered persons to self-identify, LWDB 14 develops and prominently displays notices and signs strategically throughout the career center, to include the front intake area;
- d) **Staff Training:** All career center personnel receive priority of service training on an annual basis. LWDB 14's Local Veteran Employment Representative (LVER) provides the required training. If a LVER is not available to conduct the training, LWDB 14 will temporarily assign another qualified staff member to conduct the training. LWDB 14 encourages use of the [Priority Of Service Training Template](#), developed by the Department of Economic Opportunity's (DEO's) State Veterans' Program Office;
- e) **Websites:** LWDB 14's website includes an explanation of priority of service for covered persons; and
- f) **Orientations:** Orientations, conducted remotely or in person, must include an explanation of priority of service for covered persons.

C. Applying Priority of Service

The application of priority of service varies depending on the eligibility requirements of the program. The four basic categories for WIOA Title I funded programs are listed below:

1. Universal Access Programs

For workforce programs that operate or deliver services to the public without targeting specific groups (e.g., Wagner-Peyser, WIOA basic career services), veterans and eligible spouses receive priority of service over all other program participants. Priority of service provides covered persons access to a service earlier than a non-covered person, or if a service or resource is limited, the person receives access instead of or before the non-covered person.

For example, if a veteran arrives at a career center and there is a waiting list to use a resource room computer, the covered person moves the front of that list. Priority of service does not mean that staff ask a non-covered person to cease using the resource room computer to allow the covered person access. Covered persons do not supplant non-covered persons who are already in receipt of a resource of service.

2. Programs with Eligibility Criteria

Eligibility criteria identify basic conditions that each participant in a specific program is required to meet. For example, for the WIOA Adult, Dislocated Worker, and Youth programs, every participant is required to meet program eligibility requirements (e.g., age, selective service registration, etc.). A veteran or eligible spouse must first meet all the eligibility criteria to be considered eligible for participation in the program. Once determined eligible for participation, the covered person receives priority for participation in the program and receipt of services.

3. Programs with Statutory Priorities

In addition to the eligibility criteria all participants are required to meet, some programs have priorities that target certain populations and establish a rank order for enrolling or serving participants. While veterans' priority is required under federal law and cannot be waived, it is not intended to displace existing eligibility requirements and statutory priorities. Therefore, in these instances, veterans and eligible spouses must first meet both the program's eligibility and statutory priority criteria to receive priority for participation in the program and receipt of services (i.e., WIOA Adult). LWDB 14 will administer priority of service in accordance with the rank order prescribed in [Administrative Policy 105: Priority of Service](#).

4. Programs with Discretionary Priorities

Programs with discretionary priorities may try to provide a certain level of service to a group. However, the law does not mandate that the target group be served before other eligible individuals. With respect to priority of service, the only feature that distinguishes discretionary targeting programs from universal access programs is the additional application of the discretionary targeting criterion to non-covered persons. Therefore, LWDB 14 applies priority of service in the order below:

- a) Veterans and eligible spouses;
- b) Non-covered persons within the discretionary targeting group;
then
- c) Non-covered persons outside the discretionary targeting group.

D. Reporting Priority of Service

To accommodate priority of service at point of entry, Geographic Solutions has implemented notification pop-ups in Employ Florida. The pop-ups notify newly registered veterans and covered persons and ensures these newly registered veterans and covered persons are aware of their entitlement to priority of service and the scope and types of services available under priority of service. When a covered person self identifies at the point of registration in Employ Florida, the system automatically generates a service code 089 (Automated Veteran Priority of Service Notification) on the participant's Wagner-Peyser Program Application.

In instances where a covered person does not self-identify at registration, but is later determined to be eligible, staff must ensure the covered person is provided information regarding their priority of service rights and document this staff-assisted service through Employ Florida service code 189 (Notification of Veteran Priority of Service) and include the appropriate documentation/case note that aligns with the requirements prescribed in the [Employ Florida Service Code Guide](#).

E. Monitoring

Priority of service for veterans and eligible spouses must be monitored annually for compliance with state and federal requirements. DEO will monitor the requirements outlined in this policy inclusive of local operating procedures. Additionally, LWDB 14 will establish local monitoring policies and procedures that include, at minimum, how LWDB 14 will:

- a) Ensure covered persons are notified of their entitlement to priority of service, including the full array of employment, training, and placement services available, and applicable eligibility requirements for programs and services.
- b) Enable individuals to identify themselves as veterans or eligible spouses at the point of entry to the system for priority.
- c) Monitor the implementation of priority of service.
- d) Ensure continuous priority of service training for career center staff.

V. DEFINITIONS

Covered Person - An individual who meets the definition of veteran, or eligible spouse and as such, is eligible for priority of service.

Disabled veteran - A veteran who is entitled to compensation, or who, except for the receipt of military retirement pay, would be entitled to compensation, under the Department of Veteran Affairs, or a veteran who was discharged or released from active duty, because of a service-connected disability.

Disabled Veterans' Outreach Program (DVOP) Specialist - A specialized case manager funded by the JVSG who provides basic and individualized career services and facilitates placements to meet the employment needs of eligible veterans with significant barriers to employment or who are part of a special population as designated by DOL.

