



**2020 - 2024**

# **Local Workforce Services Plan**

## **Local Workforce Development Area 03**

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**Date Submitted: March 16, 2020**

**Plan Contact: Richard Williams, Executive Director**

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## INTRODUCTION

These guidelines provide direction for local plans submitted [under Public Law 113-128, the Workforce Innovation and Opportunity Act \(WIOA\)](#). WIOA requires each local workforce development board (LWDB) to develop and deliver to the state a comprehensive four-year plan. These plans must be submitted in partnership with the chief elected official. Regulations require states and LWDBs to regularly revisit and recalibrate state plan strategies in response to changing economic conditions and workforce needs of the state ([20 CFR, Unified and Combined Plans Under Title I of the Workforce Innovation and Opportunity Act, §676.135](#)).

The law emphasizes the importance of collaboration and transparency in the development and submission of local plans. Affected entities and the public must have an opportunity to provide input in the development of the plan. Local boards must make the plan available electronically and in open meetings to ensure transparency to the public.

Local workforce development boards provide leadership and should seek broad stakeholder involvement in the development of their local plan. Local elected officials, local workforce development board members, core program partners and mandatory one-stop partners are an integral part of the planning process. WIOA encourages an enhanced, integrated system by including core programs in its planning and performance requirements. Each plan addresses how the LWDB coordinates service delivery with core programs of the Division of Vocational Rehabilitation, the Division of Blind Services and the Division of Career and Adult Education.

Each plan is based on current and projected needs of the workforce investment system, with an increased emphasis on coordination and collaboration at all levels to ensure a seamless system for employers and job seekers, including those with disabilities. Local plans identify the education and skill needs of the workforce and the employment needs of the local area. Plans include an analysis of the strengths and weaknesses of services provided to address identified needs. Assessments include the best available information, evidence of effectiveness, and performance information for specific service models and a plan to improve program effectiveness by adopting proven or promising practices as a part of the local vision. LWDBs provide a comprehensive view of the systemwide needs of the local workforce development area.

Local plans address how LWDBs foster strategic alignment, improve service integration and ensure the workforce system is industry-relevant, responding to the economic needs of the local workforce development area and matching employers with skilled workers. Services described in local plans should lead to greater efficiencies, reduce duplication, and maximize financial and human resources. These plan guidelines require LWDBs to address current and future strategies and efficiencies to address the continuous improvement of Florida's workforce system and its focus on customer service excellence.

Local plans should align with CareerSource Florida's business and market-driven principles to be the global leader for talent. These principles include:

- Increasing the prosperity of workers and employers
- Reducing welfare dependency
- Meeting employer needs
- Enhancing productivity and competitiveness

**KEY DATES**

**ON OR BEFORE**

<b>Key Dates Sent to Local Boards.....</b>	<b>October 11, 2019</b>
<b>Local Plan Guidelines Issued .....</b>	<b>November 1, 2019</b>
<b>Labor Market Analysis Sent to Local Boards.....</b>	<b>December 6, 2019</b>
<b>Local Plans Due .....</b>	<b>March 16, 2020</b>
<b>WIOA Statewide Unified Plan Due .....</b>	<b>March 30, 2020</b>
<b>WIOA Statewide Unified Plan Approved .....</b>	<b>May 1, 2020</b>
<b>Local Plans Approved .....</b>	<b>June 4, 2020</b>
<b>WIOA Program Year 2020 Begins .....</b>	<b>July 1, 2020</b>

**PUBLIC COMMENT PROCESS**

Prior to the date on which the local board submits a local plan, the local board shall:

- (1) Make copies of the proposed local plan available to the public through electronic and other means, such as public hearings and local news media (WIOA §108(d)(1)).

**On February 13, 2020, the plan was provided in draft form to CSC Board members, local elected officials, area School Boards, local labor organizations, County Commissions, Chamber of Commerce, was placed on CSC’s website, [www.careersourcechipola.com](http://www.careersourcechipola.com), and was advertised in the three major newspapers in the region, the Jackson County Floridan, Calhoun/Liberty Journal and Washington County News.**

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

**A thirty (30) day period for comment beginning on February 13, 2020, will be provided prior to submission, which may run concurrent to the submission of the plan, with the comment period remaining open for the full thirty (30) day period.**

- (3) Provide a description of the process used by the board to obtain input and comment by representatives of businesses and labor organizations for the development of the plan (WIOA §108(d)(2)).

**Meetings were set up with CSC staff, the CareerSource Chipola Board of Directors, and the Chipola Regional Workforce Development Board Consortium, all of which are made of various representatives of business, labor and other partner organizations throughout our five-county area. All of these meetings have been advertised to the general public.**

**In addition, discussions were held with Opportunity Florida, the regional economic development organization covering all counties served by CareerSource Chipola. Opportunity Florida is directly tasked with improving the local environment for business development and expansion and as such is a key partner in any planning effort concerning the needs of private employers in the five counties served by CSC.**

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

**Meetings were held with other workforce partners including Vocational Rehabilitation, Early Learning Coalition and the school systems within our region.**

(5) Include, as an attachment with the plan to the Governor, any comments expressing disagreement or offering recommendations for continuous improvement, the LWDB's response to those comments, and a copy of the published notice (WIOA §108(d)(3)).

**No comments have been received thus far, but public comment will continue through March 13, 2020. Any comments received will be reviewed and may or may not affect the final plan as determined by CSC management staff.**

## PLAN SUBMISSION TO CAREERSOURCE FLORIDA

### ONLINE FORM

CareerSource Florida, Inc., established an online form for WIOA local plan submissions, required attachments and contact information for primary and secondary points of contact for each local workforce development board. **Please note the local plan and all attachments must be submitted in a searchable PDF format.**<sup>1</sup>

The web address for submitting local plans, required attachments and links to requested documents is <https://careersourceflorida.com/wioa-form/>

**It is recommended that those submitting local plans carefully review these instructions and those posted online prior to submitting plans.**

**All local plans must be submitted no later than 5:00 p.m. (EST) on Monday, March 16, 2020.**

**Prior to plan submission, please ensure:**

- **The local board reviewed the plan;**
- **The board chair and the chief elected official signed the appropriate documents;**
- **The name and number of the local board and are on the plan cover page;**
- **The plan submitted or point of contact is on the cover page;**
- **The structure and numbering follows the plan instructions format;**
- **A table of contents with page numbers is included and each page of the plan is numbered;**
- **Text is typed, preferably in the fonts Arial or Calibri, with a font size of 11 or greater;**
- **Responses to all questions are informative and concise; and,**
- **The name of the local area, the page number and plan submission date are listed in the footer of the document.**

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<sup>1</sup> A searchable PDF file is a PDF file that includes text that can be searched upon using the standard Adobe Reader “search” functionality [CTRL+F]. In Microsoft Word Click **File > Save As** and choose where you want the file to be saved. In the **Save As** dialog box, choose **PDF** in the Save as type list. Click **Options**, make sure the **Document structure tags for accessibility** check box is selected, and then click **OK**.

## ATTACHMENTS

Please provide a link to the local board's website showing the attachments described below or upload attachments in a searchable PDF file with the local plan:

- A. Executed Memoranda of Understanding for all one-stop partners (Section III(b)(2) and Section IV(a)(1)(d) of the State of Florida WIOA Unified Plan);
- B. Executed Infrastructure Funding Agreements with all applicable WIOA required partners (Section III(b)(2) and Section IV(a)(1)(d) of the State of Florida WIOA Unified Plan);
- C. Executed Interlocal Agreements (in cases where there is more than one unit of general local government);
- D. Agreements describing how any single entity selected to operate in more than one of the following roles: local fiscal agent, local board staff, one-stop operator or direct provider of career services or training services entity will carry out its multiple responsibilities, including how it develops appropriate firewalls to guard against conflicts of interest. Also attach copies of any procedures on how roles are delineated to verify the firewalls are effective.
- E. The current board member roster, meeting minutes for the local plan agenda item, discussions about the plan, and the board's vote on the local plan;
- F. Any comments submitted during the public comment period that represent disagreement with the local plan (Public Law 113-128, Section 108(d).
- G. If the local area includes more than one unit of general local government in accordance with WIOA sec. 107(c)(1)(B), attach the executed agreement that defines how parties carry out roles and responsibilities of the chief elected official;
- H. A copy of the agreement executed between the chief elected official(s) and the Local Workforce Development Board;
- I. A copy of the current by-laws established by the chief elected official to address criteria contained in §679.310(g) of the WIOA regulations;

**NOTE: THERE IS NO REQUIREMENT TO SUBMIT HARD COPIES OF LOCAL PLANS OR ATTACHMENTS.**

If you have any questions, please contact CareerSource Florida at:  
[FloridaWIOA@careersourceflorida.com](mailto:FloridaWIOA@careersourceflorida.com)

Once plans are received, the plan's official review by CareerSource Florida and the Department of Economic Opportunity (DEO) begins. All plans are reviewed for completeness and adherence to plan formatting requirements.

If there are questions or concerns local boards are notified. **The content of plans is reviewed by both DEO and CareerSource Florida staff with recommendations provided to the CareerSource Florida Board of Directors at its meeting scheduled for June 4, 2020.**



A recommendation for approval is made unless the staff review indicates: (1) there are deficiencies in local workforce investment activities that are not addressed, or (2) the plan is inconsistent with WIOA and its regulations, including required public comment provisions. It is recognized that this updated plan will include strategies and activities that are fully completed, as well as some that are still being developed and implemented.

**FLORIDA'S VISION FOR IMPLEMENTING THE WORKFORCE INNOVATION AND OPPORTUNITY ACT**

The implementation of WIOA ensures Florida has a business-led, market-responsive, results-oriented, and integrated workforce development system. The system fosters customer service excellence, ensures continuous improvement, and demonstrates value by enhancing employment opportunities for all individuals, including those with disabilities. This focused and deliberate collaboration among education, workforce, and economic development networks increases economic prosperity by maximizing the competitiveness of Florida businesses and the productivity of Florida's workforce.

Florida's strategic vision for WIOA implementation is realized by accomplishing these three goals:

- Enhance alignment and market responsiveness of workforce, education and economic development systems through improved service integration that provides businesses with skilled, productive, and competitive talent and Floridians with employment, education, training and support services that reduce welfare dependence and increase opportunities for self-sufficiency, high-skill and high-wage careers and lifelong learning.
- Promote accountable, transparent and data-driven workforce investment through performance measures, monitoring and evaluation that informs strategies, drives operational excellence, leads to the identification and replication of best practices and empowers an effective and efficient workforce delivery system.
- Improve career exploration, educational attainment and skills training for in-demand industries and occupations for Florida youth that lead to enhanced employment, career development, credentialing and post-secondary education opportunities.

**ORGANIZATIONAL STRUCTURE**

**(1) Chief Elected Official(s)**

A. Identify the chief elected official(s) by name, title, mailing address, phone number and email address.

**Name/Title:** Chuck Lockey, Chair  
**Company:** Jackson County Board of County Commissioners  
**Mailing Address:** 4374 River Forrest Road  
Marianna, FL 32446  
**Phone:** (850) 573-0997  
**Email:** [clockey@jacksoncountycommission.com](mailto:clockey@jacksoncountycommission.com)

- B. If the local area includes more than one unit of general local government in accordance with WIOA sec. 107(c)(1)(B), attach the executed agreement that defines how parties carry out roles and responsibilities of the chief elected official.

**See Interlocal Agreement – Attachment A**

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

**See Interlocal Agreement – Attachment A**

- D. Attach a copy of the current by-laws established by the chief elected official to address criteria contained in §679.310(g) of the WIOA regulations. At a minimum the by-laws must include: **See By-Laws – Attachment B**

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

**As specified in our By-Laws the local board chair is nominated by a nominating committee and elected by a majority vote of the Board of Directors of CSC.**

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

**The initial appointment of members to the board was for staggered terms of one to three years. Vacancies occurring are filled according to the initial county distribution and for the length of time remaining in the unexpired term.**

- iii. The process to notify the chief elected official of a board member vacancy ensuring a prompt nominee;

**Per our agreement with the five-county consortium, upon receiving a resignation notice from a private sector board member, board staff notifies the local chamber of commerce of the county where the vacancy occurs requesting nominations be made to the respective board of county commission. Upon receiving notice of an at-large member's resignation, board staff notifies the respective organization for a replacement and upon receiving nominations presents them to the Consortium for their consideration. For at-large vacancies in addition to notification of the respective organization, CSC reaches out to the public through various means and directly to organizations qualified to nominate a vacancy replacement for nominations.**

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

**CareerSource Chipola board members may assign a designee to attend a meeting in their place, but that designee does not have voting privileges. The Board of Directors reviewed this item during the January 9, 2020 meeting of the Board of Directors and voted to maintain the current policy.**

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

CareerSource Chipola has provisions for holding meetings by telecommunications or other electronic means that allow for vocal participation in the meeting. Members attending by such methods shall be deemed present for the purpose of a quorum, have full voting privileges, and the public is allowed access to the meeting by attendance in person at an announced location. The Board of Directors believes that for the purposes of full and meaningful debate and discussion on items subject to final approval of the Board of Directors attendance in person is important. The Board has elected, by policy, to open committee meetings as necessary for meetings by electronic means but continues to require members to attend regular meetings of the Board of Directors in person except in special circumstances approved by the Board Chair or called for by the members. Until recently, CareerSource Chipola has not been able to access sufficient internet bandwidth to allow video conferences with adequate quality to conduct meetings. CareerSource Chipola is currently working with vendors to secure equipment for video conference participation that would be more robust than voice only participation.

The Board of Directors reviewed this item during the January 9, 2020 meeting of the Board of Directors and voted to maintain the current policy requiring attendance in person at regular board meetings and allowing electronic attendance at board meetings under special circumstances or for committee meetings at the direction of the committee chair.

- vi. The process to ensure board members actively participate in convening the workforce development system's stakeholders, brokering relationships with a diverse range of employers, and leveraging support for workforce development activities; and,

**CareerSource Chipola board members are responsible for making policy decisions and providing direction to staff. They serve as an intermediary to assist in stimulating and providing for the involvement of the business community, including small business, minority business enterprises, labor and community-based organizations, and in employment and training activities including all such other purposes described in WIOA Law. They actively work to increase private sector employment opportunities for the residents of the five counties we serve. This is accomplished both by board staff keeping them informed and up-to-date on changes to workforce law, performance objectives and activities occurring in the workforce development area and through efforts of board members to remain involved and informed about the region for which they are chosen to serve.**

In addition, the Board of Directors requires staff to submit an attendance record once per year to the body responsible for appointment of each member. This requirement was established by the Board of Directors to make sure each appointing entity was informed of participation by their member(s) as well as to allow the appointing entity an opportunity to replace members the appointing entity deems as unable or unwilling to

**fulfill their commitment to the appointing organization as a representative to the CSC Board.**

- vii. Any other conditions governing appointments or membership on the local board.

**None. All appointments will be in accordance with Section 107 of the WIOA.**

- E. Describe how the chief elected official is involved in the development, review and approval of the local plan.

**The Chipola Regional Workforce Development Consortium is made up of one member, either the Chair or their designee, of each of the five county commissions in our Region. They elected one member to serve as Chair of the Consortium and Chief Elected Official for the purposes of the Consortium that signs off on all vital documents. The staff meets with the Consortium on an as needed or as requested basis to obtain their input on issues and to keep them updated on changes that are taking place within the organization and to keep them as a vital partner in the planning and development of the plan or plan modifications. The CSC Executive Director met with members of the Consortium to discuss the plan modification and obtain input from them. They were mailed a copy and answers to any questions or concerns they may have prior to release for public comment. Following approval, the Consortium Chair signed off on the plan modification prior to submission to CareerSource Florida.**

**In addition, by policy of the Board of Directors once a year each of the five counties represented by CareerSource Chipola as well as the Consortium members directly receive a report on attendance of the members they have appointed. County appointed members' attendance is reported to the county of appointment and at-large members are reported to the Consortium. In the past this information has been used by these entities to remove members from the Board that are unable or unwilling to participate in order to appoint members that will be more involved.**

## **(2) Local Workforce Development Board (LWDB)**

- A. Identify the chairperson of the Local Workforce Development Board by name, title, mailing address, phone number and email address. Identify the business that the chair represents.

**Name: Arthur Obar  
Company: Obar's Insurance Agency  
Mailing Address: Post Office Box 594  
Graceville, FL 32440  
Phone: (850) 263-4483  
E-mail: obar\_ins@bellsouth.net**

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

**Name: Janice Sumner  
Company: United Country Realty**

**Mailing Address:** 18634 NE Old Blue Creek Rd  
Hosford, FL 32334  
**Phone:** (850) 674-4491  
**E-mail:** united@gtcom.net

- C. Describe how the LWDB was involved in the development, review, and approval of the local plan.

**The members of the CSC board are well informed on the programs and are directly involved in policy making for all programs. Meetings have been held with management staff, career center staff, and the Board of Directors to discuss the issues and members were provided with a link to the plan modification for final review and comment prior to submission to CareerSource Florida. The workforce services draft plan was reviewed, discussed and approved at the March 12, 2020 meeting of CareerSource Chipola with the Board Chair signing off on the plan modification prior to submission to CareerSource Florida.**

**(3) Local Grant Subrecipient** (local fiscal agent or administrative entity)

- A. Identify the entity selected to receive and disburse grant funds (local fiscal agent) if other than the chief elected official. WIOA section 107(d)(12)(B)(1)(iii); 20 CFR 679.420

**The Chipola Regional Workforce Development Board, Inc., dba CareerSource Chipola is the administrative entity/grant recipient for the region. See Interlocal Agreement – Attachment A**

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

**The Chipola Regional Workforce Development Board, Inc., dba CareerSource Chipola is the administrative entity/grant recipient for the region. (Refer to Attachment A – Interlocal Agreement) Board members selected and hired the Executive Director who in turn hires staff.**

- C. Identify if a single entity is selected to operate in more than one of the following roles: local fiscal agent, local board staff, one-stop operator or direct provider of career services or training services, and describe how the entity will carry out its multiple responsibilities, including how it develops appropriate firewalls to guard against conflicts of interest as described in CareerSource Florida strategic policy [2012.05.24.A.2 – State and Local Workforce Development Board Contracting Conflict of Interest Policy](#).

**The Chipola Regional Workforce Development Board, Inc., dba CareerSource Chipola has operated as the fiscal agent and administrative entity since 1996 as approved in the Interlocal Agreement - Attachment A. Our annual budget is submitted and reviewed with the Chipola Regional Workforce Development Consortium and the Board of Directors. Our financial audit is performed by an independent accounting firm and is reviewed with both the Finance/Audit Committee and the full board. Additionally, all monitoring reports are presented and reviewed with the full Board of Directors.**

**CareerSource Chipola, in addition to being the fiscal agent/administrative entity, has been the designated one stop operator since June 2012. As the direct**

service provider, the region has been able to eliminate multiple layers of program management, consolidate job duties within the centers, provide a more seamless delivery of services for both the employer and job seeker, and allowed more flexibility to shift staff and resources as necessary, all while providing a significant cost savings for the region. CSC's Director of Programs & Centers manages one stop operations and works directly with all center staff on a daily basis, while also providing direct supervision and oversight of case management staff. The Director of Programs & Centers reports directly to CSC's Executive Director. We have made no changes to the current firewall between the board as an oversight entity and as a direct service provider. We strongly believe a review of the monitoring provided by DEO will show that our current system is effective. We clearly understand the dual roles we currently operate under and the necessity of keeping a firewall between those roles. While we anticipate no change, we will continue to evaluate our current system and pledge to make changes to address any significant weaknesses discovered and/or to make any changes deemed necessary by CareerSource Florida, the Department of Economic Opportunity or our local government consortium.

In July 2017, we contracted with Linda Sumblin, Workforce Consultant, to serve as our One-Stop Operator. This role does not impact or change the already established day-to-day operations but serves as a non-staff extension providing input for our services and community partnerships. See Attachment C.

All reports from the One-Stop Operator are shared in the entirety with the CSC Board of Directors.

#### **(4) One-Stop System**

- A. Describe the local one-stop system (including the number, type and location of the comprehensive center(s)<sup>2</sup>, and other service delivery points).

**CareerSource Chipola currently operates three career centers with one being a comprehensive center and two satellite offices. The comprehensive center, the largest in the region, is located in Marianna and primarily serves residents of Jackson County; the first satellite office is located in Chipley and primarily serves residents of Holmes and Washington Counties; and the second satellite office is located in Blountstown and serves the residents of Calhoun and Liberty Counties. The Chipley and Blountstown offices have electronic linkages and provide for veteran, employment and other on-site services.**

**CSC also operates a Career Placement Center on the campus of Chipola College. This center is designed to allow students to explore career options, apply for**

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<sup>2</sup>A comprehensive center is one in which all core and required partner services are available either physically at the location or by direct linkage through technology to a program staff member who can provide meaningful information or services. See Training and Employment Guidance Letter No. 16-16 ([TEGL 16-16](#)) and Training and Employment Guidance Letter No. 16-16, Change 1 ([TEGL 16-16, Change 1](#)). Additionally, Memorandums of Understanding (MOU) and Infrastructure Funding Agreements (IFA) must be executed for all partners connected to the comprehensive centers.

employment as well as access training services without having to make additional trips to a different career center. The Career Placement Center Manager also serves as a Chipola College instructor, teaching a Career and Life Planning course to provide avenues for students to learn more about careers and employment in the classroom. The CPC Manager also presents labor market information and career exploration opportunities to students in other classes as requested by instructors.

To the extent possible each of these locations is centrally located to population centers, governmental buildings and shopping centers making them convenient locations for most customers. Customers may choose any of the three centers for services to access core and intensive services as specified in the regulations. Centers are connected by a wide area network that spans the three locations providing e-mail, internet access, state mainframe access, case management, data sharing and print sharing.

Soon to be completed improvements to the local IT system will allow success coaches and other staff to interact with clients both visually and verbally through remote access. This will lessen expenses associated with travel by staff, but more importantly will give clients, especially those with limited funds, a less expensive way to interact with staff while still maintaining a high level of personal connection.

- B. Identify the days and times when service delivery offices are open to customers. Customers must have access to programs, services and activities during regular business days at a comprehensive one-stop center.

**Each of the three career centers are open Monday – Thursday, 8:00 am – 5:00 pm and Friday, 8:00 am – 12 noon. The Career Placement Center operates Monday – Thursday, 7:30 am – 5:00 pm and Friday, 8:00 am – 12 noon. These hours are posted at the entrance to each career center in the LWDB. Extended hours are available based on location and customer need. In addition, extended hours are available through electronic means allowing customers to access many of our services regardless of the time of day by using the Internet.**

- C. Identify the entity or entities selected to operate the local one-stop center(s).  
**The LWDB initially received permission from the State to temporarily operate all three career centers in June 2012. Since that time our permission to continue direct operate all three career centers has been approved by CareerSource Florida. Prior to the end of the current renewal period the Board of Directors will determine if they desire to continue the current model or make changes. If the Board of Directors determines it is in the best interest of the citizens and employers in the region to continue the current model an application will again be made to CareerSource Florida for approval.**

**If the Board of Directors determine, at any time, the current model should change made appropriate steps will be taken to implement the required changes.**

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

**CareerSource Chipola is the only direct provider of services in the workforce development area; there are no other entities providing services within the area.**

All career services are provided by leased employees through Landrum Professional Services. Local center staff work alongside DEO staff to provide career services in all three centers.

- E. Identify and describe what career services are provided by the selected one-stop operator and what career services, if any, are contracted out to service providers. **CareerSource Chipola is the sole operator of the three centers in the region. Local staff manage and provide a complete array of services to job seekers and employers including a single point of entry, unassisted core services, assisted core services, intensive services, and referrals to training providers. Staff have the expertise to design, administer and deliver all workforce development activities and have demonstrated the ability to adapt and conform to changes in policy, practices and priorities to meet local community and customer-based needs.**
- F. Pursuant to the [CareerSource Florida Administrative Policy 093 - One-Stop Career Center Certification Requirements](#), provide the required attestation that at least one comprehensive one-stop center in the local area meet the certification requirements. **The Marianna career center is a comprehensive one-stop center that meets the requirements of CareerSource Florida's Policy No. 93, Issued February 2, 2017, on One Stop Career Center Certification Requirements.**

**CareerSource Chipola consistently meets and exceeds performance measures, Employer Penetration Rates and Level 1 services provided to our business community. These performance indicators substantiate our organization as an effective organization in the services we deliver.**

**The performance of CareerSource Chipola in the Performance Based Measures program implemented by CareerSource Florida are further indications of the high level of service and accountability by CSC.**

**All centers are reviewed annually for physical and programmatic accessibility by our EO officer. All centers are equipped with wheelchair accessible computer desks and monitors designed for use by the visually impaired. Information is posted on our website and all outreach materials noting the availability of auxiliary aids and services.**

**All staff meet the Tier I certification requirements. In addition, staff is provided the opportunity to attend statewide training including the Florida Workforce Summit, as funding permits.**

**Our centers close once per quarter for a half day so that cross-training and other staff training can be conducted. This supports continuous improvement within our centers.**

## ANALYSIS OF NEED AND AVAILABLE RESOURCES

- (1) Please provide an analysis (or existing analysis pursuant to WIOA section 108(c)) of the regional economic conditions, which must include:



- A. Information on existing and emerging in-demand industry sectors and occupations;  
and

**Due to the impacts of Hurricane Michael we have seen some shifts for employment demands that are yet to be reflected in the most recently available data. We have identified the following either emerging or in-demand in our post Hurricane Michael recovery period:**

- **Construction**
- **Health Care and Assistance**
- **Manufacturing**
- **Transportation and Warehousing**
- **Public Administration**

**Data from DEO shows six of the ten fastest growing occupations in the region are in the health care field. The destruction from Hurricane Michael has caused significant local pressure to increase workers available in the construction industry to aid in the recovery efforts. Our high number of governmental employers as a percentage of our overall employment numbers impacts the need for public administration. Manufacturing as well as Transportation and Warehousing are both targets of the local and regional economic development organizations which are putting significant resources toward efforts to grow those industries.**

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

**CareerSource Chipola's five rural counties continue to face significant barriers that impact existing and emerging in-demand industry sectors and occupations in much the same way. An initial barrier still faced by all industries in the region is the increased age of the population and the decline in number of existing workers.**

**In cooperation with the regional rural economic development organization Opportunity Florida a study was performed by Vision First Advisors to examine all the regional rural counties to determine their current status in terms of economic health.**

**This study covered all five counties in the CareerSource Chipola region as well as Gadsden, Wakulla, Franklin, Gulf Counties and the rural portion of Walton County. The additional counties are part of the Opportunity Florida Rural Area of Opportunity as designated by Governor Rick Scott. These counties have agreed to cooperate for economic growth under the Opportunity Florida banner and thus we wanted to make sure our study was useful across that entire region and could be used by entities across our portion of Florida.**

**Results of the study was shared across the region and with various workforce, education, and business organizations. Among other things, the study found the rural economy had not recovered from the recession in the same way the rest of the state has prospered. It recommended concentration on manufacturing, logistics, and value-added employers to improve the health of the region. The study also called upon continued close connections between**

workforce, education, the private sector, and economic development organizations.