Local Veteran Employment Representative (LVER) - A representative funded by the JVSG who:

- a) Conducts outreach to employers in the area to assist veterans in gaining employment, including conducting seminars for employers and, in conjunction with employers, conducting job search workshops and establishing job search groups;
- b) Ensures priority of service is administered within the career center in accordance with federal in state requirements; and
- c) Facilitates employment, training, and placement services furnished to veterans in a State under the applicable State employment service delivery systems.

Non-Covered Person - Any individual who meets neither the definition of veteran, nor the definition of eligible spouse.

Veteran (for Priority of Service) - A person who served at least one day in the active military, naval, or air service, and who was discharged or released under conditions other than dishonorable, as specified in 38 U.S.C 101(2). Active service includes full-time Federal service in the National Guard or a Reserve component. It does not include full-time duty performed strictly for training purposes, nor does it include full-time active duty performed by National Guard personnel who are mobilized by State rather than Federal authorities.

VI. REVISION HISTORY

Date	Description
06/09/2021	Approved by CareerSource Florida Board of Directors.
06/10/2021	Issued by Florida Department of Economic Opportunity.
	Approved by CareerSource Pinellas Board of Directors

VII. RESOURCES

[Department of Economic Opportunity Priority of Service Training Template](#)

[Training and Employment Notice \(TEN\) No. 15-10](#)

[Veterans and Spouses Final Rule Fact Sheet](#)

[Priority of Service for WIOA Adult Funds Desk Reference](#)

[Priority of Service Poster Template](#)



ACTION ITEM 6

Policy Approval - JVSG Administrative Policy 112, Staffing Requirements with Local Operating Procedures

The Florida Department of Economic Opportunity (DEO) has instituted a new process related to Local Operating Procedures (LOPs) that coincides with the release of new administrative policies. The goal of this new process is to ensure DEO is providing the oversight and support needed for Local Workforce Development Boards (LWDBs) to administer and operate workforce programs in a manner that meets federal and state requirements. The process creates a timeline for introducing new and revising current administrative policies issued by DEO.

The Jobs for Veterans' State Grant (JVSG) Administrative Policy 112 is presented to the LWDB following this new process. There will be more to follow.

Based on the release of JVSG Administrative Policy 112, this Administrative Policy with LOPs includes all the DEO administrative policy requirements.

Highlighted Changes:

- Provides guidance regarding the JVSG and the positions the grant supports.
- Outlines staff supported by JVSG and explains how JVSG staffing designations/levels are determined.
- Specifies process and established timeframes for filling vacant JVSG-funded positions.
- Outlines National Veteran Training Institute (NVTI) requirements for all JVSG-funded staff.

RECOMMENDATION

Approval of JVSG Administrative Policy 112 – Staffing Requirements with Local Operating Procedures (LOPs).



Administrative Policy with Local Operating Procedures

Policy Number
JVSG-P-112-14

Title:	Staffing Requirements
Program:	Jobs for Veterans' State Grant
Effective:	July 1, 2021

I. PURPOSE AND SCOPE

The purpose of this policy is to provide Local Workforce Development Board 14 (LWDB 14) the minimum staffing requirements for staff supported by the Jobs for Veterans' State Grant (JVSG).

II. BACKGROUND

The JVSG is a federally funded, formula-based staffing grant that supports the hiring of staff to provide individualized career and training-related services to veterans and eligible persons with Significant Barriers to Employment (SBE) and to assist employers in filling their workforce needs with job-seeking veterans and eligible spouses. Florida is currently the third largest recipient of JVSG funding in the nation.

As a condition to receive funding, the Florida Department of Economic Opportunity (DEO) must submit a grant application and state plan narrative to the U.S. Department of Labor Veterans' Employment and Training Service (DOL VETS) every three years. This plan includes, but is not limited to, a description of the populations of veterans that will receive targeted services, provisions for priority of service for veterans, and performance goals. Each year thereafter, DEO must submit an Annual Funding Modification to the approved state plan to describe any adjustments to the plan narrative and affirm the total number of full-time positions that will be supported by the State's JVSG funding allocation.

III. AUTHORITY

[Title 20, Part 678](#)

[38 United States Code \(U.S.C.\), Chapter 41](#)

[Veterans Program Letter \(VPL\) 01-19](#)

[VPL 03-14](#)

[VPL 03-14, Change 1](#)

[VPL 03-14, Change 2](#)

IV. POLICIES AND PROCEDURES

Florida has established a fully integrated workforce services delivery system with DEO as the designated entity responsible for the administration of all workforce services programs, including the JVSG. The Department provides workforce services through Florida's 24 chartered LWDBs and their network of local CareerSource Career Centers.

JVSG-funded staff are fully integrated into the career center to form a comprehensive team that provides services to veterans that address their employment and training needs. LWDB 14 has assigned JVSG-funded staff allocated according to veteran population and the needs of the community. JVSG-funded staff are state merit staff, jointly managed by LWDB 14 in accordance with current grantee-subgrantee agreements.

A. JVSG-Funded Staff

The JVSG supports the salary, benefits, and fair-share cost of staff positions employed under a merit personnel system. These staff are included among the comprehensive career center required partner staff, which consists of all staff employed by programs or activities operated by partners listed in [20 CFR 678.400](#).

The JVSG program, in and of itself, does not constitute the entirety of Florida's veterans' services. Rather, the program is a partner within Florida's workforce development system. The JVSG program fills a specific role in the career center delivery of services to specific veterans and other eligible persons. The JVSG program directly supports the following positions:

1. **Disabled Veteran Outreach Program (DVOP) Specialist:** DVOP specialists are jointly managed staff assigned to LWDB 14 to provide individualized career services to SBE veterans and other eligible individuals through the case management process in accordance with Title 38, U.S. Code and current Veteran Program Letters (VPLs). LWDB 14 must fill DVOP positions with eligible veterans and give preference to those with disabilities as defined in [Title 38, U.S.C. 4103A](#) with priority given to special disabled veterans and then disabled veterans.
2. **Local Veteran Employment Representative (LVER):** LVER staff are jointly managed staff assigned to LWDB 14 who actively advocate for employment and training opportunities with business, industry, and community-based⁵⁰ organizations on behalf of veterans, consistent with Title 38, U.S. Code and current VPLs.

LVER positions are filled in accordance with [Title 38 U.S.C. 4104](#); with priority given to disabled veterans and then eligible veterans.

3. **Consolidated Position (DVOP/LVER):** A JVSG-funded staff person who performs both the duties of the DVOP Specialist and LVER. Consolidated DVOP/LVER positions must promote a more efficient administration of JVSG program services to employers and veterans, with an emphasis on veterans with disabilities.

B. Local Staffing Level Designations

The JVSG program consists of, at minimum, both a LVER and DVOP specialist, or a Consolidated Position (DVOP/LVER). The deliberate assignment of JVSG staffing levels to LWDB 14 is paramount to the success of the JVSG program. The proportion of DVOP and LVER staff, as well as the total number of JVSG-funded, full-time positions assigned to LWDB 14, is determined by DEO through an analysis of veteran population using data compiled from the Department of Veterans Affairs National Center for Veteran Analysis and Statistics. The statewide, total number of JVSG-funded, full-time positions, by classification, is tracked and maintained by the State Veterans' Program Coordinator (SVPC) and submitted annually to USDOL VETS.

LWDB 14 may request a modification to the proportion of DVOP and LVER staff or the number of JVSG-funded positions in their local area by submitting a written justification for the requested changes to the SVPC at VETS@deo.myflorida.com. LWDB 14 is not authorized to eliminate or modify JVSG-funded positions without approval from DEO.

C. JVSG-Funded Position Vacancies

In accordance with [U.S. Code, Title 38, Chapter 41](#), the state is required to expend JVSG funds in accordance with planned budgets submitted to USDOL VETS. To ensure JVSG funds are expended within the grant period, LWDB 14 ensures JVSG-funded position vacancies are posted and filled with qualified veterans in a prompt manner. Failure to properly staff JVSG-funded positions may result in a loss of JVSG program funding and subsequently impact the State's ability to serve Florida's veterans.

JVSG-funded vacancies must be advertised and filled through the People First Job Center at <https://jobs.myflorida.com>. LWDB 14 may post vacancies through the People First Job Center immediately upon learning of the anticipated vacancy; there is no requirement to wait until the position is vacant. LWDB 14 may use a single posting to fill multiple vacancies for a period of up to six months. LWDB 14 may contact the DEO Bureau of Human Resource Management for assistance regarding posting vacancies through the People First Job Center.

JVSG funds may be used to support the advertising of JVSG vacancies through private job boards (i.e., Indeed, Monster) in addition to Employ Florida; however, applicants must be redirected to apply through the People First Job Center. Cross-

advertising may increase the pool of qualified veteran candidates and allow greater flexibility with regards to the nomenclature of the position title.

LWDB 14 ensures JVSG-funded positions are filled with a qualified veteran by submitting a completed hiring package to DEO within 50 days of the position becoming vacant. If LWDB 14 is unable to meet this timeline, LWDB 14 will provide notification to the SVPC with written justification for any foreseen delay in filling the vacancy within 25 days of the position becoming vacant. Notifications may be sent to the SVPC via email at VETS@deo.myflorida.com. The SVPC may provide written approval for any delay in filling vacancies for extenuating circumstances, if deemed appropriate by DEO.

D. Pass-Through Funding

JVSG funds are awarded to pay for specialized staff that provide services to veterans and other eligible persons. DEO is required to provide USDOL VETS a quarterly analysis to ensure the majority of JVSG expenditures are used to support salaries for personnel and fringe benefits.

Pass-through funding is issued to LWDB 14 in a manner which ensures DEO remains in alignment with JVSG requirements. If LWDB 14 is not receiving sufficient pass-through funding to support the fair share cost of JVSG staff, they may submit a written request for additional funding to VETS@deo.myflorida.com. Upon review and approval by the SVPC and [DEO's Bureau of Financial Management](#), additional funds may be issued.

Pass-through funding provided by JVSG to LWDB 14 will be expended in accordance with federal cost principles outlined in [2 CFR 200, Subpart E](#). If LWDB 14 has specific questions regarding allowability of specific costs, LWDB 14 will contact DEO's Bureau of Financial Management for assistance.