As you can see in the chart at the end of this section, the region does not have a significant number of growing industry sectors. Our regional and local economic development organizations have targeted manufacturing, logistics, and distribution industries as areas targeted for growth and expansion moving forward. These groups are putting significant resources towards this push.

We are experiencing some growth in manufacturing and we have worked with local education providers to increase training opportunities available within the region for the manufacturing sector. We are also experiencing increased interest in the logistics and distribution fields of employment. We've also realized that these fields are extremely dependent upon individuals able to drive vehicles requiring commercial driver's licenses that sometimes include special designations for areas such as the transportation of hazardous materials.

CareerSource Chipola has used data from the supply/demand website provided by DEO to study the needs of our growth sectors as well as overall labor needs for the region. In addition, we have met directly with employers and local training providers to identify gaps between available labor and industry needs with an emphasis on working together to fill the identified gaps. We also examine data supplied by Jobs EQ.

CareerSource Chipola has also worked with local employers to identify training needed to help the existing workforce adjust to changes in technology or standards.

We also utilize information from the Florida Department of Economic Opportunity, Bureau of Labor Statistics to help us understand changes projected. For example, if you look at the top growth areas by percentage in our region you find that four of the top five areas expected to grow between 2019 and 2027 are health related and reflective of the aging population found in our region. This is to be expected since the fastest growing age group in our region is between ages sixty and sixty-nine. The following chart gives the occupation and percentage of growth expected from 2019 through 2027.

<b>Occupation</b>	<b>Growth Percentage</b>
Nurse Practitioners	15.0%
Heating, Air Conditioning, and Refrigeration Mechanics and Installers	13.8%
Home Health Aides	13.1%
Dentists, General	12.2%
Dental Assistants	12.0%

We also understand percentages can be misleading, so we also examine actual job number projections. When you examine the projected number of jobs by growth in our region you find that Food preparation positions, construction and extraction occupations as well as healthcare practitioners.

**The five areas projected to have the actual largest number of jobs in the region are in Office and Administrative Support, Sales and Related Occupations, Education, Training, and Library Occupations, Protective Service, and Food Preparation. Transportation, Construction, Healthcare, Personal Care and Service, and Production occupations round out the top ten.**

**Our work in the region with both the training and business communities aligns with those occupations having the highest projected demand in the region except for Library Occupations.**

- (2) Please provide an analysis of the knowledge and skills needed to meet the employment needs of the employers in the local area, including employment needs in in-demand industry sectors and occupations (WIOA §108(b)(1)(B)).**

**Multiple meetings with manufacturers, local and multi-county economic development organizations in the region have indicated a strong need for individuals with skills that can best be described as those needed by millwrights. Training in areas such as welding, pneumatics, low voltage systems, programmable logic controls, gearing, hydraulics and other mechanic skills are in demand by manufacturers in the region.**

**In addition, we consider needs in adjacent regions. A major ship manufacturer in Panama City has been awarded a contract to produce cutters for the Coast Guard. This contract, in addition to their normal ship building operations, requires a significant number of workers with skills also relatable to those needed for millwrights. This serves to support the decision by CSC to target manufacturing.**

**Being a small workforce area, we have the advantage of getting to know our employers on a one to one basis. Instead of formal surveys or statistical reports we generally make direct contact with employers to determine skill needs. We understand the significant need for correctional officers in the region and the training they must undergo in order to perform successfully on the job. Our logistics employers have increased need for individuals that can operate equipment, such as forklifts, that now have a high-tech addition, such as computers that automatically scan and record loads and direct delivery to specified locations.**

**In the health care arena, we are in direct contact with local hospitals, rehabilitation facilities, assisted living facilities and other medical concerns. These facilities have indicated a need for trained health care professionals; however, in addition to traditional healthcare training, they have indicated a continued need for greater training related to record keeping so that the medical facilities can comply with state and federal regulations as well as maximize reimbursements for actions at the facility.**

**As a result of Hurricane Michael we have seen a significant change in our existing workforce. We will continue to work with our local partners in efforts to determine how the impact of the disaster is truly impacting the region. It is still too early to tell the full effect; however, through direct contact with local employers we do know the change is having a substantial impact on employers in the region as well as employment opportunities.**

**One example of this is the position of Certified Nursing Assistant. Prior to the hurricane the region was hesitant to train CNAs due to the low starting wages and high turnover rate. In the aftermath of the disaster we've seen advertised starting wages for CNAs**

increase by \$5,000 to \$7,000 per year. For some employers this represents an increase of as much as 35%. When contacting employers, the major reason for the increase is the lack of qualified candidates.

Another change expected is an increased demand for the building trades. The region experienced significant losses in available housing due to the destruction of Hurricane Michael. We are continuing to watch this section of our economy, but current indications are that we will experience increased demand for building trades skills such as carpenters, electricians, masonry, concrete workers, and plumbers.

- (3) Please provide an analysis of the workforce in the local area, including current labor force employment (and unemployment) data, information on labor market trends, and the educational and skill levels of the workforce in the local area, including individuals with barriers to employment (WIOA §108(b)(1)(C)).

Prior to Hurricane Michael the five counties served by CareerSource Chipola had just experienced consecutive months in the growth of the labor force and employment for the first time since the recession. As a state Florida had recovered years prior.

The next chart shows the labor force, employment and unemployment data for the five counties served by CareerSource Chipola from 2015 until 2018. (Note: At the time of writing this document the 2019 yearly average numbers had not been released by DEO.)

Comparing 2018 to 2015		
	Region	State
Labor Force	2.5%	6.5%
Employment	4.8%	8.7%
Unemployment	-2.1%	-1.9%

As the chart above demonstrates the five counties served by CSC has started to see growth in both Labor Force and Employment; however, this amount lags the growth in the state as a whole. For Florida the number of employed individuals in 2018 exceeds the state’s labor force in 2015. The same cannot be said for the counties served by CareerSource Chipola.

The area faces significant challenges regarding the workforce and the ability of both employers and workers to find opportunities that meet the need of both sides of the employment equation. The rural nature of our region and the lack of public transportation means that barriers to employment in this area continues to extend beyond the more traditional barriers found in more urban areas.

Workers in our area without sufficient personal transportation have very few options and find themselves limited to employment within a very short distance or limited to the same employment opportunities as their friends and neighbors that they must rely upon for transportation.

Education level information from the Florida Department of Economic Opportunities Bureau of Workforce Statistics and Economic Research Education shows the labor

force in the CSC area has 58.8% of the regional workforce has an education level of high school diploma or below while 12% of the labor force has a bachelor's degree or above. These education levels reflect the strong agriculture/silviculture history of the region for which higher education levels were not needed for much of the available employment.

The area does work with vocational rehabilitation for referrals as appropriate. Again, the limited employment options along with limited transportation options tend to compound the impact on individuals with other barriers to employment.

The challenges we face are significant, but we are aware of the issues and are working hard with our partners to address them.

- (4) Please provide an analysis of the workforce development activities (including education and training) in the local area, including an analysis of the strengths and weaknesses of such services and the capacity to provide such services, to address the identified education and skill needs of the workforce and employment needs of employers in the local area (WIOA §108(b)(1)(D) and WIOA §108(b)(7)).

**CareerSource Chipola currently operates three (3) career centers with one (1) being a comprehensive center and two being satellite offices. The largest center in the region, the comprehensive center, is located in Marianna and primarily serves residents of Jackson County; the first satellite office is located in Chipley and primarily serves residents of Holmes and Washington Counties; and the second satellite office is located in Blountstown and serves the residents of Calhoun and Liberty Countries.**

To the extent possible each of these locations is centrally located to population centers, governmental buildings and shopping centers making them convenient locations for most customers. Centers are connected by a wide area network that spans the three locations providing e-mail, Internet access, state systems access, case management, and data/print sharing. The ATLAS electronic filing system provides access to case file and customer activity information through the Internet. This electronic system allows staff(s) at any location to engage customers and provide services. Both virtual and center-based service delivery for job seekers, workers, and employers support the talent needs of the regional economy.

Customers may choose any of the three centers for services to access Wagner-Peyser, WIOA (Adult, Dislocated Worker and Youth) services as specified in WIOA regulations, TANF, SNAP, DVOP/LVER, RESEA and Ticket to Work. The Early Learning Coalition is located in the same office complex as the Marianna career center, providing subsidized childcare and daycare facilities training and certification. The regional Senior Community Service Employed Program (SCSEP) is co-located in our Marianna career center, providing employment opportunities for older individuals. Vocational Rehabilitation is electronically linked to the centers and a referral system is in place to ensure customers receive vocational rehabilitation assessments and services. Chemical Addiction and Recovery Effort (CARE) is available for referrals for drug screenings, testing and rehabilitation. CSC has strong partnerships with the two regional public institutions, Chipola College and Florida Panhandle Technical College, as well as the Adult Education centers located in each county. WIOA staff have offices

and provide services on the campuses of Chipola College and the Chipley career center is located on the campus of Florida Panhandle Technical College.

There is also a Career Placement Center staffed by CSC at Chipola College to provide access to employment and training services. Staff from the Career Placement Center also teach a required career exploration class at Chipola College.

Hurricane Michael caused many changes in the work of non-profits and faith-based organizations that were previously involved in employment or education related support. These organizations have moved to support of the hurricane recovery efforts. CareerSource Chipola is represented within multiple long-term recovery organizations that are serving to coordinate recovery efforts directed towards individuals with unmet needs. In some cases, this need includes additional training to increase employment prospects or wage levels in order to help provide financial resources an individual or family need for recovery.

Opportunities are available for individuals at all skill levels and levels of experience, including those with disabilities, through labor market, job-driving information, customer choice related to education and training, careers and service delivery options and both skill-development and job placement services. Education and training services include occupational skills training, paid and unpaid work experience, on-the-job training, and employed worker programs.

One of the LWDA's strengths is the centers' local presence and linkages to numerous resources in a rural community. Quality customer service most often means personal service. Meeting face-to-face with DCF is often needed but rarely available for WT and SNAP customers. Reemployment customers often need computer assistance or have questions concerning their claims and are unable to reach the state due to long waiting times on the state phone line. Job seekers frequently request assistance, especially if they are new to the electronic process to seek for employment. Pre-employment workshops and employability skills benefit job seekers at various skill levels.

Strong partnerships with training providers are a result of the LWDA's historical emphasis on providing opportunities to customers for in-demand and high wage training in the local area. Educational providers (Chipola College and Florida Panhandle Technical College) expand existing programs and create new programs in collaboration with the local board and economic development associations. School districts coordinate career academies and adult education programs with the board to ensure access to career paths and future employment. The LWDA utilizes CareerSource Florida/DEO staff and information resources in joint meetings with training providers to acquire the most up-to-date information concerning labor projections, associated trainings, and grant information. Training providers are cognizant of industry needs and LWDA members and management staff serve on business advisory boards to ensure training meets the current and future needs of business. Likewise, education providers participate in LWDA meetings, serve on committees and support workforce events.

One of the weaknesses in our rural area is the lack of large businesses and businesses that pay higher wages. The majority of businesses have less than five employees and many are operated by families. The lack of large business results in the lack of some opportunities, such as apprenticeships and large numbers of OJT contracts. The

LWDA strives to improve these areas by diligently working with economic development partners.

While the size of our employers is generally a weakness for the area, it can also be a strength in that we are able to have a much closer relationship with our employers than you typically find in a more urban area. Relationships are able to be built over longer periods of time due to the lack of turnover in management in a significant portion of our employer base.

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

**LWDB 3 will be utilizing the three required types of career services: basic career services, individualized career services, and follow-up services. These services can be provided in any order; there is no sequence requirement for these services. Career services under this approach provide local areas and service providers with flexibility to target services to the needs of the customer. Participants in LWDB 3 will receive career and training services as appropriate to their assessed needs. LWDB 3 training activities include:**

- **Comprehensive and specialized assessments of skill levels and service needs, interviewing and evaluation to identify barriers, and appropriate employment goals;**
- **Development of an individual employment plan/Individual Service Strategy (ISS) to achieve employment goals by identifying appropriate objectives and appropriate services and information about eligible training providers and career paths;**
- **Individual career and on-going counseling/case management provided prior to enrollment and throughout the training experience by a WIOA Success Coach;**
- **Employability, employment preparation and job retention workshops to prepare and retain individuals in unsubsidized employment include Interviewing Techniques, Microsoft PowerPoint, Learn to Type, Creating an Effective Resume, Using Employ Florida, What Employers are Looking For, Using Local Labor Market Information, Using Social Media in Your Job Search, Mock Interviewing and Effective Networking Skills.**
- **Paid and unpaid work experience that are linked to careers;**
- **Occupational skills training, including training for nontraditional employment;**
- **On-the-job training;**
- **Skills upgrading and retraining;**
- **Adult education and literacy activities;**
- **Supportive services whenever necessary in order to enable an eligible participant to participate in WIOA activities and the participant is unable to obtain supportive services through other programs providing such service. Supports may include transportation, tuition, books and training supplies, employment uniforms & tools required but not purchased by the employer; and**
- **Follow-up Services for participants who are placed in unsubsidized employment, for up to 12 months after the first day of employment.**

An on-going assessment of adult and dislocated worker employment and training programs are conducted by means of local monitoring and training vendor/provider outcome evaluations. Local performance accountability measures will determine the

value and contribution of each vendor/provider towards the specific measures including placement, credential, wages, and retention. Additional training programs are currently being evaluated through the state's new Eligible Training Provider Policy approval process. Participant and staff surveys/comments provide valuable input concerning gaps in the provision of training services and resolution is readily implemented. Examples include issues with vendors of uniforms/supplies or requests for additional required materials to ensure participant success.

- (6) Please provide a description and assessment of the type and availability of youth workforce investment activities in the local area, including activities for youth who are individuals with disabilities. The description and assessment must include an identification of successful models of such youth workforce investment activities (WIOA §108(b)(9)).

**CareerSource Chipola's goal is to prepare youth and young adults ages 16-24 for successful careers through continued education and work-based learning in targeted industries. WIOA is designed to serve eligible young adults through high-intensity case management support to help this population achieve educational goals through career guidance and exploration, year-round work experience, and skills training in demand occupations and to provide support services to help ensure success and positive outcomes.**

Based on WIOA's updated focus to increase the number of out-of-school youth enrollments, increase expenditures for work-based learning and development of career pathways, CareerSource Chipola has worked diligently to serve out-of-school youth with significant resources put into outreach. CSC has also met with school districts, educators, faith-based, and non-profits in attempts to serve more out-of-school youth. These efforts have not been as successful as desired by the Board of Directors which required us to do an in-depth look at our efforts. The Board of Directors determined more focus needed to be placed on in-school youth while not denying services to out-of-school youth qualified for services.

CareerSource Chipola recently received funds targeted at in-school youth and is in the process, through the Board's Youth Committee of developing an implementation plan for those funds. Once the Board determines the final direction of these funds, programs will be implemented targeting in-school youth. This will include in-school youth with disabilities.

CareerSource Chipola has a working relationship with the Department of Juvenile Justice (DJJ) to ensure juvenile offenders, under the supervision of DJJ, have information about and access to services provided by the workforce system. One of the new partnerships recently established is with the local Guardian Ad Litem Program. Through this partnership, youth will have an added layer of support to help enforce connections to educational and employment opportunities.

Our Board of Directors includes a representative from the Jackson ARC as an at-large member appointed by our five-county consortium. Jackson ARC works directly with differently abled individuals including youth. The consortium felt it important to have such a representative on the Board to ensure inclusion of this population as services are developed and implemented.

WIOA Section 129(c)(2) requires 14 program elements. In order to support the attainment of a GED, entry into postsecondary education, and career readiness for



participants, the programs shall provide these 14 elements or referrals. LWDB 3 ensures that these 14 activities are available for eligible youth as part of a menu of services based on their objective assessment and Individual Service Strategy (ISS). Based on the need for a skilled labor force with adequate credentials the following activities will be provided for LWDB 3 youth:

1. **Tutoring, study skills training, instruction and dropout prevention strategies** that lead to completion of a high school diploma includes services such as providing academic support, helping a youth identify areas of academic concern, assisting with overcoming learning obstacles, or providing tools and resources to develop learning strategies. Dropout prevention strategies intended to lead to a high school diploma include activities that keep a young person in-school and engaged in a formal learning and/or training setting.
2. **Alternative secondary school services** assist youth who have struggled in traditional secondary education. Dropout recovery services are those that assist youth who have dropped out of school. Both types of services help youth to re-engage in education that leads to the completion of a recognized high school equivalent. Examples of activities under this program element include:
  - Basic education skills training
  - Individualized academic instruction
  - English as a Second Language training
  - Credit recovery
  - Counseling and educational plan development
3. **Paid and unpaid work experience** is a planned, structured learning experience that takes place in a workplace and provides youth with opportunities for career exploration and skill development. A work experience may take place in the private for-profit sector, the non-profit sector, or the public sector. Work experience for you: summer employment and other employment opportunities available throughout the school year, pre-apprenticeship programs, internships and job shadowing, and on-the-job training.
4. **Occupation skills training** is an organized program of study that provides specific vocational skills that lead to proficiency in performing actual tasks and technical functions required by certain occupational fields at entry, intermediate, or advanced levels. Occupational skills training:
  - is outcome-oriented and focused on an occupational goal specified in the individual service strategy for the youth;
  - is of sufficient duration to impart the skills needed to meet the occupational goal; and
  - leads to the attainment of a recognized postsecondary credential
5. **Education offered concurrently with workforce preparation** and training for a specific occupation element reflects an integrated education and training model and describes how workforce preparation activities, basic academic skills, and hands-on occupational skills training are to be taught within the same time frame and connected to training in a specific occupation, occupational cluster, or career pathway. This element is also referred to as Integrated Education or Contextualized Instruction.

6. **Leadership development opportunities** encourage responsibility, confidence, employability, self-determination, and other positive social behaviors. Leadership development includes:
  - Exposure to postsecondary education possibilities
  - Community and service-learning projects
  - Peer-centered activities, including peer mentoring and tutoring
  - Organizational and teamwork training, including team leadership training
  - Training in decision-making, including determining priorities and problem solving
  - Citizenship training, including life skills training such as parenting and work behavior training
  - Civic engagement activities which promote the quality of life in a community
  - Other leadership activities that place youth in a leadership role, such as serving on youth leadership committees
7. **Supportive services** enable an individual to participate in WIOA activities. These services enable an individual to participate in WIOA activities (such as, but not limited to, assistance with transportation, childcare, housing, health care, educational testing, and work-related tools).
8. **Adult mentoring** is a formal relationship between a youth participant and an adult mentor that includes structured activities where the mentor offers guidance, support, and encouragement to develop the competence and character of the mentee.
9. **Follow-up services** are critical services provided following a youth's exit from the program. The goal of follow-up services is to help ensure that youth are successful in employment and/or postsecondary education and training. Follow-up services may include regular contact with a youth participant's employer, including assistance in addressing work-related problems that arise.
10. **Comprehensive guidance and counseling** provides individualized counseling to participants. This program element also includes substance and alcohol abuse counseling, mental health counseling, and referral to partner programs.
11. **Financial literacy education** provides youth with the knowledge and skills that they need to achieve long-term financial stability. Financial literacy education encompasses information and activities on a range of topics, such as creating budgets; setting up checking and saving accounts; managing spending, credit, and debt; understanding credit reports and credit scores; and protecting against identity theft.
12. **Entrepreneurial skills training** provides the basics of starting and operating a small business. This training helps youth develop the skills associated with entrepreneurship, such as the ability to take initiative, creatively seek out and identify business opportunities, develop budgets and forecast resource needs, understand various options for acquiring capital and the trade-offs associated with each option, and communicate effectively and market oneself and one's ideas. Examples of approaches to teaching youth entrepreneurial skills include:

- Entrepreneurship education introducing to the values and basics of starting and running a business, such as developing a business plan and simulations of business start-up and operation
  - Enterprise development which provides supports and services that incubate and help youth develop their own businesses, such as helping youth access small loans or grants and providing more individualized attention to the development of viable business ideas
  - Experiential programs that provide the youth with experience in the day-to-day operation of a business
13. **Services that provide labor market and employment information** about in-demand industry sectors or occupations available in the local area and includes career awareness, career counseling, and career exploration services. Labor market information also identifies employment opportunities, and provides knowledge of job market expectations, including education and skill requirements and potential earnings. Numerous tools and applications are available that are user-friendly and can be used to provide labor market and career information to youth. These tools can be used to help youth make appropriate decisions about education and careers.
14. **Postsecondary preparation and transition activities** help youth prepare for and transition to postsecondary education and training. These services include helping youth explore postsecondary education options, including technical training schools, community colleges, 4-year colleges and universities, and Registered Apprenticeship programs. Examples of other postsecondary preparation and transition activities include:
- Assisting youth to prepare for SAT/ACT testing
  - Assisting with college admission applications
  - Searching and applying for scholarships and grants
  - Filling out the proper Financial Aid applications and adhering to changing guidelines
  - Connecting youth to postsecondary education programs

**A minimum of 75% of WIOA youth funds is required to be spent on OSY. LWDB 3 is targeting older OSY for the majority of their youth workforce funding. A minimal amount (less than 25%) will be directed at serving youth with disabilities through a partnership with Vocational Rehabilitation and other organizations serving youth with disabilities.**

**An on-going assessment of the LWDB youth program is conducted by means of local monitoring and outcome evaluations. Local performance accountability measures will determine the value and contribution of each program component towards the specific measures including credentials, employment, wages, and retention.**

**Successful models of workforce investment activities were found on the Workforce 3 One website. WorkReady Philadelphia outlined an Occupations Skills Training Model and Industry Pipeline Model that the LWDB can learn from the model and apply locally. Through classroom-based and/or field-based hands-on occupational skills training, professional development sessions, and internships, apprenticeships, participants**

gain occupational skills, attain an industry-recognized credential, and are ready for work. Participants completing training are placed in jobs in the industry by the youth-serving organization or its partners and/or enroll in postsecondary education. In addition to training and employment, the model provides support services for participants to focus on preparing for living wage, satisfying customers.

The Industry Pipeline Model provides two years of comprehensive, industry-specific training for 11<sup>th</sup> and 12<sup>th</sup> grade students. The model is designed to prepare participants to become successful employees in the high-wage/high-demand careers upon high school graduation and/or pursue postsecondary education. The model relies on a partnership between an employer or network of employers, a school or schools, and a youth-serving organization, as well as, ideally, an institute of higher education. The industry pipeline model is designed to connect youth to postsecondary programs, work-readiness training, and employment opportunities and to connect regional employers to a replenishing pool of talented employees. This component of the model could be applied to the in-school disabled youth who will be served through the Vocational Rehabilitation partnership.

## WORKFORCE DEVELOPMENT AREA VISION AND STRATEGIC GOALS

- (1) Describe the local board's strategic vision and goals for preparing an educated and skilled workforce (including youth and individuals with barriers to employment), including goals relating to primary indicators of performance described in WIOA section 116(b)(2)(A) to support regional economic growth and economic self-sufficiency (WIOA §108(b)(1)(E)).
- The main goal of LWDB 3 is to connect job seekers and employers in a manner that allows both to improve their current economic status while also improving their long-term economic position. This will be accomplished by working with our local and regional economic development partners as well as our education partners throughout the region.**

In addition to the goals stated below, it is important to note the rural nature of the region and the declining labor force along with the steady decline in the number of employed individuals in the region. This has led the CSC Board of Directors and staff to become more involved in efforts to stem the current tide of job loss and decreased employment in the region.

The LWDB 3 goals are simply stated but are solidly aligned with the WIOA Common Measures. These performance goals include:

1. Percentage of participants in unsubsidized employment during second quarter after exit
2. Percentage of participants in unsubsidized employment during fourth quarter after exit
3. Median earnings of participants during second quarter after exit
4. Percentage of participants who obtain a postsecondary credential or secondary school diploma within one year after exit
5. Achievement of measurable skill gains toward credential or employment
6. Effectiveness in serving employers.

Preparing an educated and skilled workforce is at the heart of the area's economic development activities. Driven by business and targeted industry sectors, the region seeks to provide career pathways, skills upgrades, and secondary/post-secondary credentials. The aggressive outreach to secure local employment opportunities through economic development organizations is highly valued by LWDB members. Strategies to address the needs of employers and job seekers are promoted through training, work experience, on-the-job training, employed worker programs, business development and employer human resource assistance. Local strategies address the core measures in the service delivery of Wagner Peyser, WIOA, Welfare Transition, SNAP, and Trade programs. Partnerships and special grants with training institutions enable the region to provide cost-effective training solutions that produce results to enhance regional performance.

The LWDB's strategic goals are to:

- **Align workforce processes to support WIOA implementation by creating strong partnerships with business and education to continue to provide and enhance quality services for outreach, hiring, training, retraining and retention of workers.**
- **Enhance the regional score card to include the core performance measures and include management tools so that individual programmatic staff performance can be evaluated.**

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

**The LWDB will work with core program entities to align resources in order to achieve local goals by:**

- **Engagement with community partners through Board memberships including the Early Learning Coalition, Opportunity Florida, Florida's Great Northwest, Transportation Disadvantage Coordinating Board, Chipola College and Florida Panhandle Technical College Advisory Boards, Juvenile Justice Advisory Councils, Chambers of Commerce, Area School Boards, and Vocational Rehabilitation;**
- **Leveraging funds (without duplication) for supportive services to support mutual WIOA, Welfare Transition, and SNAP program customers;**
- **Execution of Memorandums of Understandings with core program entities and community partners to enhance the provision of employer and job seeker services and address/utilize sharing of information;**
- **Streamlining referral processes to Adult Education, GED Prep programs, vocational education, vocational rehabilitation and business partners; and**
- **Cross-training career center staff so all staff have a basic understanding of Wagner Peyser, WIOA, Welfare Transition, and SNAP programs and are able to provide appropriate referrals to these programs.**

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

The high level of performance for the WIOA goals will be accomplished by local monitoring and evaluations of services/processes and training for continuous improvement. All programs are monitored internally throughout the year and financially on a weekly basis. Performance reporting data retrieved from reporting systems and SQL query reports assist management with measuring and determining staff productivity and setting individual staff performance goals. Customer satisfaction surveys provide feedback to identify areas needing improvement. Worksite training (work experience/OJT/employed worker training) is being aggressively promoted to ramp up WIOA services to job seekers and employers. Front-line staff members are required to have at least minimum skills standards in customer service training, communication skills training, basic computer software training, and specific programmatic training, as well as receive the 15 hours continuing education training annually.