E. National Veterans' Training Institute Mandatory Training

All JVSG-funded staff must attend a mandated training offered by the National Veterans' Training Institute (NVTI) located in Dallas, Texas and administered by Management Concepts, Inc. This training must be completed within 18 months of the position start date. All costs for training, to include travel and lodging, are provided for by the JVSG. The SVPC will coordinate with LWDB 14 to schedule NVTI training for JVSG-funded staff.

Note: Training opportunities through NVTI are available for LWDB 14's Executive Directors, career center managers, and other relevant non-JVSG staff, as approved by the DOL VETS State Director and the requestor's management. If approved, all costs for training, to include travel and lodging, are provided for by the JVSG. A full list of available trainings is located at <https://www.nvti.org/Training/Class-Descriptions>.

To request training for non-JVSG staff, LWDB 14 will submit an NVTI Training Application Form (Attachment A) to the SVPC by email at VETS@deo.myflorida.com.

F. Monitoring

Local JVSG programs must be monitored annually for compliance with state and federal requirements by DEO. DEO will monitor the requirements outlined in this policy and local operating procedures. Additionally, LWDB 14 will establish local monitoring policies and procedures that include, at minimum:

- a) The duties assigned to DVOP specialists and LVER staff by LWDB 14;
- b) The way DVOP specialists and LVER staff are integrated into LWDB 14's employment service delivery system; and
- c) Local monitoring procedures for implementation of this policy.

V. DEFINITIONS

Disabled Veteran - A veteran who is entitled to compensation (or who but for the receipt of military retired pay would be entitled to compensation) under laws administered by the Secretary or a person who was discharged or released from active duty because of a service-connected disability.

Eligible Spouse - Spouse of any of the following:

- a) Any veteran who died of a service-connected disability;
- b) Any member of the Armed Forces serving on active duty who, at the time of application for the priority, is listed in one or more of the following categories and has been so listed for a total of more than 90 days:
 - i. Missing in action;
 - ii. Captured in line of duty by a hostile force; or
 - iii. Forcibly detained or interned in line of duty by a foreign government or power;

Eligible Veteran - A person who:

- a) Served on active duty for a period of more than 180 days and was discharged or released therefrom with other than a dishonorable discharge;
- b) Was discharged or released from active duty because of a service-connected disability;
- c) As a member of a reserve component under an order to active duty pursuant to section 12301(a), (d), or (g), 12302, or 12304 of title 10, served on active duty during a period of war or in a campaign or expedition for which a campaign badge is authorized and was discharged or released from such duty with other than a dishonorable discharge; or

- d) Was discharged or released from active duty by reason of a sole survivorship discharge (as that term is defined in [Title 10, 1174\(i\)](#)).

Significant Barrier to Employment - A barrier that impedes the veteran from employment as designated by DOL, outlined in [Administrative Policy 102: Veteran Intake at Career Centers](#).

Special Disabled Veteran - A veteran who is entitled to compensation (or who but for the receipt of military retired pay would be entitled to compensation) under laws administered by the Secretary for a disability rated at 30 percent or more or rated at 10 or 20 percent in the case of a veteran who has been determined to have a serious employment handicap; or a person who was discharged or released from active duty because of service-connected disability.

VI. ATTACHMENTS

- A. [NVTI Training Application Form](#)

VII. REVISION HISTORY

Date	Description
06/09/21	Approved by CareerSource Florida Board of Directors.
06/10/21	Issued by Florida Department of Economic Opportunity.
	Approved by CareerSource Pinellas Board of Directors



ACTION ITEM 7

Renewal of Training Provider ServiceSource FLORIDA Career Institute

CareerSource Pinellas enters into individual training provider agreements with each approved training provider. These agreements have previously been administered annually with a two-year renewal period contingent upon Workforce Solutions Committee and Board of Directors approval. This process requires a significant amount of staff time. Training providers are also required to:

- Provide the most recent Florida Education & Training Placement Information Program (FETPIP) Reports to include: enrollment, completion, retention, employment rates of students.
- Provide the Training Provider Renewal Application.
- Provide Program Cost details (tuition, books, supplies, and testing fees) and a copy of current catalog and schedule or website link with required information.
- Provide a copy of a valid license from the Commission for Independent Education (CIE).
- Provide a current Liability Insurance certificate with CareerSource Pinellas listed.
- Provide a copy of a completed W-9 form.
- Remain in compliance with performance, financial, and other mandated requirements.

Staff monitors training provider performance and presents this information to the Workforce Solutions Committee on a quarterly basis. Training providers that are determined to have performance issues or other issues are brought to the committee and board throughout the year for review and potential removal.

RECOMMENDATION

Approval to enter into a two-year renewal agreement with ServiceSource FLORIDA Career Institute.



Other Administrative Matters



General Counsel Update

Stephanie M. Marchman
Attorney at Law
352-376-6400

STEPHANIE.MARCHMAN@GRAY-ROBINSON.COM

MEMORANDUM

TO: CareerSource Pinellas Board of Directors
FROM: Stephanie Marchman, CareerSource Pinellas General Counsel
DATE: August 30, 2021
SUBJECT: Legal Services Summary and Litigation Report

The following is a summary of legal services provided to CareerSource Pinellas since the General Counsel issued her last Legal Services Summary and Litigation Report to the Board of Directors on July 1, 2021:

- Issued memorandum summarizing the action items and requirements of HB 1507; began to prepare revisions to by-laws needed as a result.
- Conducted contract review, including review of the ERISS-SARA contract.
- Provided employee relations guidance to CEO regarding various employment matters, including the performance evaluation process, a possible 360 degree executive review, and employee performance and modified work schedules.
- Began review to determine whether CareerSource Pinellas is covered by Executive Order 11246 and its applicable requirements, including EEO-1 reporting requirements.
- Prepared and provided sunshine/ethics law presentation to the Board.
- Reviewed Board and Committee agenda packets; attended Board and Compensation Committee Meetings.

Pending litigation report:

There is no known pending litigation against CareerSource Pinellas. It should be noted, however, one EEOC Charge of Discrimination is pending and CareerSource Pinellas recently received a notice that it was not the employer with respect to a second EEOC Charge of Discrimination. Both of these matters have been reported to the carrier and counsel has been appointed by the carrier for any further handling of these matters, which may or may not involve litigation.



Information Item 1 Organizational Chart

As part of the Compliance Review and the request to continuously review and update the Organizational Chart, please see the attached version updated as of July 1, 2021.

Since March 1, the Finance Department has decreased by one Coordinator. As part of the succession planning efforts within the organization, we will be searching for a senior finance professional to add to the department.

Since the beginning of the current Program Year, the Workforce Programs team has decreased by one Director. The Director of Business and Talent Development has stepped in to serve as the Interim Workforce Programs Director.

The Marketing Coordinator resigned her position with the organization, and at current, Tucker Hall is handling the Marketing function.

Since the beginning of the current Program Year, the organization has welcomed the following employees to the CareerSource Pinellas team:

- Leah Geis, Executive Assistant
- Jacqueline DuChene Heyward, Director of Human Resources
- Melissa Ehrhardt, Coordinator

Jennifer Brackney
Chief Executive Officer (CEO)

Leah Geis
Executive Assistant

The Executive Assistant is responsible for planning and implementing administrative functions, including board activities, maintaining records and clerical support.

Jacqueline DuChene-Heyward
Human Resource Director

The HR Director is responsible for planning and implementing HR functions, including talent development, employee engagement, compensation, and benefits.

Vacant
Supervisor, Marketing

The Marketing Supervisor is responsible for internal and external communications, website maintenance, building our social media presence.

Steven Meier
Chief Financial Officer (CFO)

The Finance team is responsible for directing the financial activities of the organization in accordance with generally accepted accounting principles and federal/state guidelines including, budgeting, payroll, procurement, reporting and monitoring.

- Director – Vacant
- Coordinator, Finance – (1)
- MIS Technician – (1)

Paul Ashe
Virtual Chief Information Officer

The Virtual Chief Information Officer (CIO) will be responsible for planning and implementing information systems, including acting as liaison between Abacode, Cybersecurity and CTS Technology and helpdesk.

April Torregiante
Director, Workforce Strategic Initiatives

The Strategic Initiatives Director is responsible for ensuring compliance with the subgrantee agreement and reporting requirements to the DEO and DOL.

Vacant
Director

Kristopher Lucas
Director, Business & Talent Development and Workforce Programs Interim Director

The Workforce Programs team is responsible for planning, development and implementation of workforce programs, including Welfare Transition (WT), SNAP, Workforce Opportunity Investment Act (WIOA) and Career Resource Centers.

- Supervisor – (1)
- Coordinators – (4)
- Lead – (1)
- Lead, MIS – (2)
- Career Counselors – (10)
- Technicians – (5)
- Disability Navigator – (1)
- ❖ State, Veterans, AARP Staff – (2)

The Business and Talent Development team is responsible for building relationships within the community, providing exceptional customer service to our employer-customers, and aid in their search for quality employees. This team is also responsible for the services delivered in the Career Resource Center.

- Coordinator – (4)
- Lead – (1)
- Career Counselor – (1)
- Specialists – (11)
- Business Account Executives – (1)
- Instructor, Trades – (1)
- ❖ State, Veteran Staff – (13)

PY'2021 - 2022
CareerSource Pinellas
Employees: 50-55
Budget: \$4,184,408

Effective Date: July 1, 2021

❖ Denotes State, Veterans, AARP Staff



Information Item 2

Programmatic Monitoring Results Summary

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 Pinellas' ("LWDB 14") workforce programs was conducted by DEO's Bureau of One-Stop and Program Support (OSPS) and Bureau of Financial Monitoring and Accountability (FMA) staff.

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.

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, LWDB 14 is accountable for failing to correct performance, programmatic and financial deficiencies found during compliance monitoring reviews.

Correcting and eliminating deficiencies maintains credibility in the administration of workforce programs, reduces risk of compliance findings, and reduces the potential for questioned and/or disallowed costs which could lead to recapture of funds by the United States Department of Labor (USDOL) or other federal or state agencies. For additional programmatic and financial monitoring information and resources, click here: [Monitoring Overview](#).