Staff working at the three centers in the region have been placed in teams working together on areas of importance to performance. Each team has targeted tasks designed to improve services and outcomes within the region.

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

**The LWDB will coordinate services and resources with core programs and other partners to provide services to individuals with disabilities and other populations protected under the Act. Streamlined customer access is available for all populations with special services for disabled individuals. Success coaches continually assess barriers and authorize necessary services in an efficient and timely manner to facilitate full participation in the program and transitional activities.**

Vocational Rehabilitation is electronically linked to the centers and a referral system is in place to ensure customers receive vocational rehabilitation assessments and services. A Vocational Rehabilitation representative utilizes the Marianna career center to meet and provide services to disabled participants.

In addition to website services, computers, fax machines, copy machines, phones, there are additional services. These include the Welfare Transition, SNAP, Ticket-to-Work Program for SSI and SSDI recipients, Disabled Veterans Outreach Program, ADA compliant computers, Interpretype system for hearing impaired, sign language communication assistance, Spanish/English speaking staff and center staff providing one-on-one assistance as needed.

Participants are also notified of the Grievance Process at several points in our centers to include universal services, as well as program specific services. The EEO tag line is included on all outreach and recruitment materials and advertisements for staff vacancies.

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

**Since the creation of the Chipola Regional Workforce Board, d.b.a., CareerSource Chipola, the membership has remained focused on *connecting job seekers and employers in a manner that allows both to improve their current economic position.* The Executive Director, Board Chair, and members constantly meet with economic**

development partners, vocational and adult education partners, local elected officials, community agencies and business partners to obtain comments and opinions on the vision and goals. The LWDB vision statement is simple but challenging. Strategies will be transformed as needed by keeping a pulse on business and industry demands and job seekers' barriers.

(6) Describe how the LWDB's goals relate to the achievement of federal performance accountability measures to support economic growth and self-sufficiency (WIOA §108(b)(1)(E)).

**WIOA §108(b)(1)(E) addresses the positive outcomes for federal performance accountability for the Adult, Dislocated Worker, Wagner Peyser, Adult Education and Literacy and Rehabilitation programs. The measures include:**

- **Percentage of participants in unsubsidized employment during second quarter after exit;**
- **Percentage of participants in unsubsidized employment during fourth quarter after exit;**
- **Median earnings of participants during second quarter after exit;**
- **Percentage of participants who obtain a postsecondary credential or secondary school diploma within one year after exit;**
- **Achievement of measurable skill gains toward credential or employment; and**
- **Effectiveness in serving employers.**

Each of the employment measures relates to the vision of connecting job seekers and employers and improving the current economic position of both customers. Positive outcomes on the credential or secondary-school measures for individuals served by core programs will increase the individual's progression to self-sufficiency while growing the workforce skills needed in the local economy or to attract future businesses. Effectiveness in serving employers will be realized as employment opportunities are developed and sustained through quality workforce services and economic development activities.

(7) Indicate the negotiated local levels of performance for the federal measures (WIOA §108(b)(17)). **CSC has negotiated Performance Goals for PY 2020 and PY 2021, which were approved by DEO. See chart below.**

PY 2020 & PY 2021 Performance Goals		
Measures	PY 2020 Performance Goals	PY 2021 Performance Goals
<b>Adults:</b>		
Employed 2nd Qtr After Exit	85.5%	85.5%
Employed 4th Qtr After Exit	85.0%	85.5%
Median Wage 2nd Quarter After Exit	\$7,100	\$7,400
Credential Attainment Rate	85.0%	85.5%
Measurable Skill Gains	70.0%	70.0%
<b>Dislocated Workers:</b>		
Employed 2nd Qtr After Exit	85.0%	85.0%
Employed 4th Qtr After Exit	79.0%	80.5%
Median Wage 2nd Quarter After Exit	\$7,500	\$7,700
Credential Attainment Rate	83.0%	83.2%
Measurable Skill Gains	50.0%	50.0%
<b>Youth:</b>		
Education and Employed 2nd Qtr After Exit	85.0%	86.0%
Education and Employed 4th Qtr After Exit	80.0%	82.0%
Median Wage 2nd Quarter After Exit	\$4,200	\$4,400
Credential Attainment Rate	80.0%	82.0%
Measurable Skill Gains	52.0%	55.0%
<b>Wagner-Peyser:</b>		
Employed 2nd Qtr After Exit	65.0%	65.0%
Employed 4th Qtr After Exit	65.0%	65.0%
Median Wage 2nd Quarter After Exit	\$4,800	\$4,900

(8) Describe indicators used by the LWDB to measure performance and effectiveness of the local fiscal agent (where appropriate), contracted service providers, and the one-stop delivery system in the local area (WIOA §108(b)(17)).

**LWDB 3 is a direct service provider and as such is careful to measure performance and effectiveness. Indicators include:**

- **Weekly programmatic monitoring by management staff who review each invoice or voucher to ensure payment is allowable under the funding stream charged;**
- **DEO Fiscal and Programmatic annual Quality Assurance Reviews;**
- **Annual Independent Audit conducted by an independent CPA firm;**
- **Financial record keeping, cost principals and cost allocation maintained on all**



financial records;

- Monthly and year-end financial statements provided to the board;
- Report to the board of issues that have a negative impact on services or performance;
- A quarterly score card on local performance is provided at committee meetings and discussed at full board meetings;
- Reports available through tracking local performance through Employ Florida (EF) reporting systems, Florida Workforce Integrated Performance Reporting System (FWIPRS), and SQL queries from the EF Data Base;
- DEO reports available on the website (Common Measures and MMR) and
- On-going reviews of expenditure rates for out-of-school youth, work experience, Individual Training Accounts (ITAs), administrative costs and the negotiated indirect rate.

- (9) Describe the definition of “self-sufficiency” used by your local area (WIOA §108(b)(1)).  
**The CSC local self-sufficiency wage for WIOA Adult, Dislocated Worker and TANF funds is defined as being at or above 200% of the Federal Poverty Level based on family size.**

## COORDINATION OF SERVICES

- (1) **Coordination of Programs/Partners:** Describe how individualized career services are coordinated across programs/partners in the one-stop centers, including Vocational Rehabilitation, Temporary Assistance for Needy Families (TANF) and Adult Education and Literacy activities. Specify how the local area coordinates with these programs to prevent duplication of activities and improve services to customers.  
**Individualized services are coordinated across programs/partners by utilizing multiple approaches. CareerSource Chipola management communicates with representatives of partner programs and cooperative agreements are developed that outline conditions for coordination and responsibilities of parties. Referral processes are in place to refer individuals appropriately across programs. Shared planning and activities are ongoing as individuals mutually served are provided efficient and non- duplicated services as appropriate to their needs. Success coaches and customer service career center staff are cross trained to identify possible partner participation and make referrals to partner programs.**

**The Welfare Transition and WIOA programs are co-located in the centers and coordination with the delivery of basic and individualized services is continuous and efficient. The individual career planning, coordination of services (including supportive services), information collection and sharing between Welfare Transition, WIOA, Adult Education and Vocational Rehabilitation is cost-effective, appropriately delivered and maximizes benefits to the job seekers and the employers.**

**Career center programs coordinate with the Adult Education programs in each of the five counties in the region. Program funds are utilized to assist with costs by enrolling an eligible participant in dual programs. Coordination of services and**

supportive services is communicated between programs so non-duplication of payments and services is in place.

- (2) **Coordination with Economic Development Activities:** Describe how the local board coordinates workforce investment activities carried out in the local areas with economic development activities carried out in the local area (or planning region) in which the local area is located and promotes entrepreneurial training and microenterprise services (WIOA §108(b)(5)).

**CareerSource Chipola is a founding member of Opportunity Florida, a ten-county rural economic development organization. The two groups have worked out a contractual agreement that resulted in a much closer alignment and directly ties the goals of the two organizations together in ways that serves to benefit both organizations. The Executive Director of CSC is also the Executive Director of Opportunity Florida.**

CSC is also a member of Florida's Great Northwest, a ten-county economic development organization. In addition, LWDB 3 is directly involved with the lead economic development organization in all five counties we represent. CSC has been involved in every major employment announcement within the region in the last ten years.

CSC also recognizes the need for entrepreneurial and microenterprise training and is working with Chipola College to further available opportunities within the area.

- (3) **Coordination of Education and Workforce Investment Activities:** Describe how the local board coordinates education and workforce investment activities carried out in the local area with relevant secondary and postsecondary education programs and activities to coordinate strategies, enhance services, and avoid duplication of services (WIOA §108(b)(10)).

**CareerSource Chipola has historically focused on developing and providing customers pathways to high wage/high occupations through secondary and post-secondary education programs. The working relationships established with eligible training providers includes the alignment of programs and services to deliver training for in-demand occupations that move customers to self-sufficiency.**

Strategies to coordinate and enhance training services include the following:

- Program Committee review of all training services and supports to ensure quality/quantity is sufficient for the local demands with recommendations for any revisions subsequently presented to the full Board;
- Regional career fair targeting high school students jointly sponsored by the LWDB, training institutions, and school districts;
- LWDB membership on business/industry advisory councils at area training institutions;
- Representation from educational providers on the LWDB and committees;
- Updating the Eligible Training Provider List to offer local programs related to skill gaps and industry needs;

- **Coordination between training institutions, adult education programs and career center coaches for participant referrals and payment processes;**
- **Coordination of services and support benefits between programs, partners and community organizations to ensure non-duplication while maximizing training assistance;**
- **Periodic (usually weekly) communication between adult education instructors and career center staff to ensure out-of-school youth are engaged;**
- **Career center staff engagement with businesses to provide employment opportunities; and**

Chipola College has used CSC to collect data related to in-demand occupations, as well as survey industry need. The College then used this data to aid in determining if certain new programs were needed and should be funded, as well as used the data as part of a review of existing programs.

- (4) Coordination of Transportation and Other Supportive Services:** Describe how the local board coordinates workforce investment activities carried out under this title in the local area with the provision of transportation, including public transportation, and other appropriate supportive services in the local area (WIOA §108(b)(11)).
- Supportive services are provided to eligible WIOA participants to allow for participation in training. Support services include fuel cards, uniforms, books and uniforms/tools necessary for employment. Success coaches work closely with training providers to use resources from multiple sources so that the individual is provided a complete package of assistance that allows the individual to concentrate on studies and not on meeting financial hardships.**

The LWDB five-county area does not have any public transportation services. Transportation expenses are provided through gift cards, based on days in attendance and mileage ranges approved by the board.

Participants who are dually enrolled in workforce programs benefit by having services coordinated between programs but may only receive non-duplicated services. While WIOA does not provide childcare, this may be provided through the Welfare Transition program. Some in-demand pathway programs are not included on the WIOA ITA list but may be funded through Welfare Transition. Special grants also provide some supports that are not included in WIOA services. Local program procedures clearly outline the supportive services and amounts allowable in each workforce program.

- (5) Coordination of Wagner-Peyser Services:** Describe plans and strategies for, and assurances concerning maximizing coordination of services provided by the state employment service under the Wagner-Peyser Act (29 U.S.C 49 et seq.) and services provided in the local area through the one-stop delivery system to improve service delivery and avoid duplication of services (WIOA §108(b)(12)).
- All Wagner-Peyser employment services are available to customers in the three (3) LWDB career centers. DEO merit-based public employees are located in two (2) of the centers and provide Wagner-Peyser Act funded labor exchange activities in accordance with DOL regulations. LWDB management has oversight and manages**

daily functions and delivery of Wagner Peyser functions and services in coordination with all other programs and services. Employment services are integrated in WIOA, WT, SNAP, and business services through local procedures, daily operations, and delivery of programs.

Within six months of hire, all front-line staff must successfully pass the exam to be considered Tier I certified and proficient to assist job seekers and employers. Annual continuing education training updates are required, and training affords a means to provide cross training opportunities. The Tier II certification is encouraged and includes WIOA, Wagner-Peyser, TAA, Migrant Seasonal Farm Worker, Veteran Services, WT, and SNAP programs. In addition, management and center staff participate in on-site and web-based trainings provided by DEO to keep abreast of new employment policies, service delivery and best practices.

Each LWDB career center has a resource room that is equipped with computers for customers to use. Any individual interested in filing a claim may connect to the state's Reemployment Assistance (RA) claims and benefits system to complete the online application and subsequent work registration steps. Career center staff is available to assist customers with general computer and unemployment application questions. The career centers are also equipped with telephones which customers may use to contact a representative for initial claims questions and assistance.

Reemployment Assistance claimants are registered in EF within 24 hours of filing for benefits and this information is available to career center staff that may contact and provide career center information. Any individual who visits the career center or utilizes the region's website may receive reemployment assistance services regardless of whether or not the individual has filed a RA claim.

Employ Florida (EF) provides a single statewide integrated system to track self-service and staff assisted employment services for workers, job seekers and businesses. In addition, the LWDB utilizes an electronic filing system (ATLAS) that, like EF, is internet based and can be accessed from any location. ATLAS provides customers' documents (case file), visits to the centers, and activities conducted online and in the centers. These systems are utilized by all LWDB management and workforce staff and promote coordination and reduce duplication of services.

- (6) **Coordination of Adult Education and Literacy:** Describe how the local board coordinates workforce investment activities carried out under this title in the local area with the provision of adult education and literacy activities under Title II in the local area, including a description of how the local board carries out, consistent with subparagraphs (A) and (B)(i) of section 107(d)(11) and section 232, the review of local applications submitted under Title II WIOA §108(b)(10).

Historically, Adult Education and Literacy programs have worked collaboratively with board management and success coaches to provide adult education services in each of the five LWDB counties. Memorandums of Understanding are executed between the local board and the Adult Education and Literacy programs. WIOA, Welfare Transition, SNAP, and other career center customers benefit from these partner services to attain a secondary diploma or the GED, and subsequently transition to postsecondary education and training or employment.

There are local processes in place for cross-referrals and outcomes to maximize student access and achievement. Use and sharing of information, resources, and cooperative efforts with employers increase coordinated success. Career center assessments (Wonderlic GAIN and other tools/counseling) identify individuals who are basic skills deficient; or do not meet grade levels to enter training; or do not have a high school diploma. These are significant barriers to employment and educational information is provided to individuals. Center staff members coordinate with partner programs and provide eligible individuals with tuition, supplies, and testing, or refer individuals to financial aid resources as appropriate.

WIOA requires LWDBs to coordinate with eligible Adult Education and Literacy providers and review applications to determine whether they are aligned with the local plan and make recommendations to the state agency administering adult education alignment. CareerSource Chipola ensures it will review the applications to provide adult education and literacy activities under WIOA for the local area and determine whether such applications are consistent with the local plan and make recommendations to the eligible agency (FDOE/CSF) to promote alignment with such plan.

- (7) **Reduction of Welfare Dependency:** Describe how the local board coordinates workforce investment activities to reduce welfare dependency, particularly how services are delivered to TANF and Supplemental Nutrition Assistance Program (SNAP) recipients, to help individuals become self-sufficient.

**CareerSource Chipola assigns all mandatory clients to attend the required number of hours appropriate to the program they are receiving services through, i.e., TANF/WT or SNAP. These activities include: Job Search and Job Readiness, Community Service/Work Experience, Vocational Education and Training, Job Skills Training Directly Related to Employment, Satisfactory Attendance at a Secondary School or Course of Study Leading to a GED. For clients who may be interested in training services, success coaches in multiple programs coordinate services to determine a plethora of funding resources to allow for completion and certification in a targeted occupation which will lead to self-sufficient employment. In this manner, multiple funding streams can be utilized to provide funding for books, tuition, fees and supportive services. Tracking systems are in place to ensure there is no duplication of services.**

For CSC, the ultimate goal of all programs is “employment”. Teamwork between all programs allows for a form of case staffing to determine how best to serve the client, provide funding and resources that will ensure successful completion of activities and allow for self-sufficient employment. Once the client is determined work ready, staff work to ensure that the client has a quality resume, understands the expectations from employers, and ready to take the next step into building their career pathway.

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

CSC currently has Agreements with various agencies and organizations. We have standing agreements with Vocational Rehabilitation, the Division of Blind Services, Tri-County Community Council, the National Caucus of Black Aged, as well as various agreements with school districts and other partners that address the provision of services.

CSC provided each of these agencies with a Memorandum of Understanding with the intent of coordinating and performing activities and services governing each agency's respective programs and services. In the MOU, agencies have agreed to work to coordinate access to its services and programs to ensure that the needs of job seekers, youth and individuals with barriers to employment, including individuals with disabilities, are addressed in providing access to services, including access to technology and materials that are available through each agency. Each agency will agree to develop a cross-referral procedure based upon the availability of funding, services and program need to ensure that high quality and convenient services are available to potentially eligible customers of the career center system. Additionally, each agency will agree to coordinate for the funding of the infrastructure costs of the career centers and the funding of shared services and operating costs in accordance with state issued requirements in order to establish and maintain an effective and successful career center delivery system.

## DESCRIPTION OF THE LOCAL ONE-STOP SYSTEM

- (1) **General System Description:** Describe the one-stop delivery system in your local area, including the roles and resource contributions of one-stop partners (WIOA §108(b)(6)).
- A. Describe how required WIOA partners contribute to your planning and implementation efforts. If any required partner is not involved, explain the reason. **The LWDB one-stop delivery system includes all the required WIOA core program partners (WIOA Adult, Dislocated and Youth, Wagner-Peyser, Adult Education and Literacy and Vocational Rehabilitation). Partners co-located and paying a proportionate infrastructure cost include WIOA Adult/Dislocated/Youth, Wagner-Peyser, Local Veterans Employment Representative (LVER), Disabled Veterans Outreach Program (DVOP), Welfare Transition (TANF), Supplemental Nutrition Assistance Program (SNAP), Trade Adjustment Assistance (TAA), Senior Community Service Employment Program, Opportunity Florida, and Ticket-to-Work Program. Division of Vocational Rehabilitation, though not co-located, utilizes office space in the Marianna center on a weekly basis. The Early Learning Coalition of Northwest Florida is located in the same office complex as the Marianna career center and CSC management office. The on-going Adult Education and Literacy partnership has increased significantly and continues to reach populations who are working toward obtaining their General Equivalency Diploma (GED). Each partner is actively involved in the planning and sharing of resources to enable dual enrollment to assist customers to upgrade skills and/or achieve the high school or GED credentials. The Vocational Rehabilitation representative is an active LWDB member and meetings have been held with core partners to develop the local plan.**

CareerSource Chipola (CSC) currently operates three (3) career centers with one being a full-service, comprehensive center and the other two (2) locations classified as satellite offices.

The Marianna career center is a full-service/comprehensive center which provides Wagner-Peyser, WIOA Adult, Youth, and Dislocated Worker, Trade Adjustment Assistance (TAA), Veterans Services, Supplemental Nutrition Assistance Program (SNAP) and Welfare Transition (WT) programs.

#### Wagner-Peyser

All career centers provide Wagner-Peyser services and CSC serves as the provider for these services to include, but not limited to, intake and assessment, work registration, assistance with re-employment benefits claims filing, job information, job development, assisted job search, job listings, job referrals, job placement, follow-up on job referrals, referrals to other services, information on all programs and services, workshops, labor market information, tax credit information, federal bonding services, and employer marketing.

Basic career services are made available to all individuals seeking services through the career center system. Once staff determines that individualized career services are appropriate for a career seeker to obtain or retain employment, services are made available to the career seeker at the career centers.

Individuals may also receive workforce preparation skills that help them acquire a combination of basic, academic skills, and obtaining skills necessary for successful transition into and completion of postsecondary education, training or employment.

Comprehensive and specialized assessments of the skill levels and service needs are available to career seekers. These services may include diagnostic testing, use of other assessment tools and in-depth evaluation to identify employment barriers and appropriate employment goals.

#### Workforce Innovation and Opportunity Act/Trade Adjustment Act (TAA)

All career centers offer WIOA services including eligibility determination, case management, and funding assistance within budgetary allowances. TAA services are offered primarily in the Marianna career center.

Adult, Dislocated Worker and Youth Programs are composed of basic career services, individualized career services and follow-up services. The services can be provided in any order and there is no sequence of service requirement. Youth services include, but are not limited to, work-readiness training, occupational/vocational training opportunities, work-based learning opportunities, incentives, support services, GED assistance, mentoring, job placement, and post-secondary education support.

Basic Career Services – include eligibility determination for the WIOA programs; outreach, intake, and orientation to information and other

services availability through the career centers; initial assessment of skill levels, as well as aptitudes, abilities, and supportive service needs; labor exchange services, including job search and placement assistance, and, when needed by an individual, career counseling.

**Individualized Career Services** – if a career center staff determines that individualized career services are appropriate and needed to obtain or retain employment, the following services are made available to all individuals in the career centers: Testing and other assessment tools to identify employment barriers and employment goals, referrals to partner programs for supportive services, career planning/case management, development of employment plan, information about the Regional Demand Occupational List and Eligible Training Provider List to include training provider information and provision of labor market statistics.

**Training Services** – training services are very important to the employment success of many Adult/Dislocated Workers, Youth, and TAA career seekers. As with Career Services, there is no sequence requirement of service requirements and the need and suitability for training must be determined and documented.

#### **Veterans Program**

CSC ensures that all individuals identified as veterans receive veteran's priority of services at the point of entry when accessing any of our locations or community events. Veteran services are considered a career center responsibility and not just a task assigned to the Veterans Program staff. All career center staff are trained and tasked to identify and serve veterans, especially veterans with specific barriers to employment (SBE). Once front-line staff identify an SBE veteran, they refer the veteran to a Disabled Veteran Outreach Program (DVOP) Specialist to receive enhanced services as per federal program requirements.

#### **Reemployment Assistance (RA) Benefits**

Each career center has a resource room that is equipped with computers for career seekers to use. Any individual interested in filing a claim for RA benefits may connect to the State of Florida Reemployment Assistance claims and benefits system to complete the online application and work registration process. Front line staff is also available to provide information about the programs and services available through our workforce system.

#### **Welfare Transition (WT) Program**

All career centers provide services to WT participants and appointments are scheduled to ensure that quality services can be delivered. WT offers participants a variety of career services to include referrals to other workforce and partner programs and services, community service/work experience activities to teach and/or strengthen basic job skills; tuition assistance for GED, ESOL, and approved courses of study; and job searching. WT also provides support services of transportation assistance and other similar types of services.

#### **Adult Basic Education**



CSC provides information and makes referrals to Calhoun County Adult Education, Jackson County Adult Education, Holmes County Adult Education, Liberty County Adult Education, and Florida Panhandle Technical College (FPTC) for Adult Basic Education services. CSC has an established Memorandum of Understandings (MOU) to define the role and resource contribution of these local partnerships.

#### Senior Employment Services

CSC has an established partnership with National Caucus of Black Aged, Inc. (NCBA) and this organization maintains a presence in the Marianna career center. CSC provides information and makes referrals to NCBA. CSC has an established Memorandum of Understanding (MOU) to define the role and resource contribution of this local partnership.

#### Department of Vocational Rehabilitation

CSC partners and makes referrals to the Florida Department of Vocational Rehabilitation (VR) for services to those with disabilities. In turn, VR makes referrals to CSC. A formal Memorandum of Understanding (MOU) has been developed. This MOU defines the role and resource contribution of this local partnership.

- B. Identify any additional partners included in the local one-stop delivery system.  
**Non-required partners included in the local one-stop delivery system include Local Veterans Employment Representative (LVER), Disabled Veterans Outreach Program (DVOP), Welfare Transition (TANF), Supplemental Nutrition Assistance Program (SNAP), Trade Adjustment Assistance (TAA), Early Learning Coalition of NW Florida, Senior Community Service Employment Program, Ticket-to-Work, Opportunity Florida, Florida's Great Northwest, Chambers of Commerce, County School Boards, Tobacco Free Florida and the Florida Panhandle Technical College.**
- C. The local workforce development board, with the agreement of the chief elected official, shall develop and enter into a Memorandum of Understanding (MOU) between the local board and the one-stop partners.  
**See Attachment D – All Mandatory Partner MOUs are included.**
- (2) Customer Access:** Describe actions taken by the LWDB to promote maximum integration of service delivery through the one-stop delivery system for both business customers and individual customers.