As a result of the monitoring, there were no WIOA Findings. Overall, Findings were reduced from five in PY'19-20 to three in PY'20-21. Other noncompliance issues were further reduced from eight in PY'19-20 to six in PY'20-21. CareerSource Pinellas will continue to use DEO feedback and recommendations alongside the results of internal monitoring to eliminate findings and other noncompliance issues in the future.

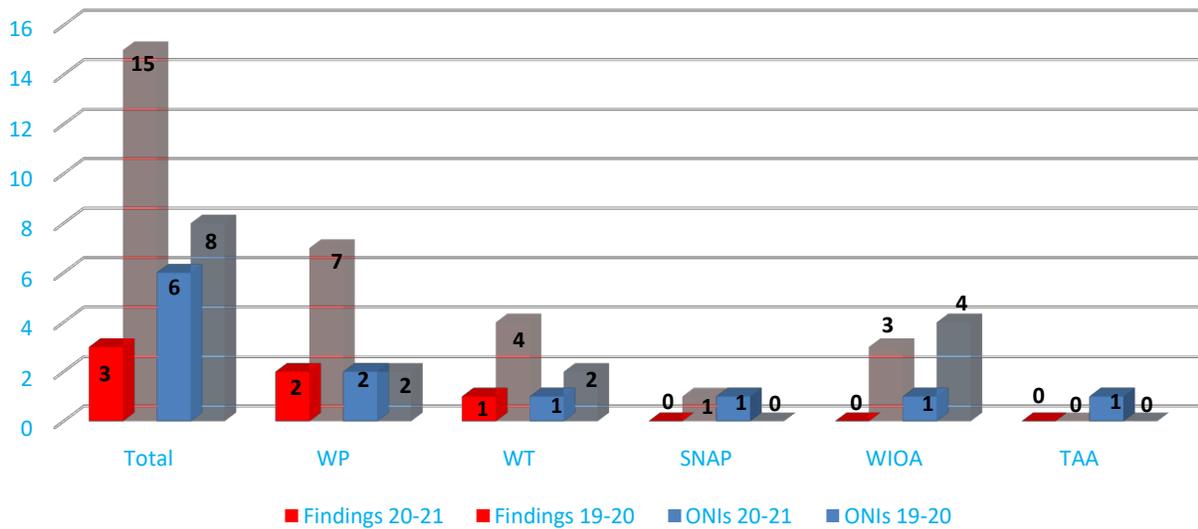
The results of each of the LWDB 14's workforce programs are summarized in the following charts by program and category.

PROGRAMMATIC MONITORING RESULTS SUMMARY

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

2020-21 Monitoring Results					
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 the Individual Responsibility Plan (IRP) did not include safety plan elements for a victim of domestic violence.	Y	Y	0	0
	Employment documentation in a participant file did not match information recorded in OSST.	0	0	Y	Y
WT Totals		1	1	1	1
SNAP E&T	A participant was assigned to more than the required 39 hours in job search.	0	0	N	Y
SNAP E&T Totals		0	0	0	1
WIOA Common Issue	Measurable skills gains were not recorded in Employ Florida for several participants.	0	0	Y	Y
WIOA Totals		0	0	1	1
TAA	Training benchmarks were not reviewed and/or documented every 60 days as required. Additionally, training expenditures recorded in Employ Florida under the TAA Application (TRA Payment View) link did not match the invoices in a participant file.	0	0	N	Y
TAA Totals		0	0	0	1
WP	A job order with a wage rate listed below the minimum wage did not have a case note documenting staff's verification that the employer will pay at least Florida's minimum wage rate.	Y	Y	0	0
	Permission not documented to create Employ Florida registrations and referrals for a few participants. Additionally, several participant applications were incomplete.	Y	Y	0	0
	A staffing (private employment) agency job order did not contain the phrase "Position offered by no-fee agency".	0	0	Y	Y
RESEA	Several participants not being managed within 90 days and appears on the "Red Flag Drop-Off" report.	0	0	N	Y
WP Totals		2	2	1	2
Results-All Programs		3	3	3	6

**Programmatic Monitoring Results
Two-Year Comparison
CareerSource Pinellas**



SUMMARY TABLE OF FINANCIAL MONITORING RESULTS

2020-21 Financial Monitoring Results				
Category	Repeat of Prior Year	Reference(s)		
Prior Year Corrective Action Follow-Up	None	No prior year Findings or Issues of Noncompliance.		
Category	Findings	Issues of Non-Compliance	Observations	Technical Assistance Provided
Contracting/Contract Monitoring - (omitted Equal Employment Opportunity provision in contract).			1	
Purchasing/Procurement - (incomplete Stevens Amendment statement regarding dollar amount).				1
Purchasing/Procurement - (omitted documentation of Debarred/suspended party in contract).				1
Subawarding/Subrecipient Monitoring - (omitted Environmental Tobacco Smoke provision in contract).				1
TOTAL	0	0	1	3

Ron DeSantis
GOVERNOR



Dane Eagle
SECRETARY

July 21, 2021

Ms. Jennifer Brackney, CEO
CareerSource Pinellas
EpiCenter
13805 58th Street North, Suite 2-140
Clearwater, Florida 33760

Dear Ms. Brackney:

The Department of Economic Opportunity would like to thank you and CareerSource Pinellas 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.

Sincerely,

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

CW/omb

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

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INFORMATION ITEM 3

WIOA Primary Indicators Report – Quarter 4

Measures	PY'2020-2021 1st Quarter Performance	PY'2020-2021 % of Performance Goal Met For Q1	PY'2020-2021 2nd Quarter Performance	PY'2020-2021 % of Performance Goal Met For Q2	PY'2020-2021 3rd Quarter Performance	PY'2020-2021 % of Performance Goal Met For Q3	PY'2020-2021 4th Quarter Performance	PY'2020-2021 % of Performance Goal Met for Q4	PY'2020-2021 Performance Goals
Adults:									
Employed 2nd Qtr After Exit	91.90	102.11	91.30	101.44	90.80	100.89	94.50	105.00	90.00
Median Wage 2nd Quarter After Exit	\$11,083	158.33	\$10,770	153.86	\$10,518	150.26	\$11,970	171.00	\$7,000
Employed 4th Qtr After Exit	91.60	107.13	88.70	103.74	88.50	103.51	87.50	102.34	85.50
Credential Attainment Rate	96.00	137.14	97.20	138.86	96.00	137.14	95.50	136.43	70.00
Measurable Skill Gains	68.10	144.89	63.70	135.53	65.40	139.15	76.60	162.98	47.00
Dislocated Workers:									
Employed 2nd Qtr After Exit	78.40	87.11	78.10	86.78	76.60	85.11	90.10	100.11	90.00
Median Wage 2nd Quarter After Exit	\$8,646	123.51	\$9,093	129.90	\$9,572	136.74	\$10,846	154.94	\$7,000
Employed 4th Qtr After Exit	84.00	98.59	77.00	90.38	72.90	85.56	72.90	85.56	85.20
Credential Attainment Rate	89.20	127.43	85.20	121.71	86.40	123.43	87.60	125.14	70.00
Measurable Skill Gains	76.80	163.40	68.90	146.60	83.80	178.30	88.70	188.72	47.00
Youth:									
Employed 2nd Qtr After Exit	92.50	109.47	91.40	108.17	90.80	107.46	89.80	106.27	84.50
Median Wage 2nd Quarter After Exit	\$5,847	182.72	\$5,241	163.78	\$5,184	162.00	\$4,739	148.09	\$3,200
Employed 4th Qtr After Exit	84.70	108.59	86.20	110.51	87.40	112.05	86.00	110.26	78.00
Credential Attainment Rate	81.60	94.55	84.30	97.68	83.40	96.64	76.00	88.06	86.30
Measurable Skill Gains	62.70	133.40	56.20	119.57	59.00	125.53	80.30	170.85	47.00
Wagner Peyser:									
Employed 2nd Qtr After Exit	60.90	91.99	66.00	99.70	62.20	93.96	59.50	89.88	66.20
Median Wage 2nd Quarter After Exit	\$5,678	113.56	\$5,776	115.52	\$5,704	114.08	\$5,651	113.02	\$5,000
Employed 4th Qtr After Exit	57.50	89.56	64.30	100.16	61.80	96.26	61.20	95.33	64.20

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



INFORMATION ITEM 4
CareerSource Pinellas
Training Provider Spending
For the period July 1, 2020 - June 30, 2021

Training Provider	Customer Training	Approved Spending (if required)	Remaining	# of Participants	Avg/ Per Part
Academy for Dental Assistants, (Pinellas)	5,215			2	2,608
Access Computer Training, (Hillsborough)	-			-	
American Manufacturing Skills Initiative (AmSkills)	-			-	
BizTech Learning Centers, Inc., (Pinellas)	-			-	
Center for Technology Training	34,455			9	3,828
Central Florida Heat and Frost Insulators J.A.C. (RA)	-			-	
Computer Coach IT Training Solutions	333,855			63	5,299
Concorde Career Institute, (Hillsborough)	5,000			1	5,000
Connecticut School of Broadcasting, (Hillsborough)	-			-	
Florida Technical College	5,000			1	5,000
Galen College of Nursing, (Pinellas)	212,107			60	3,535
Gold Coast Professional Schools	379			1	379
Hillsborough Community College	10,000			2	5,000
IEC- Independent Electrical Contractors, FAAC	-			-	
International Union of Operating Engineers (RA)	-			-	
Ironworkers (RA)	-			-	
JATC - Tampa Area Electrical JATC, (Hillsborough), FAAC (RA)	44,977			42	1,071
Jersey College, (Hillsborough)	40,810			10	4,081
Keiser University	24,624			5	4,925
Masonry (RA)	-			-	
National Aviation Academy	158,640			31	5,117
New Horizon Computer Learning Center, (Hillsborough)	689,109			134	5,143
Pinellas Ex-Offender Re-Entry Coalition *	17,680	50,000	32,320	40	442
Pinellas Technical Education Centers *	76,125	300,000	223,875	41	1,857
Plumbers and Pipefitters and HVAC, local union 123 (RA) *	-	50,000	50,000	-	
R.V. Training Center	10,000			2	5,000
Rasmussen College	14,650			1	14,650
Refrigeration & Air Conditioning Contractors (RACCA) (RA)	-			-	
Roadmaster Drivers School, Inc., (Hillsborough)	10,000			2	5,000
Schiller International University, (Pinellas)	-			-	
Southern Technical Institute, Pinellas Park, (Pinellas)	4,614			4	1,154
St. Petersburg College *	209,007	700,000	490,993	95	2,200
Superior Aviation Gate	3,500			1	3,500
Tampa Truck Driving School, Inc.	40,000			8	5,000
Ultimate Medical Academy (Pinellas) *	191,093	250,000	58,907	35	5,460
Ultimate Medical Academy (Online)	8,800	-		2	4,400
University of South Florida / Innovative Education, SACS	59,275			18	3,293
Veritas Nursing Academy	250			1	250
Webster University	9,929			1	9,929
Total	\$ 2,213,879			610	\$ 3,629