- A. Describe how entities within the one-stop delivery system, including one-stop operators and one-stop partners comply with the Americans with Disabilities Act regarding physical and programmatic accessibility of facilities, programs and services, technology and materials for individuals with disabilities, including providing staff training and support for addressing needs of individuals with disabilities. Describe how the LWDB incorporates feedback received during consultations with local Independent Living Centers on compliance with Section 188 of WIOA (WIOA §108(b)(6)(C)).  
**Our career centers are ADA compliant providing job seekers, including individuals with barriers to employment, such as individuals with disabilities, with the skills and credentials necessary to secure and advance in their lives.**

**We promote accessibility for all job seekers and our centers are fully compliant with accessibility requirements for individuals with disabilities within our centers, whenever possible. We have a reasonable accommodation policy that ensures that all center staff understand and recognize the processes and procedures to follow should a job seeker request or appear to need an accommodation.**

**We have a staff member that works with the Ticket to Work program, assisting SSI and SSDI recipients with enrollment and participation in the Ticket to Work Program. A DVOP (DEO) staff member provides one-on-one services to disabled veterans.**

**Individuals with disabilities are provided universal services with some basic assistive technology tools available. These include an ADA compliant computer and the Interpretive system for the hearing impaired. Additionally, staff is knowledgeable of using Google Translator.**

**To serve individuals with limited English-speaking proficiency, we have agreements with several of the school systems in the region as well as private individuals that have made themselves available should the need arise for the services of a translator. Front desk personnel at each of our centers have a Resource Guide that includes contact information for these individuals. This population is not generally recruited but Spanish speaking parents of children enrolled in local schools may be referred through the school districts**

**Individuals that are hearing impaired can receive communication assistance through employees who are proficient in sign language. These individuals have been identified and are included in our Resource Guide.**

**There are three different trainings available to staff which all center staff must complete: 1) Sexual Harassment Awareness Training, 2) Diversity Training; and 3) Americans with Disabilities Act (ADA) Training.**

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

**In addition to our Reasonable Accommodation Policy, each center has multiple copies of our Resource Guide for Serving Individuals with Disabilities. This guide contains guidance for staff to use when serving customers who are deaf or hard of hearing, blind or visually impaired; those that have cognitive disabilities; mobility impairments; and speech impairments. This guidance directs career center personnel on the correct etiquette to use so as to make the experience of the individual with specific needs as close to that of other customers to the center so as to avoid segregating or stigmatizing them. Common spaces in our centers are designed to provide equal privacy, security and safety for all customers. Staff are assigned to assist all customers in the Resource Area of each center with computers, fax machines, copy machines, etc. which also helps to minimize accidental or unintended actions.**

In addition, CareerSource Chipola and partner agencies located within the career centers adhere to the principles of universal design in our facilities, materials, service delivery and technology whenever and wherever possible and practical, including the following core principles:

- (1) **Equitable Use – The design is useful for people with diverse abilities.** Career seekers are asked if they require additional assistance to fully access our services and no assumptions are made about career seekers' abilities. Space is available in each center for staff to engage with career seekers privately as needed. Information is issued to all career seekers.
- (2) **Flexibility in Use – The design accommodates a wide range of individual preferences and abilities.** Skills testing and assessments can be completed by career seekers either online or on paper. Marketing materials are provided in multiple formats.
- (3) **Simple and Intuitive Use – Use of the design is easy to understand, regardless of the user's experience, knowledge, language skills or current concentration level.** Pertinent information may be made available in multiple languages. In each access location, career seekers check in on a touch screen computer using an interactive, automated process. If needed, staff is available in all Career Centers to provide assistance.
- (4) **Perceptible Information – The design communicates necessary information effectively to the user, regardless of ambient conditions or the user's sensory abilities.** Workshops are communicated in a variety of methods. Information is presented verbally and supported by graphic presentation. Career seekers are also given handouts with information relative to the topic.
- (5) **Tolerance for Error – The design minimizes hazards and the adverse consequences of accidental or unintended actions.** Computers are configured so that career seekers cannot inadvertently change settings. As special circumstances occur, accommodations are made for job seekers with specific needs. Staff is assigned to the resource rooms of our Career Centers to provide assistance as needed.
- (6) **Low Physical Effort – The design can be used efficiently and comfortably and with a minimum of fatigue.** Adjustable chairs are provided for all workstations and labs/classrooms. Printers are available to career seekers to print work-related information.
- (7) **Size and Space for Approach and Use – Appropriate size and space is provided for approach, reach, manipulation and use regardless of the user's body size, posture or mobility.** Meetings/workshops are held in large rooms to accommodate services as well as wheelchairs. Classrooms/labs are arranged in a manner that allows the instructor access to all participants. Resource materials are available in places and heights that are accessible.

- C. Describe how the LWDB facilitates access to services provided through the local delivery system, including remote areas, using technology and other means (WIOA §108(b)(6)(B)).

**CareerSource Chipola facilitates access to services through our website and center facilities located throughout our five counties and we offer many online workshops for job seekers. Our centers are strategically located to provide physical access to all job seekers and employers.**

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

The LWDB utilizes the state's case management systems including Employ Florida (EF), One-Stop Service Tracking (OSST), FLORIDA (DCF), and CONNECT to integrate WIOA, TANF, and Wagner-Peyser employment services. Individuals may apply for benefits, complete job searches and other work requirements, communicate with program contacts, and utilize the on-line system(s) as needed, 24 hours a day, 7 days a week.

In November 2011, CareerSource Chipola initiated an electronic filing process and within a year all programmatic case files were paperless. The system (ATLAS) is web-based and enables secure document storage and also records career center activities. Upon entering our career centers customers login at a kiosk and co-located partners are alerted of appointment arrivals or someone needing to speak with a program contact. Customers are able to submit documents for specific program requirements. The system has streamlined the job seeker, business and program participation process and allowed integration between partners who are co-located in any of the region's centers. Since the system is web-based it is used at career and job fairs to capture data that is integrated into business services. The CareerSource Chipola website technology allows individuals to access workforce information, E-courses, program orientations, workshops and WIOA pre-applications.

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

CareerSource Chipola advertised and published a Request for Proposal for a One-Stop Operator on January 26, 2017. The notice was publicly advertised through the major newspapers in the region as well as posted on the Board's website. The solicitation was also forwarded to fifteen (15) entities on the approved Vendor List and the organizations were given until March 10, 2017 to respond to the proposal. Advertisements were made well in advance of the proposal due date in order to give potential bidders sufficient time to submit their bids. The RFP clearly described the services being procured and did not contain features that would have restricted competition.

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

CareerSource Chipola will adhere by any requirements developed as part of the certification process. In addition, the members of the Board of Directors of CSC view each meeting of the Board as an opportunity to improve services, respond to changes in the local labor market, local economy or demographic conditions. As such, we are in a constant state of seeking ways to improve our services to individuals and business customers.

## DESCRIPTION OF PROGRAM SERVICES

- (1) System Description:** Describe the local workforce development system. Identify programs included in the system and how the local board works with each entity to carry out core programs and other workforce development programs supporting alignment in provision of

services. Identify programs of study authorized under [The Strengthening Career and Technical Education for the 21st Century Act \(Perkins V\)](#) (20 U.S.C. 2301 et seq.), that support the strategy identified in the Florida Unified Plan under WIOA section 102(b)(1)(E) (WIOA §108(b)(2)).

**CareerSource Chipola oversees the local workforce development system and is the One-Stop Operator for the region's three (3) career centers located in Marianna, Chipley and Blountstown. Workforce programs operated by the board include Workforce Innovation Opportunity Act (WIOA), Wagner-Peyser, Welfare Transition, Supplemental Nutrition Assistance Program (SNAP), Trade Assistance Act (TAA), Ticket-to-Work and Veterans Programs. Other partners co-located include Opportunity Florida and Senior Community Service Employment Service. Partners electronically linked include Vocational Rehabilitation (VR), Early Learning Coalition of NW Florida, Department of Children and Families, Tobacco Free Florida, Chipola College and Florida Panhandle Technical College.**

**CareerSource Chipola coordinates workforce investment activities with providers of education and training, adult education and literacy activities, career and technical education and vocational rehabilitation by providing opportunities and approving processes for integration of services. Collaborative meetings with partners, board members and management staff have helped the region develop career pathways with streamlined access to employment and training. The Board's Programs Committee reviews and recommends to the full board for approval the eligible training providers, in-demand training programs, financial decisions for training, allowable training services and types and amounts of supportive services.**

**Chipola College and Florida Panhandle Technical College have been strong supporters and contributors of workforce programs. The Chipley career center is co-located on the FPTC campus, and staff work closely with the school to promote success by developing closer working relationships with instructors allowing progress to be consistently followed. In addition, student issues or barriers are easily addressed and resolved on site. The LWDB also operates a Career Placement Center (CPC) located on the Chipola College campus to give customers full access to Wagner Peyser, WIOA services and workshop trainings. The CPC is staffed by a highly qualified CareerSource Chipola employee, who also serves as the instructor for Chipola's Career & Life Planning course.**

**The LWDB has historically emphasized and directed resources to provide opportunities for individuals in the community to gain credentials, acquire workforce skills, obtain and retain employment that leads to economic self-sufficiency. WIOA supports the alignment of these partner services and local cross-referrals are already in place. Through WIOA State partnerships should strengthen local processes and alignment even more.**

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

**CareerSource Chipola will follow the requirements as spelled out in our approved Procurement Policy and Procedures which meet all applicable federal or state procurement guidelines for all services. Prior to a Request for Proposal (RFP) being issued, independent cost estimates will be completed. These estimates will be used as a guide to determine whether the overall cost is within market limits. RFP's are required to provide a clear and accurate description of services to be procured, all**

requirements that must be fulfilled and all other factors used in evaluation of bids or proposals, technical requirements described in terms of functions to be performed or performance required, provide for open and fair competition, specify due dates that will give proposers sufficient time to prepare their proposals, and specify the criteria used to determine the award. Proposals will be evaluated by a review committee consisting of individuals knowledgeable in the program area affected and are judged on the potential contractor's ability to perform successfully under the terms and conditions of the proposal with additional consideration given to such matters as demonstrated ability, ability to perform, past performance and technical and financial resources. An evaluation summary will be furnished to the CSC board for final consideration and approval.

- (3) **Expanding Access to Employment:** Describe how the local board, working with entities carrying out core programs, expanded access to employment, training, education and supportive services for eligible individuals, particularly eligible individuals with barriers to employment. This includes how the local board facilitates developing career pathways and co-enrollment, as appropriate, in core programs, and improves access to activities leading to recognized postsecondary credentials (including portable and stackable industry-recognized certificates or certifications) (WIOA §108(b)(3)).

**CareerSource Chipola has a widespread network to provide eligible individuals access to employment, training, education and supportive services. Our three centers are strategically located to provide physical access to job seekers and employers. Services are facilitated through the CSC website and include many online workshops for job seekers and WIOA pre-application processes. Local WIOA priority services are in place to target and provide services to individuals with barriers to employment including veterans, eligible spouses, recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient. Individuals with disabilities are provided access through our Reasonable Accommodation Policy and center staff members are trained to use the CSC Resource Guide for Serving Individuals with Disabilities.**

The CSC board approved training that supports Career Pathways as authorized under WIOA. LWDB eligible WIOA participants may now be funded for approved trainings that move them up their career path. For Individual Training Accounts (ITAs) the region will focus on funding credential/certification-based programs that are on the statewide or regional high skill/high wage list rather than narrowing to a specific sector. Short-term on-line programs are also approved to better prepare job seekers with pre-vocational and/or work skills. Assessments, individualized career plans, and supportive services to enable participation and completion of training are in place and reviewed for needed enhancements. Center staff are cross trained to refer individuals across programs to benefit the customer. Individuals who are co-enrolled with core partners are provided unduplicated supports with unsubsidized employment as a common goal among partners.

CareerSource Chipola strives to be the top resource to provide qualified employees to employers. This is accomplished by responsiveness, customizing services and targeting marketing. The LWDB meets with business and industry employers to better align training with employment needs and create a pipeline of qualified candidates. On-going needs and employment qualifications are communicated to center staff. Strengthening efforts with business partners is currently being promoted by an aggressive initiative to facilitate worksite trainings and generate a more efficient

referral system. Work Experience, OJT, and the Ticket-to-Work Employment Network provide additional opportunities for disabled individuals and those with barriers to employment.

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

**The LWDB supports funding training(s) that aligns with Career Pathways. WIOA participants may be funded for additional approved training(s) that move them up their career path. All regionally funded programs must be in demand. For Individual Training Accounts (ITAs), the region focuses on funding high skill/high wage programs that are on the statewide or regional demand list.**

**We will concentrate efforts on the five key areas identified in the plan; however, we will continue to support training outside those areas when working with individuals where such training is deemed to provide the best opportunity for self-sufficiency of the individual.**

**We will further concentrate resources by using input from the local employers in the targeted sector to better understand the actual training needs and employment opportunities. Florida Panhandle Technical Center, Chipola College, local employers, and CareerSource Chipola work together as partners to maximize resources in the region. Through meetings with employers and the educational institutions we learn of the changing needs of employers as well as discover trends that are developing across the region instead of just using data that often lags by months or years.**

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

- A. Describe how selected industries or sectors are selected based on, and driven by, high-quality data (cite data source used);  
**CSC uses data from the Bureau of Labor Statistics in the Florida Department of Economic Opportunity. There are numerous resources available through LMS ranging from a Quarterly Census of Employment and Wages to Employment Projects. Our selection process directly involves meeting with employers as well as examination of current data. Since we are a rural region without a single county located within a Metropolitan Statistical Area much of our decision-making process is driven by information directly from local employers.**
- B. Describe how sector strategies are founded on a shared/regional vision;  
**CSC partners directly with the regional economic development organizations Opportunity Florida and Florida's Great Northwest. All of us also work directly with county and industry organizations. Strategies we utilize are not just developed within the counties we directly serve and are instead driven and developed by relationships with industry and economic development organizations across Northwest Florida.**

**We will also continue to work across state lines with workforce and economic development groups in the Dothan, Alabama area because we share labor forces and employers across the state line.**

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

**CSC worked directly with local industry leaders as well as regional organizations to better understand the needs of our local/regional employers. We have targeted two sectors based upon current and emerging occupation information as well as the emphasis of our regional economic development partners.**

**The first sector is healthcare. The numbers of healthcare show the industry sector dominates both in current and emerging occupations in our region. Industry partners in the sector continue to see growth and this is leading them to have an increased demand for labor.**

**The second sector is in the area of manufacturing, logistics and distribution. Our regional economic development partners have tied these sectors together as combined they provide the necessary combination of areas for the region to better develop in the manufacturing arena. Our region is losing both labor force and employed individuals and we've targeted the manufacturing sector as a way to stem this decline and improve the economic health of the region.**

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

**Implementation of sector strategies is communicated from top management throughout the system. Information is shared with staff about selected sectors and funds within the system are set aside for targeting selected sectors. This alignment simply becomes part of the regional DNA and as such becomes naturally part of operations. We have targeted certain sectors for additional recruitment and worked directly with local training providers to expand our understanding of improvements we can make to better serve the targeted sectors.**

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

**By working directly with training providers to help them understand employer needs in the region, we can directly impact the availability of training for targeted sectors. As we work directly with employers and individuals seeking employment, we tailor our programs and requirements to place more resources in areas that benefit the targeted sectors.**

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

**Since we serve five rural counties, our best measure of success comes from our direct contact with industry. One advantage we have in being a smaller, rural based region is that while we don't have all the data available in areas located within an MSA, we are able to have more direct contact with employers and industry leaders in our region. These employers and industry**



leaders provide direct feedback on areas needing improvement as well as help our region develop policy and plans to properly direct resources.

We sustain our efforts in the sector strategy arena by constantly moving resources as necessary to support the effort, maintaining close contact with industry and training leaders, by finding new ways to introduce our board members to regional industries, and by working directly with economic development organizations to better understand shifts in targets if and when they occur.

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

The CSC policy for approving training programs establishes a method for automatic review of programs eligible for WIOA funding. The policy is designed to be rigorous while also allowing the CareerSource Chipola Board an ability to have direct input to add additional programs based upon local need that may not yet be evident due to data lag.

In order to receive WIOA funds, all training providers must submit data to FETPIP. Failure to submit data to FETPIP is grounds for immediate removal of any program not reported. A training provider that has all training programs removed shall no longer be considered an approved training provider and must complete a full training provider application in order to be recertified as a training provider.

Training Providers shall be evaluated without requirement of a previous relationship with the CSC, and once approved all training programs shall be subject to the same criteria regardless of training provider. Training providers must comply with CareerSource Florida's Administrative WIOA Eligible Training Provider List (ETPL) Policy.

#### **BASIS FOR EVALUATION**

The State Demand Occupation List (DOL) can be used as the basis for determining which programs should be reviewed for inclusion on the WIOA training list with the Board retaining the ability to add programs based upon a proven need local need. Programs on the DOL must have a High Skill High Wage (HSHW) designation or be added by the board based upon the proven local need.

Programs will first be evaluated using FETPIP for public training providers in the five counties served by the CSC, then contiguous counties served by LWDB 2, LWDB 4, and LWDB 5. In addition, all other training providers approved or seeking approval from the CSC will have their training programs evaluated using FETPIP data. States contiguous to the region with approved programs may also be utilized.

Evaluations shall be made using the percentage of employed completers, percentage of completers in full-time employment, percentage of completers' continuing education, percentage of completers employed in training related field and continuing education, average yearly income compared to Lower Living Standard Income Level (LLSIL). Evaluations will be made of individual training providers by training program as well as training programs regardless of training provider.

After evaluation using FETPIP data any program currently sponsored by the region designated for removal will be reviewed using the previous two years of WIOA exit data for the program. The second test will test two-year exit data using data for training

completion, employment in the field of training, and wage rate. Training programs failing to meet this second test will no longer be funded by WIOA.

Programs that have been offered by a training provider for at least one year must meet the FETPIP criteria in order to be funded by the WIOA program. New programs will be evaluated by staff for inclusion and a recommendation will be made to the CSC Program Committee. Programs rejected must wait at least six months for another review. Approved programs shall be forwarded to the full board for approval. Programs approved by the Program Committee but rejected by the full board must wait at least three months for another review.

Evaluation of new programs shall be based upon the following criteria:

- Inclusion on the TOL as a HSHW program or a proven local need.
- Estimated wage at employment.
- Certification available to those completing training.
- Significant investment in the training program by the institution indicating a commitment to the program including, but not limited to, purchase or use of industry standard equipment, certified instructor(s), and outcomes tied to industry standards.
- If the program is in an area previously disallowed for WIOA funding by the region, the program shall also be required to show significant differences between the planned program and existing programs no longer eligible for WIOA enrollment.
- Programs subject to removal may request continuation and will be evaluated based upon new program criteria.

### **REQUIRED STANDARDS**

Programs will be reviewed by training provider and the following standards must be met:

#### **Existing Programs FETPIP Review**

Programs must meet at least one of the following:

- At least 80% completers and 70% of LLSIL
- At least 70% completers and 80% of LLSIL
- Be above state average on at least three of the following six measures and at least 90% of LLSIL
- % of Employed Completers
- % of Completers in Full-Time Employment
- % of Completers Continuing Education
- % of Completers Employed and Continuing Education
- % of Completers Employed in Training Related Field or Continuing Education
- Average Yearly Earnings
- At least 60% completers and 100% of LLSIL

#### **WIOA Two Year Exit Review**

Programs scheduled for removal will be evaluated against the previous two years of WIOA exit information. Programs shall not be removed if they meet the following criteria.

- At least 90% of those exiting have completed training.
- At least 90% of those completing training are employed first quarter after exit.
- The average yearly earnings are at least 100% of the LLSIL.

#### **APPLICATION OF STANDARDS REVIEW FOR EXISTING PROGRAMS**

Standards shall be applied using two approaches. The first approach shall be to review each program by training provider. Training provider programs that meet the standards shall be eligible for continued enrollment with no further review. Training provider programs that fail to meet the standard over two years of FETPIP data shall no longer be eligible to have new individuals funded in that particular program at their institution without approval of the CareerSource Chipola Board of Directors.

Training programs shall also be grouped by all training providers offering the training program and reviewed. If all training providers for any training program fail to meet the required standards, then the training program shall be deemed to have failed the standards. If all training providers for any training program fail to meet the required standards for two consecutive years, then the training shall no longer be eligible for new enrollment using WIOA funds.

New training providers seeking approval of a training program that has been offered for at least one year must submit a full Training Provider Application and provide all required data. This training program will be evaluated against the standards set using FETPIP data. Programs not meeting the FETPIP requirement shall not be approved.

#### **REVIEW OF TRAINING PROGRAMS NOT INCLUDED ON A FETPIP REPORT**

Training programs eligible for WIOA funding due to inclusion on the TOL with a HSHW designation that are not included in the FETPIP system shall be evaluated based upon the previous two years of WIA/WIOA exiters. Programs with no FETPIP report and no WIA/WIOA exiters shall not be eligible for WIOA funding and shall not become eligible unless a training provider completes a successful Training Provider Application for the program in question.

It shall be the responsibility of the training provider to submit the application for approval; however, if data indicates need for a program offered at a currently approved training provider board staff may seek approval by providing the same information required in the Training Provider Application.

#### **AUTOMATIC REMOVAL OF TRAINING PROGRAMS AND APPEALS PROCESS**

Removal of training programs from the WIOA Approved Training list shall be automatic upon determination the program no longer meets the necessary requirements per this policy. Removal shall occur in two steps. Once a determination has been made that a program no longer meets the requirements as established in this policy no further enrollments in the program shall be allowed until the decision to remove has been reported to the CSC Program Committee at a committee meeting. Training Providers wishing to appeal the decision to remove shall have twenty days from the date of the report to the committee to request an appeal and are required to provide a written appeal to CSC within thirty days of the report to the committee.

The appeal shall, at a minimum, include information indicating why the information used to make the decision was incorrect or shall provide sufficient information to allow the committee to determine significant changes have been made to the program that will cause the program to experience significant outcome improvements. The committee shall consider information provided by the Training Provider and staff in considering the appeal. The committee shall deny or approve the appeal. If an appeal is denied the Training Provider can request consideration by the full Board providing such an appeal is made in writing within five working days of the decision to deny by the CSC Program Committee. If further appeal is made information provided to the committee shall be provided to the full Board of Directors. A decision of the Board is not subject to appeal.

If the committee approves the appeal enrollments shall be open for the Training Program immediately. The program would still be subject to removal after the next program review if existing standards are not met. If an appeal is not made by the required deadline, or if the appeal is denied, a Training Program shall cease to be eligible for WIOA funding. Training Programs deemed no longer eligible for funding may either reapply one year after the decision or may be reinstated automatically if the program meets the required standards in the future.

#### **NEW TRAINING PROGRAM APPLICATION**

Existing training providers seeking to add a new program must request the addition of the new program by letter or email to the CSC Executive Director. Upon receipt of the request the Executive Director shall implement a review of the requested program and prepare a report for the CSC Program Committee that, at a minimum, examines the following items:

- Inclusion on the DOL as a HSHW program or a proven local need.
- Estimated wage at employment.
- Certification available to those completing training.
- Has the Training Provider made a significant investment in the training program that indicates a commitment to the program including, but not limited to, purchase or use of industry standard equipment, certified instructor(s), and outcomes tied to industry standards.
- If the program is in an area that is scheduled to be deleted from the approved list within one year or was disallowed for WIOA funding by the region within the previous two years the program shall also be required to show significant differences between the planned program and existing, or previously existing, programs no longer eligible for WIOA enrollment.
- A staff recommendation for approval or denial of the request.

- **Additional information may be provided within the report if it is determined such information is necessary for the Program Committee or the full Board to make an informed decision.**

**A report that includes a staff recommendation for denial must be provided to the institution no later than two weeks prior to the scheduled CSC Program Committee meeting. The institution shall be allowed to submit a written response as long as the written response is received no later than three workdays prior to the committee meeting.**

**New Training Providers seeking to have a training program approved that has been in existence for at least one year must complete a full Training Provider application and shall be evaluated using the information contained in the application.**

**Training Providers denied approval based upon information about the Training Provider and not their Training Program may appeal the decision. An appeal must be made in writing within twenty days of the decision by the committee to deny.**

**The Training Program shall be evaluated using the same six criteria listed in this New Training Program Application section. In order for a new Training Program from a New Training Provider to be approved both the institution and the program must be approved.**

**Training Providers shall be evaluated without requirement of a previous relationship with CSC and once approved all training programs shall be subject to the same criteria regardless of Training provider. New Training Programs approved by this method shall automatically be eligible for funding for two years. After two years the program shall be subject to review under the same guidelines as other programs.**

#### **REMOVAL OF A TRAINING PROVIDER AND APPEALS**

**Training Providers that do not provide information to FETPIP shall be automatically removed and this action is not eligible for appeal. Training Providers that have all programs deemed no longer eligible for funding may not appeal to remain as an approved training provider as they have no programs eligible for training.**

**(7) Employer Engagement:** Describe strategies and services used in the local area to:

- A. Facilitate engagement of employers, including small employers and employers in in-demand industry sectors and occupations, in workforce development programs; We work with employers through our various economic development contacts as well as through direct outreach to employers within our region. In addition, we use direct mail, direct personal contact as well as social media for outreach.**
- B. Support a local workforce development system that meets the needs of businesses in the local area; Our mission requires us to meet the needs of job seekers and employers. Our efforts with employers are well documented. Through our constant contact with industry leaders and the involvement of private sector board members, CSC has developed a system that is flexible and able to continuously develop to meet the needs of employers.**

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

**As a founding partner of Opportunity Florida, a long-standing member of Florida's Great Northwest and a key partner of all five local economic development organizations, we are ingrained with economic development. Opportunity Florida is housed in our Marianna center and we work with their staff on a daily basis. Additionally, our Executive Director is also the Executive Director of Opportunity Florida which gives us direct insight into economic development initiatives in our five counties.**

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

**The Wagner-Peyser Unemployment Insurance (UI) program is a mandatory partner under WIOA and is a vital program within the workforce delivery system. The employment of individuals is a key performance goal of each core partner and LWDB 3 has strategized to strengthen these partner linkages.**

**Wagner-Peyser is the State's labor exchange program and it brings together individuals who are seeking employment with employers who are seeking employees. CareerSource Chipola administers a labor exchange program that provides services to assist job seekers to find employment; assist employers in filling jobs and facilitates the match between job seekers and employers. Wagner-Peyser participates in a system for clearing labor between the States, including the use of standardized classification systems issued by the Secretary of Labor under Section 15 of the Wagner-Peyser Act; and it meets the work test requirement of the State Reemployment Assistance system.**

**LWDB 3 ensures self-services are available to all job seekers and employer customers. Services may be accessed from computer workstations at the career centers or personal desktop computers through the Internet. In addition to accessing information electronically, customers may choose to receive printed information material which will be available at the career centers. Career Services such as WIOA intensive services and training/retraining through the ITA (Individual Training Account) systems will be offered to eligible individuals unable to secure employment through core services.**

**All LWDB 3 partners will coordinate, collaborate, and integrate resources, ideas, and services to serve the customer in the most effective manner. Career center staff are cross-trained and able to identify and refer unemployed individuals to partner programs for additional services or benefits. Dual enrollment in Wagner Peyser, RESEA, SNAP, Welfare Transition, WIOA, and TAA is encouraged for eligible individuals and maximizes opportunities and benefits for a successful outcome.**

**Strong linkages have been developed with Adult Education and Literacy as well as Vocational Rehabilitation. Agreements with these partners promote the Wagner Peyser services available to the partners' participants. Joint employment goals provide a win-win situation for core partner programs. A cross referral process has been developed between the partners.**

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

**The LWDB approved the following priority of service policy for WIOA individualized career and training services:**

- (1) First, to veterans and eligible spouses who are also included in the groups given statutory priority for WIOA adult formula funds. This means that veterans and eligible spouses who are also recipients of public assistance, other low-income individuals, or individuals who are basic skills deficient would receive first priority for services provided with WIOA formula funds.**
- (2) Second, to non-covered persons (that is, individuals who are not veterans or eligible spouses) who are included in the groups given priority for WIOA formula funds. (Recipients of public assistance, other low-income individuals, or individuals who are basic skills deficient.)**
- (3) Third, to veterans and eligible spouses who are not included in WIOA priority groups.**
- (4) Lastly, to non-covered persons outside the groups given priority under WIOA.**

**Priority is given to recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient. The priority is processed on a *daily basis* with WIOA staff utilizing a regional decision tool to document the provision of priority service. The decision tool is housed electronically in the LWDB SharePoint and accessible to all staff at any point in the region.**

**Priority of service begins when the individual registers for services at the point of entry. Point of entry includes physical locations, such as the CSC career centers, Employ Florida (EF) web site, career/job fairs and mass recruitments. Strategies to provide training services to this targeted population include assessments, career counseling, assignment of an individual success coach, case management, pre-employment services, coordination with the training institution and authorizations for supportive services.**

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

**WIOA success coaches determine the customer's need for WIOA funded training services by completing an interview, evaluation, or assessment, and career planning based on the following criteria:**

- Eligible individual is unable or unlikely to obtain or retain employment that leads to economic self-sufficiency or wages comparable to or higher than wages from previous employment;**
- Eligible individual is in need of training services to obtain or retain employment that leads to economic self-sufficiency or wages comparable to or higher than wages from previous employment;**

- Eligible individual has selected a training program that is directly linked to the demand occupations that will lead to employment opportunities in the local area or the planning region;
- Eligible individual has the skills and qualifications to successfully participate in the selected training program;
- Eligible individual doesn't currently possess skills in a demand occupation; and
- Eligible individual has limited skills in the chosen training program that will significantly reduce employment opportunities.