RELATED PARTY CONTRACTS (with multiple components)

	Spending	Amount	Remaining	Component
Pinellas Technical Education Centers *	76,125	300,000	223,875	Training (ITA)
	124,031	130,000	5,969	Leases
	4,200	30,000	25,800	OJT/PWE
	204,356	460,000	255,644	
St. Petersburg College *	209,007	700,000	490,993	Training (ITA)
	120,784	130,000	160,000	Leases
	54,400	125,000	70,600	Contracts
	384,191	955,000	721,593	

* Contracts required two-third board approval.

Note: Amounts above represent disbursements made to training providers during time period.



Information Item 5

DEO MEMORANDUM

Reimagining Education and Career Help Act (House Bill 1507) and Eligible Training Provider Eligibility

The Reimagining Education and Career Help (REACH) Act has been signed into law and is effective July 1, 2021. The REACH Act requires the Department of Economic Opportunity (DEO) to set performance standards for training providers for inclusion on the state's Eligible Training Provider List (ETPL). This includes consulting with the Department of Education to set minimum performance standards for programs eligible for enrollment by individuals participating in WIOA for program year PY'2021-2022 and adopting rules to implement the requirements of initial and subsequent eligibility criteria for PY'2022-2023.

Beginning PY'2021-2022, existing programs on the state and local ETPLs must meet the minimum performance criteria provided in the attached memorandum for all three measures to be approved for subsequent (continued) eligibility to remain on the state and local ETPL(s).

CareerSource Pinellas will continue to track training provider performance and will adjust the PY'2021-2022 Training Provider Performance Report to include the specified measures for completion, earnings, and employment. Training providers who do not meet the required minimum criteria will be subject to the DEO and CareerSource Pinellas ETPL policy regarding review and removal as an approved training provider.



MEMORANDUM

DATE: July 26, 2021
TO: Local Workforce Development Board Executive Directors
FROM: Casey Penn, Bureau Chief, Bureau of One-Stop and Program Support
SUBJECT: Reimagining Education and Career Help Act (House Bill 1507) and Eligible Training Provider Eligibility

The Reimagining Education and Career Help (REACH) Act, has been signed into law and is effective **July 1, 2021**. The REACH Act requires the Department of Economic Opportunity to set performance standards for training providers for inclusion on the state's Eligible Training Provider List (ETPL). This includes consulting with the Department of Education to set minimum performance standards for programs eligible for enrollment by individuals participating in WIOA for program year (PY) 2021-2022 and adopting rules to implement the requirements of initial and subsequent eligibility criteria for PY 2022-2023. Rulemaking for initial and subsequent eligibility will be based on input from the state board, local workforce development boards, the Department of Education, and other stakeholders for the Workforce Innovation Opportunity Act (WIOA).

Beginning PY 2021-2022, existing programs on the state and local ETPLs must meet the minimum performance criteria below for all three measures to be approved for subsequent (continued) eligibility to remain on the state and local ETPL(s). A program must have at a minimum 5 participants to determine if they performed successfully, training programs with fewer than 5 participants will remain on the ETPL until there is sufficient data to determine performance outcomes. Local workforce development boards can adopt more stringent performance criteria for programs. However, programs meeting the minimum criteria below may remain on the state ETPL.

Subsequent (Continued) Eligibility Criteria

For **PY 2021-2022**, the minimum criteria a program must achieve for completion, earnings, and employment rates of eligible participants are as follows:

Measures	Definitions	Performance
Completion Rate	The percentage of participants who successfully complete the education or training activity when an outcome is recorded in Employ Florida.	60%

Median Earnings - 2nd Quarter After Exit	The median earnings of participants who are in unsubsidized employment during the second quarter after exit from the program.	\$4,498
Employment Rate - 4th Quarter After Exit	The percentage of participants who are in unsubsidized employment during the fourth quarter after exit from the program. For youth, the indicator is the percentage of participants in education or training activities, or in unsubsidized employment.	70%

Methodology

The methodology used in establishing performance criteria evaluated individuals served and outcomes reported in the WIOA primary indicators of performance measures for program years 2018-19 and 2019-20 by provider and program of study. The REACH Act requires that eligibility criteria established by DEO for PY 2021-2022 would not remove greater than 20 percent of providers, the criteria established above falls within this threshold.

Should you have any questions or require additional information, please contact Charles Williams at (850) 245-7424 or via email at Charles.Williams@deo.myflorida.com.

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