Training services are provided through the use of educational programs offered to individuals by both public and private training institutions. These training providers have responded to requests for credentials from LWDB 3 in accordance with the local and DEO/CSF policy. Providers are not limited geographically to the workforce region but cover areas beyond the region. The limitation on the variety of training services and programs is set to adhere to the region's demand occupation list (DOL).

Customers will access these approved training providers through the CSC website and in its resource room. The customer choice process allows them to research and select the training provider they wish to use.

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

**WIOA success coaches and resource staff are instructed that they may not advocate for any particular provider or program. They are allowed to advise the customer while developing a workable training and employment plan to ensure adequate support is available and that successful completion is obtainable. CSC success coaches ensure that each customer is aware of the full array of training services available under WIOA.**

The customer has total choice of the training program he or she wishes to pursue as long as the training occupation is listed on the region's demand occupation list (DOL) and available through an approved training provider. Customers interested in pursuing training services are encouraged to review these tools to explore and research the training programs listed prior to selecting a training program in a demand occupation. Training provider websites and training program specifics are made available to assist customers in the process.

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

- A. Describe any ITA limitations established by the board;  
**ITAs are utilized for workforce funded Occupational Skills Training activities. The total value, provided funds are available, of an ITA will be no greater than the cost of the required tuition, books, and supplies at the chosen training institution. After appropriate assessment of a customer's interests, grade level**



completion, aptitude, and support service needs, a WIOA Success Coach will make a determination of the customer's ability to successfully complete the training program chosen by the customer. After confirming the customer's enrollment/acceptance into the training program, an ITA will be completed by the Success Coach for the period being enrolled (semester, quarter, or open-entry). The value will be not greater than the tuition for the courses being taken that period, the required books (used if available), and required supplies as stipulated by the training institution. Required tools, uniforms, safety equipment, etc. should be included under supplies. The costs of paper and pencils shall not be covered unless it is a general requirement for all students.

As of February 12, 2015, the CSC Board approved a policy to allow WIOA participants to have an ITA expenditure of \$2,500 per year for two years (maximum of \$5,000) and eliminated the ITA yearly expenditure limit. This change will assist students in welding, commercial vehicle driving as well as assist nursing students that do not receive PELL.

CSC does not have adequate funds to pay for childcare and other high cost support services, so the Pell Grant is used in conjunction with the WIOA training funds in order to ensure successful completion of the training program with a maximum leveraging of funds. The use of PELL funds will be up to the discretion of the Success Coach based on student's documented need and training costs.

The training provider must be on the CSC approved Eligible Training Provider List and the program of study must be listed on the Regional Targeted Occupations List as HS/HW or must be a demand occupation approved by the Board. The State Targeted Occupation List for HS/HW occupations may also be utilized when suitable for participants. Suitability is based on the ability to find work as well as relocate to another area. The CSC Executive Director must approve, in writing, requests and exceptions to this.

An ITA may be for a training program that is up to two (2) years in length. Note: CSC does not authorize payment from workforce funds for pre-requisites or developmental classes that must be taken for some programs, i.e. nursing. An ITA is valid up to the last day a student may begin classes at the training institution.

CSC provides a budget for each Success Coach to track their overall allowable amount to be used for training and training-related expenses. It is the duty of each Success Coach to track this budget in an ongoing manner and make adjustments as needed. As needed, CSC Success Coaches may request additional amounts for training.

Participants may select training programs offered by approved providers who are contiguous to LWDB 3 (both in and out of state).

B. Describe any exceptions to the use of ITAs.

The CSC will award training funds through ITAs with limited exceptions that will be enforced through its' RFPs and contractual agreements with provider (when not providing direct services.) The exceptions include:

- When the services provided are for on-the-job training (OJT), customized training, incumbent worker training or transitional jobs
- When CSC determines that there are an insufficient number of eligible providers in the local area to accomplish the purpose of a system of ITAs. When the CSC determines that there is a training program of demonstrated effectiveness in the CSC that is operated by a community-based organization or other private organization to serve individuals with barriers to employment (displaced homemakers, low income individuals, individuals with disabilities, older individuals, i.e., those aged 55 or over; ex-offenders; homeless individuals, youth who are in or have aged out of the foster care system), individuals who are English language learners, individuals who have low levels of literacy, and individuals facing substantial cultural barriers, eligible migrant and seasonal farmworkers, individuals within 2 years of exhausting lifetime eligibility under Temporary Aid for Needy Families (TANF), single-parents (including single pregnant women), long-term unemployed individuals, other groups determined by the Governor to have barriers to employment.

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

**CareerSource Chipola is working with Chipola College on efforts to expand training for both microenterprise and entrepreneurial training. Discussions have been held with both the College President as well as the Dean of the business school within the College. The resources available for such training in a rural area are limited; however, the LWDA is aware of the value of such programs and is committed to working with other partners to increase training opportunities.**

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

**We currently have no available apprenticeship programs within the region. We do have a union representative on our board of directors that works with a union-based apprenticeship program. This board member continues to work with staff to explore opportunities to provide apprenticeship opportunities within the region.**

**We understand the importance of apprenticeships and are working with schools, employers, and have had contact with industry associations in efforts to move forward with the establishment of these programs in our region.**

**(14) Other Program Initiatives:** Describe services provided that include implementing initiatives such as incumbent worker training programs, on-the-job training programs, customized training programs, work-based training, industry and sector strategies, career pathway initiatives, utilization of effective business intermediaries, and other initiatives supporting the board's vision and strategic goals described in Section III WIOA §134(c).

CareerSource is engaged in several special projects that involve industry specific strategies and opportunities to align career pathways. The Director of Programs & Centers and Administration & Outreach Director (Program Team) provide oversight and performance management activities for these special projects that include on-the-job training, work experience, and career pathways.

- (15) **Service Provider Continuous Improvement:** Describe the local board's efforts to ensure the continuous improvement of eligible providers of services, including contracted services providers and providers on the eligible training provider list, so they meet the needs of local employers, workers and job seekers (WIOA §108(b)(6)(A)).

CareerSource Chipola's Program Team provides oversight for all workforce programs for quality and federal/state/local compliance. They are responsible for conducting quality program reviews, providing oversight of business and employer services, assessing service delivery methods, and ensuring the local area is progressing toward positive performance outcomes.

Continuous improvement is managed through ongoing meetings, reinforcement of policies and procedures, and recommendations for improvement. CareerSource Chipola conducts periodic desk reviews for: Wagner-Peyer (WP) job seekers and job orders; Workforce Innovation and Opportunity Act (WIOA) Adult, Dislocated Workers and Youth; Supplemental Nutrition and Assistance Program (SNAP); Welfare Transition (WT), and Special Projects as appropriate. As part of compliance, all stages of program operations are reviewed from eligibility determination to allowable financial transactions.

CareerSource Chipola continues to assess effectiveness of programs and services to ensure that these services align with labor market relevance and that the local area adjusts its strategies to respond to the changing economic conditions and workforce needs in the five-county service delivery area.

The Eligible Training Provider performance is reviewed annually by the Board/Committees to ensure training resources are utilized to increase the skills of individuals in targeted industries. The Board's Program Committee reviews training provider completion rates, placement rates, and average wages for those who complete programs. CareerSource Chipola will adhere to CareerSource Florida's policy to determine the eligibility of training providers consistent with the state's policy to establish a statewide list approved by the Governor.

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

- A. **Define the term "a youth who is unable to compute or solve problems, or read, write, or speak English at a level necessary to function on the job, in the individual's family, or in society."** Describe how the local board defines whether a youth is unable to demonstrate these skills sufficiently to function on the job, in their family, or in society and what assessment instruments are used to make this determination (20 C.F.R. §681.290).

**WIOA eligible youth in LWBD 3 are provided an academic and skills assessment during the eligibility and counseling process. The academic**

assessment includes the Wonderlic GAIN assessment which determines if the youth is Basic Skills Deficient (below 9.0 grade level). The local LWDB defines a youth who meets the Basic Skills Deficient criteria as a youth unable to compute or solve problems, or read, write, or speak English at a level necessary to function on the job, in the individual's family, or in society.

B. Define "requires additional assistance." Describe how the local board defines the term "requires additional assistance" used in determining eligibility for WIOA-funded youth programs (20 CFR §681.300).

**CareerSource Chipola defines "requires additional assistance..." (but the definition is not limited to) as a youth who:**

- Requires additional assistance to complete an educational program (in need of a GED; has dropped of a post-secondary educational program during the past 12 months; or has a diploma but requires additional education in order to obtain or retain employment);
- Requires additional assistance to secure and hold employment (a youth who has not held a full-time job for more than three consecutive months; or has a poor work history, to include no work history; or has been fired from a job in the last 6 calendar months; or lacks work readiness skills necessary to obtain and/or retain employment);
- Is Basic Skills Deficient defined by CSC as a youth who has English reading, writing, or computing skills at or below 8th grade level on a generally accepted standardized test (TABE) or is unable to compute or solve problems, or read, write, or speak English, at a level necessary to function on the job, in the individual's family, or in society;
- Resides in a county where the resident live birth rate for mothers ages 15 through 19 years of age is above the state average according to the Florida Bureau of Vital Statistics;
- At risk of court involvement;
- Incarcerated parent(s);
- Is gang involved/affiliated/affected;
- Experiences personal/family substance abuse;
- Has a substance abuse problem and is/has been actively participating in treatment;
- Is an emancipated minor;
- Is a victim of domestic violence or sexual/child abuse;
- Has been alienated due to sexual preference;
- Is a member of a migrant family;
- Is lacking significant work maturity and/or work history (less than six months of work experience within the last year)

For each item outlined above as "requires additional assistance..." staff must make every effort to secure documentation that supports the identified barrier.

The LWDB applies the criterion "requiring support services or participation in pre-employment activities to enable them to complete their education and/or successfully enter employment" when:

- The school counselor/official provides written documentation that the youth has specific barrier(s) or needs that create a higher risk of dropping out of high school prior to graduation, or

The Success Coach determines through assessment that the youth has little or no work experience or a poor work history and needs employability/soft skills that may include resume writing, interviewing skills, assisted job search, etc. in order to obtain employment.

**END OF LOCAL PLAN INSTRUCTIONS**



## **ATTACHMENT A**

# **Interlocal Agreements**

**RESOLUTION**  
**INTERLOCAL AGREEMENT AMENDING THE WORKFORCE  
DEVELOPMENT CONSORTIUM**

This Agreement made and entered into pursuant to the authority of Section 163.01, Florida Statutes, by and between the following five (5) counties passing resolutions to that effect, the Counties of Calhoun, Holmes, Jackson, Liberty, and Washington, of the State of Florida,

**WITNESSETH THAT:**

**WHEREAS**, Public Law 113-128 enacted by the Congress of the United States effective July 22, 2014, which is known as the Workforce Innovation and Opportunity Act (hereinafter called the WIOA) establishes a program to prepare youth and unskilled adults for entry into the labor force and to afford job training to those economically disadvantaged individuals and other individuals facing serious barriers to employment, who are in special need of such training to obtain productive employment; and

**WHEREAS**, the WIOA replaces the Workforce Investment Act of 1998 under which Federal job training monies were administered and the adoption of the WIOA necessitates the amendment of the Interlocal Agreement creating the Chipola Regional Workforce Development Consortium, representing Calhoun, Holmes, Jackson, Liberty and Washington Counties; and

**WHEREAS**, the WIOA creates a partnership among the state and local governments and the private sector, with the primary emphasis being upon the coordination of workforce development programs; and

**WHEREAS**, the WIOA requires the Governor to designate Regional Workforce Development Areas (WDA) to promote the effective delivery of workforce development programs and further provides that a consortium of units of general local government may constitute such a WDA; and

**WHEREAS**, Calhoun, Holmes, Jackson, Liberty and Washington Counties desire to form a WDA for WIOA and for workforce development; and

**WHEREAS**, the Board of County Commissioners of each of the parties to this Agreement desires that its county be included in an area workforce services plan to avail its citizens of the benefits of the WIOA; and

**WHEREAS**, the Governor has grandfathered the parties to this Agreement as a WDA for the purposes of the WIOA; and

**WHEREAS**, the WIOA requires the establishment of a Workforce Development Board (WDB) to provide policy guidance for, and exercise oversight with respect to activities under the workforce programs for its WDA in partnership with local government within its WDA; and

**WHEREAS**, it is the responsibility of the Board of County Commissioners of each county in the WDA to appoint members to the WDB in accordance with the WIOA and an agreement entered into by the Board of County Commissioners of each county; and

**WHEREAS**, it is the responsibility of the WDB, in accordance with an agreement with the Board of County Commissioners of each County in the WDA, to determine procedures and select an entity to develop a workforce services plan; and

**WHEREAS**, the workforce services plan must be approved and submitted jointly by the WDB and the Board of County Commissioners of each county in the WDA; and



**WHEREAS**, within the service delivery region comprised of Calhoun, Holmes, Jackson, Liberty and Washington Counties, there currently exists an efficient and effective delivery system of federally and state-funded employment and training programs which are customer-centered; and

**WHEREAS**, Calhoun, Holmes, Jackson, Liberty and Washington Counties now desire to enter into an Interlocal Agreement to provide for the creation of a local WDB and to provide for the provision of workforce development services under WIOA; and

**WHEREAS**, the U.S. Department of Labor has encouraged the development of a workforce development system governed by local WDBs; and

**WHEREAS**, the purpose of these local boards is to develop local workforce development policies and strategies; to oversee the management and administration of those policies and strategies; and to develop an approach which consolidates the delivery of those workforce development strategies into a comprehensive, customer centered system at the local level in concert with the chief elected officials of the local governments of the WDA; and

**WHEREAS**, the programs envisioned under the control of the local workforce development boards include, but are not limited to, those currently funded through the WIOA, the Florida Welfare Transition Program, the Wagner Peyser Act, Perkins vocational training, school-to-work transition programs, vocational rehabilitation, Job Opportunity Basic Skills Programs (JOBS), Welfare to Work (WTW), Supplemental Nutritional Assistance Program (SNAP), Reemployment Services and other workforce development programs; and

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WHEREAS, Counties are to appoint members to serve on the CareerSource  
Chipola (CSC) board ;

NOW, THEREFORE BE IT RESOLVED, the parties hereto agree as follows:

1. Re-Authorization of the Chipola Regional Workforce  
Development Consortium

There is here re-authorized a multi-jurisdictional arrangement known as the  
Chipola Regional Workforce Development Consortium, (hereinafter called the  
"consortium") among all the parties hereto for the express purpose of collectively  
carrying out the individual responsibilities of each party to this Agreement under the  
WIOA. The Consortium shall consist of five (5) members. The Chairman of the Board  
of County Commissioners of each county shall serve as the county's representative on  
the Consortium; however, provided that any such County Board of Commission  
Chairman may designate a representative to attend meetings of the Consortium on their  
behalf, any such designee shall have full voting rights and privileges.

2. Parties to This Agreement

Each of the parties to the Agreement is a county of the State of Florida and as  
such is a general purpose political subdivision which has the power to levy taxes and  
expend funds, as well as general corporate and police powers. The governing body of  
each of the parties to this Agreement is its Board of County Commissioners and each  
party to this Agreement is identified as follows:

NAME/ADDRESS  
Board of County Commissioners  
Calhoun County, Florida  
20859 East Central Avenue East, #130  
Blountstown, FL 32424

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Board of County Commissioners  
Hdmes County, Florida  
201 North Oklahoma Street  
Bonifay, FL 32425

Board of County Commissioners  
Jackson County, Florida  
Post Office Drawer 510  
Marianna, FL 32446

Board of County Commissioners  
Liberty County, Florida  
Post Office Box 399  
Bristol, FL 32321

Board of County Commissioners  
Washington County, Florida  
1331 South Boulevard, Suite 400  
Chipley, FL 32428

4. Population To Be Served

The population to be served within the five (5) county area covered by this Agreement is 117,955, based upon the 2010 Census data.

5. Duties and Rnponaibilities of the Chipolt Reaional Workforce Development Contortium (Consortium)

The parties to this Agreement hereby authorize and empower the Consortium to exercise the following designated decision-making powers, delegated to the Board of County Commissioners of each county pursuant to the WIOA, over all plans, programs, and agreements and to enter into agreements and contracts to provide those services currently provided or contemplated to be provided under Florida's Welfare Transition Program, the Wagner-Peyser Act, Perkins vocational training, school-to-work transition programs, vocational rehabilitation, JOBS, WTW, Supplemental Nutritional Assistance

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Program (SNAP), Re-Employment Services and other workforce development programs. More specifically, the Consortium is hereby authorized and empowered:

(1) to establish the Chipola Regional Workforce Development Board, doing business as CareerSource Chipola (CSC) where such authority is delegated by an individual Board of County Commissioners to its Consortium member, to appoint local members to CSC, all in accordance with Section 107 of the WIOA and FS. 445. CSC board members shall serve the functions described in Section 107 of the WIOA. In the absence of such delegation, the authority to appoint local CSC board members shall reside in the individual Boards of County Commissioners for the county from which the individual CSC board member is to be appointed. The authority to appoint at-large members to CSC shall reside in the Consortium; and

(2) to enter into an agreement(s) with CSC to determine the selection of a grant recipient and an entity to administer the workforce services plan, the one stop operator, if needed, and to determine the procedures for development of the workforce services plan as described in Section 108 of the WIOA; and

(3) to review and approve all workforce services plans prepared under Section 108 of the WIOA and jointly submit, along with the CSC, said plans to the Governor; and

(4) to perform any other appropriate duties necessary for the accomplishment of and consistent with the purposes of this Agreement and the WIOA; and

(5) to further empower CSC to enter into agreements with the State of Florida Department of Economic Opportunity (DEO) or any other selected entity to

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administer Ronda's Welfare Transition Program, Wagner-Peyser Act Funds, Perkins vocational training, school-to-work transition programs, vocational rehabilitation, JOBS, WTW, Supplemental Nutritional Assistance Program (SNAP), Re-Employment Services and other workforce development programs; and to manage and control all those functions traditionally managed and controlled by the DEO and,

(6) to further empower CSC to enter into agreements to provide marketing services for the above referenced functions: and,

(7) to elect one member of the Consortium to serve as Chair of the Consortium that shall serve as the chief elected official for the WDA: and

(8) to establish rules for the conduct of business.

#### 6. Quorum and Voting

At all meetings of the Consortium, the presence in person, or by electronic means, of representatives of not less than three (3) member counties shall be necessary to constitute a quorum for the transaction of business. If one or more members are present by electronic means a location within the counties served by the Consortium must be available to the public that allows the public to hear all communication between Consortium members and provide public input that may be heard by all Consortium members. At all meetings of the Consortium at which a quorum is present, all matters shall be decided by the majority vote of said members.

#### 7. Appointment of the Central Souris Chipola «CSC» Board

There is hereby established CSC, which shall be in accordance with the requirements of Section 107 of the WIOA and Section 7 of this Agreement which shall

be called CSC. The number of members of the CSC board shall be determined by CSC with approval of the Consortium

As vacancies occur, CSC will advise the respective County Commission, or the Consortium if an at-large vacancy occurs, of the vacancy by letter. The Board of County Commission where the vacancy occurs, or the Consortium in the event of an at-large vacancy, will fill the vacancy as expeditiously as possible notifying CSC by letter of the individual appointed to fill the vacancy.

Each county shall have an equal number of private sector representatives on the CSC board and all other members shall be considered at-large members.

8. **Workforce Investment Area** Designation

Pursuant to the designation by the Governor, the five (5) counties constituting the Consortium shall be the Workforce Development Area as provided for in Section 106 of the WIOA for the geographical area covered by this Agreement

9. **No Local Funds Restricted to Counties**

No funds will be provided from the treasuries of any of the parties to this Agreement for implementation of the WIOA program, it being the intent hereof that all funding of the WIOA program and the other programs contemplated to be managed pursuant to this Agreement shall be accomplished entirely by grants pursuant to the WIOA and any other available State or Federal grants. However, in accordance with Section 107(d)(12)(B)(i)(II) of the WIOA, each county recognizes that appointing a local board does not release the local elected officials or the Governor of the State of Florida for liability for misuse of grant funds obtained under WIOA.

10. **Local Requirements**

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a. AD Federal, State and Local laws shall be complied with by all parties to this Agreement

b. All Workforce Services Plans shall be approved by the Consortium or by the designated Chief Elected Official if granted authority by the Consortium.

#### 11. Duration of Agreement

This Agreement shall have the duration equal to the period that the Workforce Development Area designation remains in effect for the geographical area identified herein. Any parties to this Agreement may withdraw from this Agreement by passing a resolution to such effect and providing thirty (30) days notice to the other parties to this Agreement. However, the validity, force, and effect of this Agreement shall not be affected by the withdrawal of one (1) or more parties to this Agreement.

#### 12. Output! Revolution Proctff

f, during the course of this Agreement, there is a dispute between the parties, the following procedures will apply:

(1) The party which has the dispute shall notify the other parties of the nature of the dispute, in writing, with a copy to the Governor of the State of Florida;

(2) All disputes and controversies of every kind and nature between the parties named above arising out of or in connection with this interlocal Agreement as to its existence, construction, validity, interpretation or meaning, performance, nonperformance, enforcement, operation, breach, continuance, or termination shall be submitted to non-binding mediation. If the parties cannot agree upon a mutually satisfactory mediator within sixty (60) days of receiving a request for appointment of a mediator from any party to this agreement, then the Governor shall be requested to

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select a mediator to mediate the dispute. The cost of the mediator shall be shared equally by the parties.

(3) If, after hearing the dispute, accord is not reached on the resolution of the dispute, the party that raised the dispute may, by giving one hundred eighty (180) days written notice, before the end of the program year (before June 30th) withdraw from the Consortium, effective July 1st of the following program year, or at such later time as designated by the Governor of the State of Florida.

13. Effective Date

This Agreement and any amendments hereto shall be effective between and among each county passing a resolution adopting this Agreement and any amendments hereto, and upon filing said resolution of adoption and this Agreement and any amendments hereto with the Clerk of the Circuit Court in their county.

THIS RESOLUTION ADOPTED THIS DAY OF July, 2016.

BOARD OF COUNTY COMMISSIONERS  
CALHOUN COUNTY, FLORIDA

By: e&f,  
Chairman



select a mediator to mediate the dispute. The cost of the mediator shall be shared equally by the parties.

(3) If, after hearing the dispute, accord is not reached on the resolution of the dispute, the party that raised the dispute may, by giving one hundred eighty (180) days written notice, before the end of the program year (before June 30th) withdraw from the Consortium, effective July 1st of the following program year, or at such later time as designated by the Governor of the State of Florida.

13. Effective Date

This Agreement and any amendments hereto shall be effective between and among each county passing a resolution adopting this Agreement and any amendments hereto, and upon filing said resolution of adoption and this Agreement and any amendments hereto with the Clerk of the Circuit Court in their county.

THIS RESOLUTION ADOPTED THIS 11<sup>th</sup> DAY OF April, 2016.

BOARD OF COUNTY COMMISSIONERS  
HOLMES COUNTY, FLORIDA

By:   
Chairman


from the Consortium, effective July 1st of the following program year, or at such later time as designated by the Governor of the State of Florida

13. Effective Date

This Agreement and any amendments hereto shall be effective between and among each county

Agreement entered into on this 14<sup>th</sup> day of February, 2018.

BOARD OF COUNTY COMMISSIONERS  
JACKSON COUNTY, FLORIDA

  
By: C. Innan

WITNESS: Kristie Cloud  
Kristie Cloud  
CAREERSOURCE CHIPOLA

By: Richard Williams  
Executive Director

Date: June 14, 2018  
WITNESS: Angela Richard

select a mediator to mediate the dispute. The cost of the mediator shall be shared equally by the parties

(3) If after hearing the dispute, an accord is not reached on the resolution of the dispute, the party that raised the dispute may, by giving one hundred eighty (180) days written notice, before the end of the program year (before June 30th) withdraw from the Consortium. effective July 1st of the following program year, or at such later time as designated by the Governor of the State of Florida

13. Effective Date

This Agreement and any amendments hereto shall be effective between and among each county passing a resolution adopting this Agreement and any amendments hereto, and upon filing said resolution of adoption and this Agreement and any amendments hereto with the Clerk of the Circuit Court in their county.

THIS RESOLUTION ADOPTED THIS DAY OF \_\_\_\_\_, 2016.

BOARD OF COUNTY COMMISSIONERS  
LIBERTY COUNTY, FLORIDA

By: \_\_\_\_\_

from the Consortium. effective July 1st of the following program year, or at such later time as designated by the Governor of the State of Florida

13. Effective Date

This Agreement and any amendments hereto shall be effective between and among each county passing a resolution adopting this Agreement and any amendments hereto, and upon filing said resolution of adoption and this Agreement and any amendments hereto with the Clerk of the Circuit Court in their county.

THIS RESOLUTION ADOPTED THIS 21<sup>st</sup> DAY OF May 20-11<sup>th</sup> 2011.

BOARD OF COUNTY COMMISSIONERS  
WASHINGTON COUNTY, FLORIDA

By: *ft c.c. b(* \_\_\_\_\_  
Chairman

WITNESSES: *f'..d!iaJ>b )*  
ertc

CAREER SOURCE CHAIRMAN

By: Richard Williams *d/*  
Executive Director

Date: \_\_\_\_\_ *--:fVf:;...f.*

WITNESS: *ü'£/kw iL "J ■ fJ..i-VW*



# **ATTACHMENT B**

## **By-Laws**

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**BY-LAWS**  
**CHIPOLA REGIONAL WORKFORCE**  
**DEVELOPMENT BOARD**  
**A CORPORATION NOT FOR PROFIT**

**ARTICLE I**  
**Name**

The name of the Corporation shall be CHIPOLA REGIONAL WORKFORCE DEVELOPMENT BOARD, Inc, dba careerSource Chipola and It is sometimes referred to in these ByLaws as the Corporation, the "WOC" or the "Board"

**ARTICLE II**  
**Purpose**

1. The purposes for which the Corporation is formed are those set forth in its Articles of Incorporation. The Corporation is not formed for pecuniary or financial gain and no part of the assets, income or profit of the Corporation is distributable to or will inure to the benefit of its directors or officers. No substantial part of the activities of the Corporation shall be the carrying on or propaganda, or otherwise attempting, to influence legislation and the Corporation shall not participate in, or intervene in (including the publishing or distribution of statements) any political campaign on behalf of any candidate for public office.

2. The purpose of this organization is to:

A. Serve as an intermediary to assist in stimulating and providing for the involvement of the business community, including small businesses, minority business enterprises, labor and community based organizations, in the employment and training activities including all such other purposes described in the federal Workforce Innovation and Opportunity Act (WIOA) of 2014. Public

Law 113-128, and to increase private sector employment opportunities for the residents of Calhoun, Holmes, Jackson, Liberty and Washington Counties, with a special focus on economically disadvantaged persons.

B. Serve as the business and industry contact point in the local employment and training system, to present the private sector's views and recommendations for making programs more responsive to local employment needs.

### ARTICLE III Basic Policies

The following are the basic policies of the Corporation:

1. The Corporation shall be noncommercial, nonsectarian, and nonpartisan.
2. The name of the Corporation or the names of directors in their official corporate capacity shall not be used in any connection with a commercial concern or with any partisan interest.

### ARTICLE IV Membership

Any individual who subscribes to the purpose and basic policies of the Corporation may be designated a member of the Corporation subject only to compliance with the provisions of the By-Laws. Membership in the Corporation shall be available without regard to sex, race, color, creed, or national origin.

### ARTICLE V Officers

1. The elected officers of the Corporation shall consist of a Chair, a Vice-Chair, and a Secretary-Treasurer. The Board of Directors may appoint Assistant Secretaries and Assistant Treasurers as the need arises to serve at the pleasure of the Board.



## 2. Chair

The Chair shall conduct and preside at all meetings of the Corporation and the Board or Directors. The Chair shall be the official spokesperson of the Corporation and the Board of Directors. The Chair shall be the Chief Executive of the Corporation, and shall be vested with full power to exercise whatever functions may be necessary or incident to the full exercise of any power bestowed upon him or her by the Board of Directors not inconsistent with the provisions of the Articles of Incorporation. It shall be the duty and obligation of the Chair to furnish leadership in the accomplishment of the aims and purposes of the Corporation. The Chair shall have the authority to appoint one Board member to serve as Parliamentarian of the Board. The Parliamentarian shall have a solid understanding of Robert's Rules of Order and shall be called upon as needed to help the membership conduct meetings according to Robert's Rules of Order. (Revised 3H>6J)

## 3 Vice Chair

It shall be the duty of the Vice-Chair to render every assistance and cooperation to the Chair, and to provide the Chair with the fullest measure of counsel and advice. In the event of the absence of the Chair or the Chair's inability to act, the Vice-Chair shall fulfill the duties of the Chair. The Vice-Chair shall familiarize himself or herself with all activities and affairs of the Corporation, and shall have such other duties as may be assigned to him or her by the Board or Directors. In the event the Vice-Chair is absent or unable to act, or in the event of his or her death, disability, or resignation, the Board of Directors shall select a private sector member as acting Vice-Chair to hold office until a successor is elected by the Board of Directors.

4. Secretary-Treasurer

The Secretary-Treasurer and his/her assistants, if any, shall perform all duties usually required of those officers, and such other duties as may be assigned to them by the Board of Directors. All financial records shall be kept by the WDB bookkeeper and shall be available for review by the Treasurer or any member of the Board or Directors.

5. Qualifications

Only members of the Board of Directors in good standing shall be eligible to hold any elective office of the Corporation.

6. Election

The Board of Directors shall elect annually all of the officers of the corporation. The election shall be by non-secret written ballot when there is more than one nominee for any office. The election shall take place at the general meeting preceding the Corporation's annual meeting.

7. Nominations

Any member of the Board of Directors may be nominated as a candidate for any office of the Corporation, with the following exceptions: only private sector representatives may be nominated as candidates for the offices of Chair or Vice-Chair, and the Chair or Vice-Chair may not be from the same county.

8. Term of Office

Elected officers shall assume their official duties following the close of the annual meeting and shall serve for a term of one (1) year or until the election of their successors. A person shall not be eligible to serve more than two consecutive terms in the office as Chair or Vice-Chair.

A person having served two consecutive terms in office as Chair or Vice-Chair shall be eligible for election as Chair or Vice-Chair if a one year break in service has occurred

Consecutive terms only apply for the individual office and do not disallow an individual from serving two terms in one office and then immediately serving two terms in another office

#### 9 Vacancies

A vacancy occurring in the office of Chair, Vice-Chair, or Secretary-Treasurer of the Corporation shall be filled for the unexpired term by the Board of Directors in accordance with the provisions of these By-Laws.

### ARTICLE VI Board of Directors

#### 1. Duties and Responsibilities

The Board of Directors as the governing body of the Corporation shall be vested with exclusive power and authority to formulate, fix, determine, and adopt matters of policy concerning their activities, affairs, or organization of the Corporation, subject to any limitations imposed by the United States Department of Labor, and for the Florida Department of Economic Opportunity, and for CareerSource Florida, or the successors of said agencies. The Board of Directors shall be charged with the duty and responsibility of enforcing and carrying into effect the provisions of the Articles of Incorporation and the accomplishment of the aims and purpose of the Corporation. The Board of Directors shall direct the manner in which all funds of the Corporation are disbursed and for the purpose therefore and shall adopt and approve a budget for each fiscal year which begins July 1 and ends June 30 each year. The Board

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of Directors shall perform all other duties imposed under the Articles or Incorporation and shall have full power to exercise such functions as may be necessary, expedient, or incidental to the full exercise of any powers bestowed upon it by the Articles of Incorporation or any amendment thereto or by these By-Laws

The Board of Directors shall meet in accordance with the provisions set forth in Article VIII of these By-laws. It shall be the duty and responsibility of each Board member to attend the meetings. Any member missing two consecutive meetings shall be referred to the Executive Committee for the purpose of membership review. If the Executive Committee makes a recommendation for removal or the member due to non-attendance, the recommendation will be subject to action at the next meeting of the Board of Directors. A two-thirds vote of the membership present at a duly called meeting shall be required to approve removal of a Board Member after recommendation by the Executive Committee. (Rev...edeMO)

Attendance records for each member shall be sent to the nominating or appointing body on an annual basis. Such records shall reflect attendance at all meetings of the organization for which attendance of the member was requested. An attendance report shall also be provided to the full membership of the Board on no less than an annual basis. (Revised 9,9,10)

## 2 Membership

Each of the five counties in the local area will have three (3) private sector members which shall be representatives of business in the local area in accordance with Sec. 107(b)(2)(A), and which shall represent a majority of the members on the Board. Private sector vacancies shall be appointed by each of

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the five county s Board of Commissioners. Atarge members will be nominated by the agency they represent. must meet requirements set forth by the Board and are subject to the final approval of the Chipola Regional Workforce Development Consortium. The Boards membership shall at all times remain in compliance with federal and state law either in existence or as shall be adopted in the future. The Board shall have the authority to change the membership as long as it stays within the parameters of Sec. 107 of the WIOA Law, any applicable law, and with the approval of the Consortium.

Efforts are to be made to include representation of small business, minority-owned business, businesses owned by women, and others reflective of commercial and industrial make-up of the area. Hats of the industry and business positions shall be delegated to representatives of small business, with small business being defined as those employing 500 or fewer employees. Representation of minority-owned business enterprises should be consistent with their representation in the business community.

In accordance with applicable federal and/or state law, a Workforce Development Board that has been certified by the Governor may determine the need to expand its membership. Additionally, vacancies will occur on a routine basis. Any vacancy shall be filled in the same manner as the original appointment. In accordance with applicable federal and/or state law, appropriate state agencies shall be advised of any changes in membership.

### 3. Nominations

Nominations of WDB membership shall be as follows:

A. Private Sector Appointments. Private sector appointments shall be owners of business concerns, chief executives or chief operating officers of non-

governmental employers, or other private sector executives who have substantial management or policy responsibility. In accordance with WIOA Law Sec. 107(2)(A)(i-iii), Representatives of the private sector must constitute a majority of the membership of the WOB. Private sector representatives on the Board shall be selected from among individuals nominated by the chamber of commerce in the county they are to represent and approved by that county's Board of County Commissioners.

B. At Large Appointments. At large appointments to the Board must be approved by a majority vote of the Consortium and must be in accordance with WIOA Law Sec. 107 (B-E).

#### 4 Terms of Office

Appointments shall be for a term of three (3) years. Any vacancy which occurs shall be filled according to the initial county distribution and for the length of time remaining in the unexpired term.

#### 5 Expenses

By resolution of the Board, the members may be reimbursed or paid their actual expenses arising out of their service as WDB members, but shall not be paid compensation for their services.

### ARTICLE VII Committees

#### 1. Committees

The WOB shall create from time to time such committees as it may deem advisable and necessary and shall define the powers, duties, functions, and scope of each committee. As soon as it is practicable, after each annual meeting of the Corporation, the Chair, with the advice and consent of the Board of

Directors shall appoint the members of all committees for the ensuing administrative year, and may name and designate the Chair and Vice-Chair of each committee. If the Chair of the Board does not designate the Chair and Vice-Chair of a committee, then the Executive Director of the organization shall call the first meeting of the committee and the first item of business for the committee shall be the designation of a Chair and Vice-Chair. The members of such committees shall serve for the term or the Chair appointing them except the Board of Directors may provide for members of any standing committee to serve for staggered terms beyond the current administrative year. Vacancies occurring in the membership of such committee shall be filled by the Chair, with the advice and consent of the Board of Directors. For the remainder of the unexpired term, each committee may select from its membership such officers, other than Chair and Vice-Chair of said committee, as it deems advisable, and sub-committees may be designated from the committee membership. The WDB Chair, with the advice and consent of the Board or Directors, may appoint additional members to a committee or remove members from a committee.

With approval of the Chair, a committee may create a sub-committee with non-Board members as members of the sub-committee as long as said sub-committee is chaired by a member of the Board and as long as the sub-committee is acting only in an advisory role.

The Board of Directors may dissolve a committee or sub-committee when it deems that the work of such committee has been completed, or when it deems that a committee is no longer necessary. Each committee shall meet at such times and places as may be designated by the Committee Chair or Vice-Chair.

Each committee or sub-committee shall file with the Secretary such interim reports as desired, or as may be requested by the Chair of the Board of Directors. Upon the termination of its duties or term, each committee shall deliver to the successor membership, if such there be, or to the Secretary, all files, reports, records and data, and information accumulated by the committee. No action, report, or recommendation of any committee shall be binding on the Corporation unless adopted and approved by the Board of Directors.

## 2 Standing and Special Committees

The Board of Directors as soon as is practicable shall determine and designate which committees shall be considered a standing committee and which committees shall be considered a special committee, and shall define the specific powers and duties thereof.

## 3 Executive Committee

The Executive Committee shall be charged with the duty of advising and counseling the Chair, and rendering assistance and cooperation to such officer. The Executive Committee shall have authority to exercise the functions of the Board of Directors during the interim between meetings of the Board of Directors. All actions taken by the Executive Committee shall be subject to the approval, confirmation or ratification by the Board of Directors. The Executive Committee shall act as the WDB's personnel committee. They will recommend personnel policies and benefits for the administrative entity. The Executive Committee shall exercise other functions as may be delegated to it by the Board of Directors.

The Executive Committee shall be appointed by the Chair with the consent of the majority of the Board of Directors. The Executive Committee shall consist



of the Chair, the Vice-Chair, and one additional member from each county served by the Board.

If the previous Chair is still a member of the Board of Directors the previous Chair shall be appointed to the Executive Committee in one of the member county positions

#### 4. Finances of Committees

With the exception of the Executive Committee, no committee or sub-committee shall incur any debt payable by the Corporation without prior approval of the Board of Directors. Each committee shall file with the Secretary a detailed statement setting forth any funds needed or required in connection with the work of such committee during the ensuing administrative year for consideration by the Budget Committee and inclusion in the annual budget of the Corporation after approval by the Board of Directors.

### ARTICLE VIII Meetings

#### 1. Annual Meeting

The Chair shall cause a program for the annual meeting of the Corporation to be developed. Such program when approved by the Board of Directors shall be the order of business for the annual meeting and such order of business shall not be altered except by consent of two-thirds (2/3) of the active members of the Board of Directors present and voting. Only the Chair, with the advice and consent of the Board or Directors, shall have the authority to extend invitations to non-members to attend the annual meeting as honored guests or speakers at the expense of the Corporation. No committee shall create any debt of the Corporation in connection with an annual meeting without prior

approval of the Board of Directors. All papers, addresses, and reports read before or submitted at a meeting shall become the property of the Corporation and may be published by the Corporation.

## 2 Rules of Procedure

Only the Board or Directors, which comprises the entire membership of the Corporation, shall be entitled to vote at any committee or general WDB meeting. Resolutions for consideration at the annual meeting may be proposed by a member of the Board of Directors or by a Resolutions Committee, provided the same shall be presented and handled in accordance with the procedure which shall be established by the Board of Directors within a reasonable amount of time prior to each annual meeting. Resolutions may be offered by any member of the Board of Directors. The Chair shall have the authority to limit debate so that no person shall speak for more than ten (10) minutes or more than twice on any matter except upon consent of a majority of the members of the Board of Directors present and voting at the meeting.

## 3 Regular Meetings

Regular meetings of the Corporation shall be held bi-monthly (Revised 1/13/05) unless otherwise decided by the Board of Directors.

## 4 Special Meetings

Special meetings of the Corporation may be called at any time by the Chair or by a majority of the Board of Directors or upon a petition signed by not less than one-third (1/3) of the membership of the Board of Directors.

## 5 Public Access to Meetings

The annual meeting and all regular and special meetings of the Board or Directors shall be open to the public. Meetings of the Board and any committee

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thereof, may be held using telecommunications or other electronic means that allow for vocal participation. On the meeting Members attending by such methods shall be deemed present for the purpose of a quorum, if meetings are held in which members are allowed to attend using telecommunications or other electronic means, the public must be allowed access to the meeting by attendance in person at a location within the region (Revised 3/9/06)

#### 6 Quorum

Forty percent (40%) of the membership of the Board of Directors with the majority being from the private sector (RII V<sup>sect</sup> 3(20197), or a majority of the membership of the Board of Directors (R<sup>o</sup> "Od 11119198), shall constitute a quorum for the transaction of any corporate business

7. Voting (Added 6/22/0J Unless otherwise required in the By-Laws or by generally accepted guidelines in the latest edition of Roberts Rules of Order, all matters before the Board shall be determined by a majority vote of members present at the meeting with a quorum present with the exception of amendments to the Bylaws as noted in Article XI and related party transactions which must be approved by two-thirds of the Board's total membership including non-voting members. Whenever a conflict of interest exists, or is thought to exist, same shall be declared in an open meeting to the entire Board or committee by the member having such conflict, and the member shall abstain from voting as is provided herein

### ARTICLE IX Indemnification and Bonding

The Board of Directors is specifically authorized pursuant to Florida Statute and by these By-Laws to indemnify all persons from any liability and

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expense incurred or arising out of activities undertaken on behalf of U'e Corporation.

Additionally, the Corporation is specifically authorized to provide bonding, as required as a condition to enter into any contract. Any officer, director, or employee of the Corporation authorized to make distributions on behalf of the Corporation shall be bonded in a sum as may be determined from time to time by the Board of Directors. All premiums payable to any insurance company for any contract of insurance of indemnity or bonding may be paid from the funds of the Corporation for the benefit of any officer, director, or employee of the Corporation. Officers, directors, or employees of the Corporation may be indemnified by the Corporation for liabilities to third parties incurred in the discharge of their duties as officers, directors, and/or employees, including legal fees and out-of-court settlements, provided that the officers, directors, and/or employees acted in good faith and in a reasonable belief that their actions were in the best interest of the Corporation. The Corporation shall provide further indemnification to the officers and members of the Board of Directors by purchasing for their benefit an insurance policy insuring said parties against any liability, and the Corporation shall be responsible for the payment of any deductible provisions contained in said insurance policies.

#### ARTICLE X Rules of Procedure

Roberts Rules of Order shall govern the conduct of all meetings of the Corporation unless such rules conflict with requirements, rules, and for the laws of the United States and the State of Florida.

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ARTICLE XI  
Amendments to the By-Laws

These By-Laws, and any amendments hereafter adopted, may be amended, modified, altered, or repealed by a two-thirds vote of the members of the Board of Directors present and voting at any meeting of the Board of Directors. All members shall be notified with written copies of the changes at least two weeks in advance of any meeting which is scheduled for the amendment, modification, and repeal of the By-Laws.

These amended By-Laws were adopted March 10, 2016 by at least a two-thirds majority vote of the Board of Directors



## **ATTACHMENT C**

# **Agreement with One-Stop Operator**

*\*Contract*

## CAREERSOURCE CHIPOLA CONTRACT FOR SERVICES

This Contract is between the CareerSource **Cla**, hereinafter referred to as a CSC, whose address is 4636 Highway 90 East, Suite K, Marianne, Florida and Unda Sumblyn hereinafter referred to as "Contractor", the address of which is 19933 Washington Street, Fort Walton Beach, Florida 32547 for the express purpose of provision of MMCSS pursuant to the Workforce Innovation and Opportunity Act (WIOA) of 2014, the Workforce Innovation Act of 2000, and any other programs administered by CareerSource Chipola and Florida included within this Contract.

NOW, THEREFORE, in consideration of the mutual covenants, promises, and representations contained herein, the Parties hereto agree as follows:

### ARTICLE I. SCOPE OF SERVICES

The Contractor, in a satisfactory and proper manner as determined by the CSC, shall carry out all activities as agreed upon in this Contract for Services. Such activities shall be performed except as otherwise specifically stated herein, by persons or instrumentalities solely under the direction and control of the Contractor. The purpose of this Contract is to secure the services of a One-Stop **O** that will coordinate the service delivery of participating **004Mtop** partners. net Contractor within the **Maranna** career center. Unda Sumblyn as the identified Contractor will be responsible for working with CSC to assure that the region's coordinating **Servm** across program lines and with other organizations as required by the Ad.

### ARTICLE II. PERIOD OF CONTRACT

This Contract is effective upon both parties signing and the Contractor has complete performance on or before June 30, 2018, unless this Contract is terminated as herein provided. In the event that the funds on which this contract is dependent are withdrawn, this contract may be terminated at CSC's option and CSC has no further liability to the Contractor beyond that already incurred by the termination date and within the limits of unpaid funds that were not withdrawn. This contract can be renewed for up to three (3) additional one (1)-year terms based on performance, business needs, and the availability of funds.

### ARTICLE III. TERMS OF CONTRACT

The total amount of funds in this Contract is \$4,000.00. It is understood that these funds will be used to provide the services as outlined in the Payment and Performance Section of the Contract P&CMge.

### ARTICLE IV. INDEMNIFICATION

The Contractor is an independent Contractor and shall carry out and execute all duties and responsibilities under this Contract as an independent Contractor. In discharging such duties and responsibilities, Contractor shall exercise due and responsible care and shall comply with all applicable laws contained herein. The Contractor agrees to defend, indemnify, and CSC, its officers, agents, and employees harmless and blameless from liability of any kind whatsoever, including reasonable attorney's fees, and expenses which arise out of or are the result of

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CareerSource Chipola 2017-2018

performance or non-performance of this Contract and any claim whatsoever arising out of the contractual relationship.

#### ARTICLE V. CATALOGUE OF FEDERAL DOMESTIC ASSISTANCE (CFDA) NUMBERS

- A. The CFDA Numbers for Workforce Investment Act are as follows:
  - Adult: 17258
  - Youth: 17259
  - Dislocated Worker: 17278
- B. The CFDA Number for TANF is 93558
- C. The CFDA Number for Wagner Peysers is 17207
- D. The CFDA Number for OVOP is 17801
- E. The CFDA Number for LVER is 17804
- F. The CFDA Number for UCII is 17225
- G. The CFDA Number for FSETs is 10.551
- H. The CFDA Number for REA/RESEA is 17225

#### ARTICLE VI. PAYMENT & PERFORMANCE

This is a fixed unit performance based Contract. Payment will be made on a quarterly basis and billing should be received by CSC within forty-five (45) days of the due date of each quarterly report. The amount billed for each item reflects the amount that will be paid to the Contractor upon verification by CSC that the deliverable has been completed.

**Deliverable 1:** Value: 1090.00 Conduct an unannounced visit to the Marianna career center between July 1, 2017 and September 30, 2017. Within thirty (30) days of the visit provide a report indicating if the Marianna career center is effectively delivering services across program lines with other organizations as required by WIOA. If it is determined the center is not effectively providing services the report must include recommended actions to be undertaken at the center to correct any issues. Additionally, as part of the required report, the Contractor may include comments on best practices or suggestions for improvement.

**Requirement:** This information should be provided in a report format and should include evaluation methods, necessary actions and any recommendations or suggestions for improvement.

**Deliverable 2:** Value: 11900.00 Conduct an unannounced visit to the Mananna career center between October 1, 2017 and December 31, 2017. Within thirty (30) days of the visit provide a report indicating if the Marianna career center is effectively delivering services across program lines and with other organizations as required by WIOA. If it is determined the center is not effectively providing services the report must include recommended actions to be undertaken at the center to correct any issues. Additionally, as part of the required report, the Contractor may include comments on best practices or suggestions for improvement.

**Requirement:** This information should be provided in a report format and should include evaluation methods, necessary actions and any recommendations or suggestions for improvement.

**Deliverable 3:** Value: 1100.00 Conduct an unannounced visit to the Mananna career center between January 1, 2018 and March 31, 2018. Within thirty (30) days of the visit provide a report



Indicate if the Marianna career center is effectively delivering services across program lines and with other organizations as required by WIOA. If it is determined the center is not effectively providing services the report must include recommended actions to be undertaken at the center to correct any issues. Additionally, as part of the required report, the Contractor may include comments on best practices or suggestions for improvement.

**Attachment J:** This information should be provided in a report format and should include evaluation methods, necessary actions and any recommendations or suggestions for improvement.

**Attachment 4:** Value: \$1,000.00 Conduct an unannounced visit to the Marianna career center between April 1, 2018 and June 30, 2018. Within thirty (30) days of the visit provide a report indicating if the Marianna career Center is effectively delivering services across program lines and with other organizations as required by WIOA. If it is determined the center is not effectively providing services the report must include recommended actions to be undertaken at the center to correct any issues. Additionally, as part of the required report, the Contractor may include comments on best practices or suggestions for improvement.

**Required Items:** This information should be provided in the report format and should include evaluation methods, necessary actions and any recommendations or suggestions for improvement.

Payment will be made to the Contractor based upon submission of documentation of allowable expenses up to the amount earned on the deliverables above.

#### ARTICLE VII. AUDITS

a. Non-Profit Governmental and Education Entities

If this award is made to a non-profit, governmental or institution of higher education, and if this Contractor receives \$750,000 or more in a fiscal year of federal financial assistance to operate a federal program, the federal cost principles and audit requirements of 2 CFR 200 shall be adhered to. The Contractor shall provide for a program specific independent financial and compliance audit conducted and prepared in accordance with generally accepted government auditing standards.

b. Commercial Organizations

If this award is made to a for-profit commercial organization, and if this Contractor receives \$750,000 or more in a fiscal year of federal financial assistance to operate a federal program, the Contractor will provide for a Single Audit or program specific independent financial and compliance audit conducted and prepared in accordance with generally accepted government auditing standards.

c. Audit and Monitoring Reports

- 1) Contractors shall submit a copy of their independent audit report within thirty (30) calendar days after its receipt by the Contractor and not later than nine (9) months after the end date of this Contract.
- 2) If an official audit or monitoring report identifies unacceptable accounting practices and/or records management, CSC reserves the right to withhold fully or all reimbursement from the Contractor until such time as the accounting practices and/or records management are improved to the satisfaction of CSC.

- 3) The Contractor will implement a system for monitoring fiscal participant Incl program actMUEs for compliance wrth ltlis Contract. The Contractor wiU maintain documentation to venfy complebon of montbong ad/ttles.
- 4) The Contractor will respond in wntJng to monitoring reports and requests for comictve action ptansh the allotted timetrame after rec;eipt of the montonog report from CSC

#### ARTICLE VIII. RECORD KEEPING

The Contractor will be responsible for maintaining all financial reconfs, supporting documeIVing and any othef documents (Includng elect'Ofiic storage media) pertinent to this contract for a period of three (3) years from the date of the finalpayment of tNs Conlnilct, or until ad aucfts are complete and findings on all claims have finany been resolved whichever ls longer.

The Contractor wi11 cooperate with CSC to facilitate too duplication and/or transfer of any said reCOfd9 or documents during the required retention period f the Contractor la unable to retain the records for the required period, the Contractor WIn notify CSC in writing and request instruction. The Contractor shall not dispose of any records with the prior witten consent c/ CSC

#### ARTICLE IX. MODIFICATION, AMENDMENT, TERMINATION OF CONTRACT

- A. This Contract may not be modified, amended, cancelled, extended, or assigned Ofalty 'Mthotil the expresa written oonaent Of ttle CSC board or Executive Director of CSC. All moddicatons, amendments, cancellations, extensJons, or assignments must be reduced to writing and incorporated hto an amendment hereto
- B. The CootJact 18 5\jb)edto tenmation by CSC on thirty (30) days advance notice to the Contnlctor at its address as herainabove speofled.
- C. Termination of Float: If event funds to finance this Contract are reduced suspended, or terminated in whole or in part the obligation of each party hereunder may be terminated upon ndess than twety-four hours' noticeh writing by CSC to the Contractor
- D. Termination for Breach: Either party may tennhate this Contract when it has detenimed that the other party has fated to provide any of the services specified herein in a timely or proper fashion, or h11 vIolated any atipulation of this Contract. If the Contractor rANS to perform, in whole or in part, or to make su!Ticient progress so as to endanger performance CSC wifJ nctdy the Contractor of IUCh W1M11fsf11Ctory peffonnanc:e In wrtting. The Contraetor has thirty (30) working days from receipt of no boe in whklh to respond with a plan agreeable 10 CSC to correct said deftaencies. Upon failure of Contractet to mpond within the ppointed time "" failure of Comrac:tor to r99pond With appropriate plans, CSC will serve a tenmation nobc:e that shall become effective within fifteen (15) days after itsasuan<le

In the event of such termination, CSC shall be lable for payment only for eeMces rendered prior to the effective date of tetrnlnatfon Float billing for payment mUSI be received by CSC within thirty (30) days of the termination date

The Contractor shall give CSC written notice of any peroeved breach and rt ana give CSC thrtly (30) working days to cure any perceived breach under ttus Contract

E Termination for Convenience Performance under this Contract may be terminated by either party for convenience when it is in their best interest. Any termination for convenience will be preceded by written notice stating the effective date of said termination. The termination shall be effective ninety (90) days after the notice is issued and the Contractor has ninety (90) days after the effective date to bill for payment. The Contractor shall be entitled to receive full and equitable compensation for any work performed hereunder through the date of termination or suspension.

F Termination (Unearned payment under this Contract may be suspended or the Contract terminated upon the refusal by the Contractor to accept or comply with any conditions that may be imposed by the United States Department of Labor, the Department of Economic Opportunity, Workforce Florida, the Governor or CSC at any time.

The submission of false information may be considered fraud and could result in the immediate termination of the Contract.

This Contract shall be interpreted under the laws of **State of Florida**.

G CSC may extend the terms of this Contract by written notice to the Contractor. CSC shall give the Contractor a preliminary written notice of intent to extend at least sixty (60) days before the Contract expires. The preliminary notice does not commit CSC to an extension.

If CSC exercises this option, the extended Contract shall be considered to include this option provision. The Contract may be renewed on a yearly basis for a period of up to two (2) years after the final Contract specifies the terms under which the cost may change as determined in the RFP. Renewal will be contingent upon satisfactory performance evaluations and the variability of funds. The total duration of this Contract, including the exercise of any option under this clause, shall not exceed three (3) years.

#### ARTICLE X.

The Parties agree to comply with all provisions and perform all services as set forth in this Contract.

IN WITNESS WHEREFORE, the parties have executed this Contract for Services and in signing, thereby validating this Contract for Services, the parties also certify that each possesses legal authority to contractually bind their respective organizations in their capacity as a signatory official

SIGNATURE SHEET

APPROVED FOR CAREER SOURCE

APPROVED FOR CONTRACTOR

CHPO

Signature: \_\_\_\_\_  
Name: \_\_\_\_\_

*Linda Samblin*  
(Signature)

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Date: \_\_\_\_\_

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Date: \_\_\_\_\_

Witness: \_\_\_\_\_

\_\_\_\_\_

THE CONTRACTOR'S NOTARIZED SIGNATURE AND STATEMENT OF AUTHORITY TO SIGN THIS DOCUMENT

STATE OF FLORIDA  
COUNTY OF ORANGE

I hereby certify that on this date before me, a Notary Public duly authorized in the state and county named above to take acknowledgments, personally appeared \_\_\_\_\_ known as the person described as \_\_\_\_\_ or \_\_\_\_\_ of \_\_\_\_\_ who executed the foregoing instrument before me, and he/she acknowledged before me that he/she executed in the name of and for that Operator, and that he/she has statutory authority or has legally been duly delegated the authority to bind this Operator

WITNESS my hand and official seal in the county and state named above this \_\_\_\_\_ day of \_\_\_\_\_, 2011

My Commission Expires: \_\_\_\_\_



Jack B. Ellis, III  
Notary Public  
State of Florida  
My Commission Expires 1/25/2020  
Commission No. FF 963654

CareerSource Chipola 2017-2018

## Attachment A

One-Stop Operator following the required policies outlined in WIOA legislation

- Eliminate Conflicts of Interest;
- Establishing appropriate rewards; and
- Establish oversight, monitoring and evaluation of performance

### Conflict of Interest - CSC Board Member

- CareerSource Chipola Policy prohibits any Board Member from participating in the selection, award, or administration of a contract involving the Board if a real or apparent conflict of interest would be involved. Such a conflict would arise when the Board member or any member or his or her immediate family, his or her partner, an organization that employs or is about to employ any of the parties indicated, has a financial or other interest in the firm, vendor, or service provider selected.
- Officers and directors of CareerSource Chipola shall avoid placing themselves in a situation where personal interest may appear to, conflict with the best interest of the organization. No member may cast a vote, nor participate in any decision-making capacity, on the provision of services by such member (or organization which that member directly represents) nor on any matter which would provide any direct financial benefit to that member or a member of his immediate family.

Any officer or director with a conflict of interest shall refrain from voting on the proposed motion and excuse themselves from any Board discussion involving the proposed transaction. Additionally, Form SB, Memorandum of Voting Conflict for County, Municipal, and Other Local Public Officers, must be completed and kept on file with the minutes of the meeting.

### Conflict of Interest - CSC Employee

- CareerSource Chipola Policy prohibits any employee from participating in the selection, award, or administration of a contract involving CareerSource Chipola if a real or apparent conflict of interest would be involved. Employees who are directly involved in providing services to clients shall not participate in a transaction if a real or apparent conflict of interest would be involved. Such a conflict would arise when the employee or any member of his or her immediate family, his or her partner, or an organization that employs or is about to employ any of the parties indicated herein, has a financial or other interest that is the result of the transaction. Any employee who may be engaged in the procurement of goods and services for CareerSource Chipola has an obligation to disclose any real or apparent conflict of interest with any vendor or contractor. Any employee who may be engaged in providing program services to clients has an obligation to disclose any real or apparent conflict of interest and to relinquish case management to an appropriate member of the Management Team.

Staff members who have a conflict of interest with any applicant for services may not participate in any eligibility determination, approval for enrollment, or approval for the provision of funded services. The conflict must be made known to the Programs Coordinator. The Programs Coordinator will assign other staff members to determine

and provide any additional services in the event the conflict of interest resides with the Programs Coordinator, the Programs Coordinator will notify the Executive Director so that the Executive Director may assign appropriate staff to provide services. Reports of improper practice should be submitted directly to the Programs Coordinator and/or Executive Director (except when the alleged impropriety appears to involve the Executive Director). Then, in such cases, reports should be referred to the Chair of the Executive Committee.

**Conflict of Interest Statement**

- Board Members and Management Staff Members are asked to sign a Conflict of Interest Statement / Statement of Organizational Affiliation acknowledging CareerSource Chopta Polk when they are selected / hired to the Board. In addition, each year in January these Statements must be reviewed and updated.

**Firewall**

- CareerSource Chopta Polk defines the Role of the Board, Executive Director, and staff. The Board of Directors is responsible for oversight of the organization by establishing board policies, identifying and proactively dealing with emerging issues, interpreting the organization's mission to the public, selecting and evaluating the performance of the Executive Director; establishing and maintaining programs and systems needed to assure compliance with terms of charter, contracts, and grants, selecting any Service Providers if direct services are not provided, and selecting the One Stop Operator as set forth in Sec 121 (c) (2) (A) of the WIOA Innovation and Opportunity Act.

The Executive Director is responsible for hiring and evaluating staff for each of the organization's departments. The Executive Director is responsible for CareerSource Chopta staff that provides direct services at the One Stop Center and Satellite Offices. In addition, the Executive Director is responsible for the coordination of services delivered by staff of any selected Service Provider and AU Partner organizations including staff of the Department of Economic Opportunity. The Executive Director acts as head of the Management Team of CareerSource Chopta which includes the Program Coordinator, the Finance Director, and the Center Manager. The Executive Director has been clearly designated as the sole person accountable to the Workforce Board. All other Board staff report to and take direction from the Executive Director.

- The Organizational Structure shows the Executive Director has delegated authority for day-to-day operations management to both the Program Manager and Center Manager. The Program Manager has authority and responsibility for all programs and services provided through the CareerSource Chopta system and the Center Manager has authority and responsibility for managing the personnel located in the three career centers in the region. All staff located within a CareerSource Chopta One Stop Center, including Department of Economic Opportunity staff, report to the Center Manager for day to day operations.
- Through continued communication from the CSC Executive Director to the CSC Board of Directors, the message is clearly delivered that the Board's primary mission is one of design, oversight, and policy making and not management or day to day operations.

Board members and Councils are kept aware of the distinction in the roles of Board oversight and role of staff to manage the operations. The Executive Director has been clearly designated as the sole person accountable to the Workforce Board. All other Board staff report to and take direction from the Executive Director.

#### Oversight, monitoring, and evaluation of performance (Fiscal and Program)

- CareerSource Chipola measures fiscal performance based upon several requirements. These include an annual independent audit conducted by an outside accounting firm, ongoing fiscal monitoring conducted by DEO, internal monitoring for compliance with requirements outlined by the State and as reported in the State One Stop Management Information System (OSMS). The Finance Committee appointed by the Board of Directors meets several times each year to review budget expenditures, reporting requirements, and internal financial statements. The Executive Director presents a Status of Funds Report bi-monthly to the Board of Directors compiled by the Finance Director. The independent audit is presented annually to the Executive Committee and Finance Committee and well as the full Board of Directors when completed.
- Quality Assurance as a very high priority with monitoring of all programs and processes conducted in a variety of methods and timeframes. CareerSource Chipola staff conducts internal monitoring of their individual cases and may also rely on team members to conduct peer monitoring. CareerSource Chipola management also conducts frequent monitoring and review of local operating procedures, services and performance for continuous improvement purposes. CSC monitoring related activities are reviewed by the Programs Coordinator and/or Executive Director and if warranted, immediate corrective action plans are implemented for any concerns identified.

**CAREERSOURCE CHIPOLA  
RENEWAL CONTRACT FOR SERVICES**

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This Renewal Contract is between the CareerSource Chipola., hereinafter referred to as "CSC", whose address is 4636 Highway 90 East, Suite K, Marianna, Florida and Linda Sumblin hereinafter referred to as "Contractor", the address of which is 933 Washington Street, Fort Walton Beach, Florida 32547 for the express purpose of provision of One Stop Operator services pursuant to the Workforce Innovation and Opportunity Act (WIOA) of 2014, the Workforce Innovation Act of 2000, and any other programs administered by CareerSource Chipola and funded within this One Stop Operator Contract.

As outlined in said CareerSource Chipola One Stop Operator contract (Article II – Period of Contract) executed for program year 2017-2018:

*This Contract is effective upon both parties signing and the Contractor shall complete performance on or before June 30, 2018, unless this Contract is terminated as herein provided. In the event that the funds on which this contract is dependent are withdrawn, this contract may be terminated at CSC's option and CSC has no further liability to the Contractor beyond that already incurred by the termination date and within the limits of unpaid funds that were not withdrawn. This contract can be renewed for up to three (3) additional one-year terms based on performance, business needs and the availability of funds.*

Both parties agree to continue an one-year renewal term (for program year beginning July 1, 2019 ending June 30, 2020) for the same terms, conditions, deliverables, assurances, certifications and payment as outlined in the original Program Year 2017-2018 One Stop Operator contract.

---

The parties execute this Contract Renewal for One Stop Operator Services and in signing, thereby validating this Contract for Services, the parties also certify that each possesses legal authority to contractually bind their respective organizations in their capacity as a signatory official.

**SIGNATURE**

**APPROVED FOR CAREERSOURCE  
CHIPOLA**

By: Richard Williams  
 Name: Richard Williams  
 Title: Executive Director  
 Date: 7-1-19

**APPROVED FOR CONTRACTOR**

Linda Sumblin  
 (Signature)  
 Name: Linda Sumblin  
 Title: Contractor  
 Date: Jun-7-2019





## **ATTACHMENT D**

# **MOUs with Mandatory One Stop Partners**

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

**I. Parties:**

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

**II. Background:**

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

**III. Purpose:**

The purpose of this MOU is to further codify the existing relationship for service provision and the infrastructure funding agreement between CareerSource Chipola and NCBA, provider of SCSEP services in LWDA 03.

This Agreement is intended to coordinate resources and to prevent duplication and ensure the effective and efficient delivery of workforce services in the counties represented by CSC. In addition, this Agreement will establish joint processes and procedures that will enable the Partner to integrate with the current career center service delivery system resulting in a seamless and comprehensive array of education, human service, job training, and other workforce development services to persons within the CSC area.

The parties to this document shall coordinate and perform the activities and services described herein within the scope of legislative requirements governing the parties' respective programs, services, and agencies.

#### IV. Responsibilities:

##### A. CareerSource Chipola:

1. Will maintain cooperative working relationships, to facilitate joint planning, staff development and training, evaluation of services, and more efficient management of limited financial and human resources.
2. Will provide access to brochures, pamphlets, guides, schedules of presentations, and information regarding services to NCBA.
3. Will provide a single Point of Contact (POC) to assist NCBA with questions and issues that arise in the day-to-day operations. Answers will be provided within 24 hours.
4. Will provide office space at the Marianna career center to NCBA
5. Will share information that will benefit the participants in finding a job, accessing training support if qualified, and gaining certifications or degrees to improve their employment opportunities.

##### B. The NCBA :

1. Will use career center services to place SCSEP clients and communicate these placements to center staff.
2. Have one Job Developer stationed in the Marianna career center on a part-time basis to provide screening, certification and referrals for the SEP as well as Work Experience to older workers that meet the qualifications.
3. Will accept referrals from system partners of eligible clients.
4. Will participate in center-wide activities as needed.

#### V. Cost Sharing/Resource Sharing:

Costs of the infrastructure of CareerSource Chipola's career centers will be funded in accordance with the requirements of the Workforce Innovation and Opportunity Act; federal cost principles; and all other applicable legal requirements. In place of paying a portion of costs of infrastructure at the Marianna career center, NCBA will provide one (1) part-time SCSEP worker to work with customers and assist in the Resource Room as needed.

#### VI. Infrastructure Funding Agreement (IFA):

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

Required Partners in Local Workforce Development Area 3 (CareerSource Chipola region) are:

- SCSEP (Senior Community Service Employment Program) - NCBA
- VR (Vocational Rehabilitation)
- Division of Blind Services
- Adult Ed (Calhoun, Holmes, Jackson, Liberty & Washington County Schools)
- Tri-County Community Council, Inc. (CSBG Program)

The following programs are administered by CareerSource Chipola:

WIOA Adult	RA/UC
WIOA Youth	Vets DVOP
WIOA Dislocated Worker	Vets LVER
WT TANF	SNAP
RESEA	Wagner Peyser
Wagner-Peyser Performance Incentive	

Chief Elected Officials:

Calhoun County Board of Commissioners  
 Holmes County Board of Commissioners  
 Jackson County Board of Commissioners  
 Liberty County Board of Commissioners  
 Washington County Board of Commissioners

## VII. Modification

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

## VIII. Dispute Resolution

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

## ~~IX~~ MOU Management

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

CAREERSOURCE CHIPOLA

NATIONAL CAUCUS ON BLACK AGED (NCBA)

Name: Richard Williams  
Title: Executive Director  
Address: 4636 Highway 90 E, Marianna, FL 32446  
Phone: (850) 633-2731  
Fax: (850) 482-3590  
Email: richard.williams@careersourcechipola.com

Name: Pauline Mills  
Title: Program Coordinator  
Address: 6056 Doctor's Park Road, Milton, FL 32570  
Phone: (850) 623-3041  
Email: pmills@myncba.com

X Effective Date /Duration

This MOU shall begin on the date on which the last party has signed the MOU and shall remain in effect until notification of cancellation by either party. Either party may unilaterally cancel this MOU providing thirty (30) days written notice to the other party.

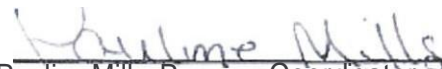
XI. Authority and Signature

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

CAREERSOURCE CHIPOLA

NCBA

  
\_\_\_\_\_  
Richard Williams, Executive Director

  
\_\_\_\_\_  
Pauline Mills, Program Coordinator

\_\_\_\_\_  
Date 12-20-17

\_\_\_\_\_  
Date 12-19-17

CHIPOLA REGIONAL WORKFORCE DEVELOPMENT CONSORTIUM

  
\_\_\_\_\_  
Chuck Lockey, Chair

\_\_\_\_\_  
Date 12-21-17

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

Cost Allocation Methodology: Costs will be allocated by the current approved cost allocation plan for partners/programs that are physically located in the center. Partners/Programs with only a virtual presence/direct linkage will only share in Telephone/Internet Services. Resource sharing with SCSEP. We provide space and technology and SCSEP provides a part-time worker to greet our customers and assist in the resource room. Resource sharing with Jackson County District Schools provides office space on campus for our case managers to meet with program participants. Resource sharing with Chipola College provides a career center on campus with full utilities and internet connectivity.

	FTE Percentage	100.0%	95.0%	2.7%	2.3%	0.0%	0.0%	0.0%	0.0%	
Infrastructure Costs	Annual Budget	Core Programs	VR***	SCSEP	UIV Blind Svcs *	Adult Ed. Jackson*	Chipola College*	Tri-County*		
Rent	\$ 93,750	\$ 89,063	\$ 2,531	\$ 2,156	\$ -	\$ -	\$ -	\$ -	\$ 93,750	
Cleaning/Janitorial Supplies	\$ 1,213	\$ 1,152	\$ 33	\$ 28	\$ -	\$ -	\$ -	\$ -	\$ 1,213	
Pest Control	\$ 600	\$ 570	\$ 16	\$ 14	\$ -	\$ -	\$ -	\$ -	\$ 600	
Telephone/Internet Services	\$ 12,550	\$ 11,423	\$ 339	\$ 289	\$ 125	\$ 125	\$ 125	\$ 125	\$ 12,550	
Utilities	\$ 17,552	\$ 16,674	\$ 474	\$ 404	\$ -	\$ -	\$ -	\$ -	\$ 17,552	
Insurance	\$ 1,935	\$ 1,838	\$ 52	\$ 45	\$ -	\$ -	\$ -	\$ -	\$ 1,935	
	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$	
		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$	
	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$	
	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$	
subtotal	127,600	120,720	3,445	2,935	125	125	125	125	0	127,600

\* Direct linkage partners not physically co-located in the One-Stop center.

\*\* Shared Services include: Business services, front desk staffing, staff training/travel, referrals to other One-Stop partners.

\*\*\* Vocational Rehabilitation is calculated with them having private office space available for use twice per week.

AMENDMENT TO MEMORANDUM OF UNDERSTANDING  
BY AND BETWEEN  
CHIPOLA REGIONAL WORKFORCE DEVELOPMENT BOARD, INC.  
dba CAREER SOURCE CHIPOLA  
AND  
CHIPOLA COLLEGE

This AMENDMENT to the Chipola College Memorandum of Understanding (MOU) is entered into by and between the Chipola Regional Workforce Development Board, Inc., dba CareerSource Chipola (hereafter referred to as CSC) and Chipola College (hereafter referred to as CC). Defined terms used herein shall have the meanings set forth in the MOU.

WHEREAS, on February 7, 2013, the Partner Agency entered into the MOU With CSC to provide the service, and

WHEREAS, the MOU will remain in effect for a period of five (5) years unless terminated by either party for any reason upon at least 120 days written notice given by either party and with the understanding of both parties that the MOU can be renewed for a second period of five (5) years; and

WHEREAS, the parties wish to incorporate infrastructure funding agreement terms and conditions; and

NOW, THEREFORE, in consideration of the mutual covenants and conditions hereinafter stated CC and CSC covenant and agree as follows:

The recitals are true and correct and are incorporated herein by reference.

2. CSC has determined the funding amount required to fully cover all infrastructure costs for CC is insignificant. As such it has been determined that in order to cover associated costs the requirements of the MOU between CC and CSC to which this Amendment is made are sufficient to cover all related WIOA costs otherwise associated with CC.
3. CC agrees that the services and resources currently being provided under the MOU to which this attached are still in effect.

The effective date of the Amendment shall be the date that it is signed by both parties

All provisions in the MOU and any attachments thereto in conflict with this Amendment shall be and are hereby changed to conform to this Amendment

All provisions not in conflict with this Amendment are still in full force and effect and are to be performed at the level specified in the MOU

IN WITNESS WHEREOF the parties hereto have caused this Amendment to be executed by their proper and duly authorized representatives

Chipola College

City of Source Chipola

Signature

By:

-1- Ct.,,

Sy

Name: Or Sarah mer

Name: Richard Williams

Title: President

Title: Executive Director

Date:

SID. L.J

Date:

12/20/17

Chipola Regional Workforce Development Consortium

Chuck Locks  
Signature

Chuck Locks, Chair  
Printed Name

12-21-17  
Date



MEMORANDUM OF UNDERSTANDING

CHIPOLA COLLEGE  
AND  
CHIPOLA REGIONAL WORKFORCE BOARD

AGREEMENT

This agreement is made and entered into on January 2013, between Chipola College (CC) hereinafter referred to as CC, located at 3094 Indian Circle, Marianna, Florida 32446, and Chipola Regional Workforce Board (CRWB) hereinafter referred to as CRWB, located at 466 Highway 90 Suite 100, Marianna, Florida 32446.

In consideration of the mutual covenants and agreements herein contained, the sufficiency of which is hereby acknowledged, the parties do hereby agree as follows:

ARTICLE I - GENERAL

- 1.1 CRWB will occupy office and lab space in Building WO, on the CC Campus in Marianna, Florida. The office and lab space located in the Workforce Development Building Room 120. CRWB will provide Career Center resource as mutually agreed upon by CC and CRWB.
- 2.2 CC will allow CRWB staff as signed to the CC campus use of CC facilities, including but not limited to, the Cafeteria, Bookstore, library, and the Workforce Computer lab. The staff of CRWB shall have reasonable access to parking facilities on the CC campus.
- 3.3 This initial agreement will include the opening of a Career Center on the CC campus in Marianna, FL.

ARTICLE II - FINANCIAL

- 2.1 There are no rental charges for the office and lab space to be used by CRWB for staffing and operating a Career Center. CC shall provide utility service, general clean up and maintenance of the office space, phone and internet access.

ARTICLE III - INSURANCE AND INDEMNIFICATION

- 3.1 CRWB agrees to provide CC on an annual basis, a certificate of insurance evidencing general liability with a minimum limits of \$100,000 personal injury, \$300,000 per incident and \$50,000 property damage, and a certificate of insurance providing workers' compensation coverage.
- 3.2 CRWB shall and will indemnify and hold harmless CC from and against any claims, liability, demands, damages, expenses, proceedings, legal actions, attorneys' fees, court costs or other fees/costs arising from or out of the use by CRWB of the facilities or property of CC by CRWB. CRWB shall be responsible for the negligence of CRWB employees, staff, agents or their successors or assigns and bear no responsibility for the actions or negligence of CC, its staff, agents or their successors or assigns.

ARTICLE IV - TERMINATION

- 4.1 This agreement may be terminated by either party for any reason upon at least 120 days written notice given by either party.

ARTICLE V - TERM

This agreement shall continue in effect for a period of five (5) years unless terminated by either party as set forth in Article IV. The CRWB has the opportunity to renew this agreement for a second period of five (5) years. The term of this initial agreement may be modified by written agreement of the parties, which may be in the form of a letter signed by the representatives of the agreement or designee with authority to sign.

WITNESS WHEREOF, the Chipola Regional Workforce Board and Chipola College have executed this Memorandum of Understanding by signature of the signatories below and will become effective on the date that the last party signs below.

.....&-

President  
Chipola College



Richard Williams  
Executive Director  
Chipola Regional Workforce Board

2/7/13 \_\_\_\_\_

Date: 2/7/13 \_\_\_\_\_

Attachment 1

Services and Amenities provided by Chipola College to Chipi; > It Worillorce veloomPnt ror th' C!!!tt!  
Center: Chipola College Campus

facilities (office space for CRWB staff)

Phone (local, long distance, equipment, maintenance)

Utilities (water, electricity, sewer, garbage)

Custodial Services

Parking (i.taf)

Access to Library for staff

Signage

Internet (connection and maintenance)

Facility Maintenance

Grounds Maintenance and upkeep

Security

Property Taxes

Advertising (Chipola Newsletter, Chipola TV station, Chipola All-nouncement Channel, Chipola Website,  
Chipola electronic sign at college)

\_\_\_\_\_

## ADDENDUM TO MEMORANDUM OF UNDERSTANDING


The Chipola Regional Workforce Development Board, Inc., doing business as CareerSource Chipola, shall expand the days of operation of the Career Resource Center located on the Chipola College campus from two (2) days per week to four (4) days per week effective July 1 2014.

Chipola College agrees to reimburse CareerSource Chipola for salary and benefit expenses related to the additional two (2) days of on campus operation in an amount not to exceed \$15,000 per year. A year shall be defined as starting on July 1 and ending on June 30. CareerSource Chipola will bill Chipola College no more than once per month for salary and benefit expenses.

The remainder of the Agreement shall remain in effect through the duration of this Agreement with the exception of Article II which shall now be changed to read as follows:

The Career Resource Center will occupy office and lab space in Building L Room 105, on the Chipola College Campus in Marianna, Florida. CareerSource Chipola will provide resources for the career center as mutually agreed upon by Chipola College and Career Source Chipola.

IN WITNESS WHEREOF, CareerSource Chipola and Chipola College have executed this Memorandum of Understanding and made it a part of the MOU dated 2/17/13, by testament of the signatories below and the Agreement will become effective on the date that the last party signs below.

  
\_\_\_\_\_  
Dr. Jason Hurst  
President  
Chipola College

Rich  
Executive Director  
CareerSource Chipola

Date:      /      /     

Date:      /      /

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

Cost Allocation Methodology: Costs will be allocated to the One-Stop center based on the percentage of FTE staff working at the center. The total cost of the center is \$1,276,000. The One-Stop center is a shared service center and is not physically co-located in the One-Stop center. Shared services include business services, front desk staffing, staff training, referrals to other One-Stop partners. Vocational Rehabilitation is calculated with them having private office space available for use twice per week.

	FTE Percentage	100.0%	95.0%	2.7%	2%	0.0%	0.0%	0.0%	0.0%
<b>Infrastructure Costs</b>	<b>Annual Budget</b>	<b>Core Programs</b>	<b>VR**</b>	<b>SCSEP</b>	<b>Div Blind Svcs *</b>	<b>Adult Ed. Jackson*</b>	<b>Chipola College*</b>	<b>CSBG Tri-County*</b>	
Rent	\$ 93,750	\$ 89,063	\$ 5,311	\$ 2,156	\$ -	\$ -	\$ -	\$ -	\$ 93,750
Cleaning/Janitorial Supplies	\$ 1,213	\$ 1,182	\$ 33	\$ 26	\$ -	\$ -	\$ -	\$ -	\$ 1,213
Pest Control	\$ 800	\$ 570	\$ 16	\$ 14	\$ -	\$ -	\$ -	\$ 125	\$ 12,500
Telephone/Internet Services	\$ 17,000	\$ 16,420	\$ 499	\$ 209	\$ 120	\$ 120	\$ 120	\$ -	\$ 17,552
Utilities	\$ 17,552	\$ 16,674	\$ 474	\$ 404	\$ -	\$ -	\$ -	\$ -	\$ 19,350
Insurance									\$ -
		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<b>subtotal</b>	<b>127,600</b>	<b>120,720</b>	<b>3,445</b>	<b>2,935</b>	<b>125</b>	<b>125</b>	<b>125</b>	<b>125</b>	<b>127,600</b>

- OIA/Ct linkage partners not physically co-located in the One-Stop center
- Shared Services include Business services, front desk staffing, staff training, referrals to other One-Stop partners.
- Vocational Rehabilitation is calculated with them having private office space available for use twice per week

MEMORANDUM OF UNDERSTANDING  
BETWEEN  
CAREERSOURCE CHIPOLA  
AND  
JACKSON COUNTY SCHOOL BOARD/  
JACKSON COUNTY ADULT EDUCATION  
2019-2020

- I. Parties to this Memorandum of Understanding: This Memorandum of Understanding (MOU) is hereby entered into by and between CareerSource Chipola, as the duly appointed and certified Workforce Development Board for the Workforce Investment and Opportunity Act (WIOA) and Jackson County School Board/Jackson County Adult Education as the designated agency to offer programs in Adult Basic Education, Adult High School Credit Completion, and GED (General Educational Development) Preparation in Jackson County.
  
- II. Purpose of this MOU: The purpose of this MOU is to establish an Agreement between the above mentioned entities concerning their respective roles and responsibilities for implementation of the provisions of Section 121(c)(2) of Title I of the Workforce Investment and Opportunity Act for Jackson County and the Jackson County School Board/Jackson County Adult Education.

This Agreement is to coordinate resources to prevent duplication and ensure the effective and efficient delivery of workforce services in Jackson County. In addition, this Agreement will establish joint processes and procedures that will enable partners to integrate the current service delivery system resulting in a seamless and comprehensive array of services, i.e., General Educational Development (GED) Preparation, support services, and other workforce development services to qualifying individuals in Jackson County.

Parties to this document shall coordinate and perform the activities and services described herein within the scope of legislative requirements governing the parties' respective programs, services, and agencies.

CareerSource Chipola and its career centers agree to:

- Recognize the Jackson County School Board/Florida Panhandle Technical Center as the designated provider for Adult Basic Education services;
- Promote, encourage and help to facilitate using the services offered by Jackson County School Board/Jackson County Adult Education;
- Utilize the Referral Form/Information Sharing Form to provide referral services to customers desiring additional information about services

provided by Jackson County School Board/Jackson County Adult Education.

- Contact Jackson County School Board/Jackson County Adult Education with any additional, unique needs for individuals or groups requiring similar needs to determine whether Jackson County School Board/Jackson County Adult Education can provide the needed services;
- Invite a representative of Jackson County School Board/Jackson County Adult Education to participate in routine orientation sessions conducted at the career centers; and
- Display and distribute information and promotional materials in the career center regarding services provided by Jackson County School Board/Jackson County Adult Education.

Jackson County School Board/Jackson County Adult Education agrees to offer the following services in Jackson County to qualifying individuals interested in GED Preparation services:

- Test of Adult Basic Education (TABE) Testing;
- Referral of out-of-school youth ages 16-24 to CareerSource Chipola for screening and assistance utilizing the designated Referral Form/Information Sharing Form;
- Qualified instructional and non-instructional personnel;
- Promotion of CareerSource Chipola workforce programs and services; and;
- Appropriate educational materials and supplies, as needed.

- III. Confidentiality Policy: All client files and related information will be processed and maintained in accordance with applicable federal, state, and local confidentiality policies. Information sharing of such specifics is allowed on a strict, professional, need-to-know basis. Information exchanges are permitted only after the organization/staff possessing the information cites the client's authorization for release of information, identifies the person/organization requesting the information, determines that the person/organization is authorized to receive the information, confirms the person/organization requires the information for official business purposes, and verifies the other person/organization will handle/maintain the information as confidential in nature. A detailed record of all information exchanges shall be maintained.

#### IV. Amendments/Cancellation

Amendments to this Memorandum of Understanding must be presented in writing to CareerSource Chipola and must be signed by both parties. Either party must provide thirty (30) days written notice to the other for convenience or failure of either party to fulfill the terms of the Memorandum of Understanding and may unilaterally cancel an Amendment.

V. Authorization for Signature

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

CAREERSOURCE CHIPOLA

JACKSON COUNTY SCHOOL BOARD  
/JACKSON COUNTY ADULT  
EDUCATION

By: ---'---=-----

By: Charlotte M. Gardner

Date: \_ 6/18/19 ... //f \_

Date: 6/18/19



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

**Cost Allocation Methodology:** Costs will be allocated by the current approved cost allocation plan for partners/programs that are physically located in the center.

Partners/Programs with only a virtual presence/direct linkage" will only share in Telephone/Internet Services. Resource sharing with SCSEP. We provide space and technology and SCSEP provides a part-time worker to greet our customers and assist in the resource room. Resource sharing with Jackson County District Schools provides office space on campus for our case managers to meet with program participants. Resource sharing with Chipola College provides a career center on campus with full utilities and internet connectivity.

Infrastructure Costs	FTE Percentage								
	100.0%	95.0%	2.7%	2.3%	0.0%	0.0%	0.0%	0.0%	0.0%
	Annual Budget	Core Programs	VR****	SCSEP	UIV Blind Svcs *	Adult Ed. Jackson*	v:SBG Chipola College* Tri-County*		
Rent	\$ 93,750	\$ 89,063	\$ 2,531	\$ 2,156	\$ -	\$ -	\$ -	\$ -	\$ 93,750
Cleaning/Janitorial Supplies	\$ 1,213	\$ 1,152	\$ 33	\$ 28	\$ -	\$ -	\$ -	\$ -	\$ 1,213
Pest Control	\$ 600	\$ 570	\$ 16	\$ 14	\$ -	\$ -	\$ -	\$ -	\$ 600
Telephone/Internet Services	\$ 12,550	\$ 11,423	\$ 339	\$ 289	\$ 125	\$ 125	\$ 125	\$ 125	\$ 12,550
Utilities	\$ 17,552	\$ 16,674	\$ 474	\$ 404	\$ -	\$ -	\$ -	\$ -	\$ 17,552
Insurance	\$ 1,935	\$ 1,838	\$ 52	\$ 45	\$ -	\$ -	\$ -	\$ -	\$ 1,935
	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$
	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$
	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$
	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$
subtotal	127,600	120,720	3,445	2,935	125	125	125	125	0 127,600

\* Direct linkage partners not physically co-located in the One-Stop center.

\*\* Shared Services include: Business services, front desk staffing, staff training/travel, referrals to other One-Stop partners.

\*\*\* Vocational Rehabilitation is calculated with them having private office space available for use twice per week.

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

**I. Parties to this Memorandum of Understanding**

This Memorandum of Understanding (MOU) is hereby entered into by and between CareerSource Chipola, hereafter referred to as CSC, as the duly appointed and certified Workforce Development Board for the Workforce Investment and Opportunity Act (WIOA) and Tri-County Community Council (hereafter referred to as the Partner Agency).

**II. Purpose of this MOU**

The Workforce Innovation Act of 2014 is an affirmation of the work that has been done in Florida to build the workforce development system. The cornerstone of the Act is its career center customer service delivery system. The career center system assures coordination between the activities authorized in and linked to this Act.

The purpose of this MOU is to describe the cooperative workforce training, employment and economic development efforts of CSC and the Partner Agency and the actions to be taken by each to assure the coordination of their efforts in accordance with state issued requirements in order to establish and maintain an effective and successful career center delivery system.

This Agreement is intended to coordinate resources and to prevent duplication and ensure the effective and efficient delivery of workforce services in the counties represented by CSC. In addition, this Agreement will establish joint processes and procedures that will enable the Partner Agency to integrate with the current career center service delivery system resulting in a seamless and comprehensive array of education, human service, job training, and other workforce development services to persons with within the CSC area.

The parties to this document shall coordinate and perform the activities and services described herein within the scope of legislative requirements governing the parties' respective programs, services, and agencies.

**III. Provision of Services**

CSC and its career centers agree to:

- Review this MOU annually and solicit feedback from the Partner Agency regarding improvements, changes and/or additions.
- Coordinate with the Partner Agency to provide access to workforce services and programs through the career center delivery system in accordance with policies and procedures which include the manner in which the services will be coordinated and delivered through the career center system. Workforce services and programs include, but are not limited to, the allowable activities described in the WIOA and

related legislation for: WIOA adult, dislocated worker and youth programs, Wagner Peyser, UI, Veterans programs, TAA, TANF program, Adult Education and Family Literacy, Perkins Act programs and Vocational Rehabilitation.

- Coordinate with the Partner Agency to ensure that the needs of job seekers, youth, and individuals with barriers to employment, including individuals with disabilities, are addressed in providing access to services, including access to technology and materials that are available through the career center delivery system.
- Provide space, on an as needed and as available basis, in the Chipley and Marianna career centers for any information sessions, outreach activities or eligibility determinations that may be necessary to assist the Partner Agency's mission in providing program assistance in Holmes, Jackson and Washington Counties and transportation for the citizens of Holmes and Washington Counties.
- Model CareerSource core values and maintain a professional working environment.
- Abide by all policies, rules and procedures and applicable Florida statutes and rules.
- Recognize the Partner Agency as the designated Community Action Agency for Holmes, Jackson and Washington Counties and the transportation provider for Holmes and Washington Counties.
- Promote, encourage and help to facilitate using the Fixed Route transportation services provided by the Partner Agency.
- Fund eligible participants transportation needs on a case by case basis based on eligibility and referral by career centers.
- Contact the Partner Agency with any additional, unique needs for individual or groups requiring transportation to determine whether or not the Partner Agency can provide the needed services.
- Invite a representative of the Partner Agency to participate in routine orientation sessions conducted at the career centers.
- Distribute and display information and promotional materials in the career center regarding services provided by the Partner Agency.
- Include Partner Agency representatives in any community services networking meetings conducted by CSC and its Program Committee.
- Invite Partner Agency membership on the Program Committee of CSC when vacancies occur.
- Participate in proposal development for joint projects that will mutually benefit both organizations in meeting their respective missions, goals and objectives.

The Partner Agency will perform the following functions:

- Coordinate with CSC to provide access to its workforce services and programs through the career center delivery system in accordance with published policies and procedures which include the manner in which the services will be coordinated and delivered through the career center system.
- Coordinate with CSC to ensure that the needs of job seekers, youth and individuals with barriers to employment, including individuals with disabilities, are addressed in providing access to services, including access to technology and materials that are available through the career center delivery system.
- Provide feedback to CSC management regarding the performance of the partnership, including its effectiveness and success.
- Participate in career center periodic meetings to provide updates on the Partners' programs and procedures to CSC staff.

For Jackson County

- Deliver services as specified for the Community Services Block Grant.

For Holmes and Washington Counties

- Deliver services specified for the Community Services Block Grant, Low Income Home Energy Assistance Program, Transportation Disadvantage Grants, HEAD Start Grant and Emergency Food and Shelter.

For Holmes, Jackson and Washington Counties

- Provide promotional materials about the Partner Agency's programs and services.
- Refer citizens for assistance to all other existing services and programs provided by other agencies.
- Serve on Board, Committees and Coalitions that are required for the maximum impact for delivery of program services.

**IV. Cost Sharing**

The Partner Agency is not physically located in the career center and therefore there is no financial responsibility for the day-to-day operational costs.

The Partner Agency will assume the costs associated with any informational brochures provided to the career centers.

**V. Performance Incentives: N/A**

**VI. Confidentiality Policy**

All client files and related information will be processed and maintained in accordance with applicable federal, state, and local confidentiality policies. Information sharing of such specifics is allowed on a strict, professional, need-to-know basis. Information exchanges are permitted only after the organization/staff possessing the information cites the client's authorization for release of information, identifies the person/organization requesting the information, determines that the person/organization is authorized to receive the information, confirms the person/organization requires the information for official business purposes, and verifies the other person/organization will handle/maintain the information as confidential in nature. A detailed record of all information exchanges shall be maintained.

**VII. Dispute Resolution**

If a dispute arises with any partner within CSC's career center system, the following shall be followed:

1. Contact the career center operator and try to resolve the dispute.
2. If you are unable to resolve the dispute with the career center operator, contact the management of CSC.

**VIII. Amendments**

Amendments to this MOU must be presented in writing to CSC and must be signed by both parties.

**IX. Effective Date/Duration**

This MOU shall begin on the date on which the last party has signed the MOU and shall remain in effect until notification of cancellation by either party. Either party may unilaterally cancel this MOU providing thirty (30) days written notice to the other party.

**X. Certification**

By signing this Agreement, all parties agree that the provisions contained herein are subject to all applicable Federal, State and local laws, regulations and/or guidelines relating to nondiscrimination, equal opportunity, displacement, privacy rights of participants, and maintenance of records and other confidential information relating to career center customers.

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

**CAREERSOURCE CHIPOLA**

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

**By: ---'---**

—

By:

Date: \_----7-L..... """""" ..L,,\_

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Date: ;:fjl'lj!C,

AMMENDMENT TO MEMORANDUM OF UNDERSTANDING  
BY AND BETWEEN  
CHIPOLA REGIONAL WORKFORCE DEVELOPMENT BOARD, INC.  
dba CAREERSOURCE CHIPOLA  
AND  
TRI-COUNTY COMMUNITY COUNCIL, INC.

This AMENDMENT to the Tri-County Community Council Memorandum of Understanding ("MOU") is entered into by and between CareerSource Chipola (hereafter referred to as CSC) and Tri-County Community Council (hereafter referred to as Partner Agency). Defined terms used herein shall have the meanings set forth in the MOU.

WHEREAS, on May 17, 2016, the Partner Agency entered into the MOU with CSC to provide the service; and

WHEREAS, the MOU will remain in effect until notification of cancellation by either party providing thirty (30) days written notice; and

WHEREAS, the parties wish to incorporate infrastructure funding agreement terms and conditions; and

NOW, THEREFORE, in consideration of the mutual covenants and conditions hereinafter stated, the Partner Agency and CSC covenant and agree as follows:

1. The recitals are true and correct and are incorporated herein by reference.
2. CSC has determined the funding amount required to fully cover all infrastructure costs for the Partner Agency is insignificant. As such it has been determined that in order to cover associated costs the requirements of the MOU between the Partner Agency and CSC to which this Amendment is made are sufficient to cover all related WIOA costs otherwise associated with the Partner Agency.
3. The Partner Agency will provide referrals to housing assistance and other support programs beyond resources available through WIOA. Additionally, the Partner Agency will work with CSC staff to provide additional assistance to WIOA customers beyond that available/or allowed through existing WIOA funds.

The effective date of the Amendment shall be the date that it is signed by both parties.

All provisions in the MOU and any attachments thereto in conflict with this Amendment shall be and are hereby changed to conform to this Amendment.

All provisions not in conflict with this Amendment are still in full force and effect and are to be performed at the level specified in the MOU.

IN WITNESS WHEREOF, the parties hereto have caused this Amendment to be executed by their proper and duly authorized representatives.

Tri-County Community Council

By CK (kv.L:2)  
Signature

Name: Joel Paul, Jr.

Title: Executive Director

Date: 11-19-17

CareerSource Chip

8 \_\_\_\_\_  
Signature

Name: Richard Williams

Title: Executive Director

Date: 11-10-17

Chipola Regional Workforce Development Consortium

By: Chuck Lockey  
Signature

Name: Chuck Lockey

Title: \_\_\_\_\_

Date: 11-17-17

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

**Cost Allocation Methodology:** Costs will be allocated by the current approved cost allocation plan for partners/programs that are physically located in the center.

Partners/Programs with only a virtual presence/"direct linkage" will only share in Telephone/Internet Services. Resource sharing with SCSEP. We provide space and technology and SCSEP provides a part-time worker to greet our customers and assist in the resource room. Resource sharing with Jackson County District Schools provides office space on campus for our case managers to meet with program participants. Resource sharing with Chipola College provides a career center on campus with full utilities and internet connectivity.

	FTE Percentage	100.0%	95.0%	2.7%	2.3%	0.0%	0.0%	0.0%	0.0%	
Infrastructure Costs	Annual Budget	Core Programs	VR***	SCSEP	UIV Blind Svcs *	Adult Ed. Jackson*	Chipola College*	Tri-County*		
Rent	\$ 93,750	\$ 89,063	\$ 2,531	\$ 2,156	\$ -	\$ -	\$ -	\$ -		\$ 93,750
Cleaning/Janitorial Supplies	\$ 1,213	\$ 1,152	\$ 33	\$ 28	\$ -	\$ -	\$ -	\$ -		\$ 1,213
Pest Control	\$ 600	\$ 570	\$ 16	\$ 14	\$ -	\$ -	\$ -	\$ -		\$ 600
Telephone/Internet Services	\$ 12,550	\$ 11,423	\$ 339	\$ 289	\$ 125	\$ 125	\$ 125	\$ 125		\$ 12,550
Utilities	\$ 17,552	\$ 16,674	\$ 474	\$ 404	\$ -	\$ -	\$ -	\$ -		\$ 17,552
Insurance	\$ 1,935	\$ 1,838	\$ 52	\$ 45	\$ -	\$ -	\$ -	\$ -		\$ 1,935
	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -		\$ -
		\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -		\$ -
	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -		\$ -
	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -		\$ -
subtotal	127,600	120,720	3,445	2,935	125	125	125	125	0	127,600

\* Direct linkage partners not physically co-located in the One-Stop center.

\*\* Shared Services include: Business services, front desk staffing, staff training/travel, referrals to other One-Stop partners.

\*\*\* Vocational Rehabilitation is calculated with them having private office space available for use twice per week.



MEMORANDUM OF UNDERSTANDING  
NO.: A-768  
BETWEEN  
CHIPOLA REGIONAL WORKFORCE DEVELOPMENT BOARD, INC.  
OBA CAREERSOURCE CHIPOLA  
AND  
FLORIDA DEPARTMENT OF EDUCATION  
DIVISION OF VOCATIONAL REHABILITATION  
AMENDMENT NO. 1

Memorandum of Understanding (MOU) number A-768, entered into by and between Chipola Regional Workforce Development Board, hc. d/b/a CareerSource Chipola ("CSC") and the Florida Department of Education, Division of Vocational Rehabilitation ("Partner") on February 24, 2017 is hereby amended as follows:

1. Section VII, Term, first paragraph, is hereby amended to now read:

This MOU is effective July 1, 2016 or date fully executed, through June 30, 2020 and may be renewed for successive one-year terms upon written concurrence between the parties. This MOU may be terminated for convenience at any time by either party upon thirty (30) days written notice.

- 2 Attachment I, Infrastructure Funding Agreement, including all attachments thereto, is hereby incorporated in its entirety.

All provisions in the MOU not in conflict with this Amendment remain in full force and effect and are to be performed at the level specified in the MOU.

This Amendment and all its attachments are hereby made a part of the MOU.

This Amendment shall become effective as of the date of the final signatory below.

IN WITNESS WHEREOF, the Parties hereto have caused this Amendment to be executed by their proper and duly authorized representatives.

CAREERSOURCE CHIPOLA

Florida of Education

BY:

  
Richard Williams, Executive  
Director

BY:

  
Pam Stewart, Commissioner of Education

DATE:

3/15/18

DATE:

4/13/18

Chipola Regional Workforce Development Board

BY: \_\_\_\_\_

te: \_\_\_\_\_

3-15-18

RECEIVED  
14/3/88

MEMORANDUM OF UNDERSTANDING  
NO. A-768  
BETWEEN  
CHIPOLA REGIONAL WORKFORCE DEVELOPMENT BOARD, INC.  
DBA CAREER SOURCE CHIPOLA  
AND  
FLORIDA DEPARTMENT OF EDUCATION  
DIVISION OF VOCATIONAL REHABILITATION  
AMENDMENT NO. 1

Memorandum of Understanding (MOU) number IA-768, entered into by and between Chipola Regional Workforce Development Board, Inc. d/b/a CareerSource Chipola ("CSC") and the Florida Department of Education, Division of Vocational Rehabilitation ("Partner") on February 24, 2017 is hereby amended as follows:

1. Section VII, Tenn, first paragraph, is hereby amended to now read:

This MOU is effective July 1, 2016 or date fully executed, through June 30, 2020 and may be renewed for successive one-year terms upon written concurrence between the parties. This MOU may be terminated for convenience at any time by either party upon thirty (30) days written notice.

2. Attachment Infrastructure Funding Agreement, including all attachments thereto, is hereby incorporated in its entirety.

All provisions in the MOU not in conflict with this Amendment remain in full force and effect and are to be performed at the level specified in the MOU.

This Amendment and all its attachments are hereby made a part of the MOU.

This Amendment shall become effective as of the date of the final signatory below.

IN WITNESS WHEREOF, the Parties hereto have caused this Amendment to be executed by their proper and duly authorized representatives.

CAREER SOURCE CHIPOLA

Florida Department of Education

BY:



Richard Williams, Executive Director

BY:

Pam Stewart, Commissioner of Education

DATE:

3/15/18

DATE:

\_\_\_\_\_

Chipola Regional Workforce Development Board

BY:

~~CFLA~~

Date:

\_\_\_\_\_

**IA-768 A1, ATTACHMENT I  
INFRASTRUCTURE FUNDING AGREEMENT  
FOR ONE-STOP CAREERCENTER SYSTEM  
BETWEEN THE DEPARTMENT OF EDUCATION AND  
CAREERSOURCE CHIPOLA**

**I. PARTIES**

This Infrastructure Funding Agreement ("IFA"), is made pursuant to the Workforce Innovation and Opportunity Act of 2014 ("WIOA"), and is entered into by the Florida Department of Education, Division of Vocational Rehabilitation and Division of Blind Services (hereafter referred to as the Partners) and CareerSource Chipola (hereafter referred to as "CareerSource").

**II. PURPOSE**

The Workforce Innovation and Opportunity Act of 2014 is an affirmation of the work that has been done in Florida to build the workforce development system. The cornerstone of the Act is its one-stop customer service delivery system. The one-stop system assures coordination between the activities authorized in and linked to this Act.

The purpose of this IFA is to describe the infrastructure cost responsibilities of the Parties to provide for the maintenance of effective and successful one-stop system. This agreement is intended to coordinate resources and to prevent duplication and ensure the effective and efficient delivery of workforce services in Calhoun, Holmes, Jackson Liberty and Washington counties.

The parties to this document agree to coordinate and perform the responsibilities described herein within the scope of legislative requirements governing the parties' respective programs, services, and agencies.

**III. INFRASTRUCTURE COST BUDGET**

Refer to the Infrastructure Funding Agreement One-Stop Operating Budget included with this Agreement as Attachment A.

**IV. COST ALLOCATION METHODOLOGY**

CareerSource utilizes an occupied square footage calculation to determine allocation of infrastructure and other costs for overall Partner contributions. This was done in an effort:

- a) To remedy the imbalance of non-physically represented Partners, and
- b) To comply with the requirement of Partners' contributions having to be in proportion to the Partners' use of the one-stop center(s) and relative benefit received.

**V. PARTNER CONTRIBUTION AMOUNTS**

See Attachment A – Infrastructure Funding Agreement One-Stop Operating Budget for costs associated with the Partners.

## **VI. COST RECONCILIATION AND ALLOCATION BASE UPDATE**

All Parties agree that a quarterly reconciliation of budgeted and actual costs and update of the allocation bases will be completed in accordance with the following process:

1. Partners will provide CareerSource with the following information no later than fifteen (15) days after the end of each quarter, as applicable:
  - o Quarterly cost information and documentation of the actual costs,
  - o Updated staffing information (per the 1st day of the 1st month of each quarter), and
  - o Actual customer participation numbers (per the last day of the last month of each quarter).
2. Upon receipt of the above information, CareerSource will:
  - o Compare budgeted costs to actual costs,
  - o Update the allocation bases, and
  - o Apply the updated allocation bases, as described in the Cost Allocation Methodology section above, to determine the actual costs allocable to each partner.
3. CareerSource will prepare an updated budget document showing cost adjustments and will prepare an invoice for each Partner with the actual costs allocable to each Partner for the quarter.
4. CareerSource will submit the invoices to the Partners and send a copy of the updated budget to all Parties no later than forty-five (45) days after the end of each quarter. The Partners understand that the timeliness of CareerSource's preparation and submission of invoices and adjusted budgets is contingent upon the timeliness of each Partner in providing the necessary cost information. For Partners that advance funds to the local area, CareerSource will only send a copy of the updated budget.
5. Upon receipt of the invoice and adjusted budget, each Partner will review both documents and will submit payment to CareerSource no later than fifteen (15) days following receipt. Payment of the invoice signifies agreement with the costs in the adjusted budget. For Partners that advance funds to the local area, CareerSource may draw down funds for quarterly payments upon approval via email of the reconciled budget.
6. Partners will communicate any disputes with costs in the invoice or the adjusted budget CareerSource in writing. CareerSource will review the disputed cost items and respond accordingly to the Partner within ten (10) days of receipt of notice of the disputed costs. When necessary, CareerSource will revise the invoice and the adjusted budget upon resolution of the dispute.

## **VII. STEPS UTILIZED TO REACH CONSENSUS**

The Partners and CareerSource conferred regarding the involvement of each partner at the

CareerSource Centers. The appropriate allocation bases were discussed and those bases included in this IFA were agreed upon as the most appropriate. CareerSource proposed the initial Partner Contribution Amounts as described above and the Partners concurred with their proposal. Finally, the parties discussed the best mechanisms by which to review and reconcile actual expenses in the future and agreed to the term included in the Cost Reconciliation and Allocation Base Update section above.

#### **VIII. DISPUTE AND IMPASSE RESOLUTION**

All Parties will actively participate in local IFA negotiations in a good faith effort to reach agreement. Any disputes shall first be attempted to be resolved informally. Should informal resolution efforts fail, then the following Dispute Resolution process must be followed.

1. If an issue arises involving this IFA, both parties will make every effort to reach a resolution in a timely and efficient manner. Either partner may request a face-to-face meeting of the local partners to identify and discuss the issue. If resolved and no further action is deemed necessary by the partners, the issue and the resolution will be documented in writing.
2. If not resolved, the issue and the efforts to resolve will be documented and forwarded to the President/CEO of CareerSource and the Director of the Partner organization. A joint decision shall be issued within 60 calendar days of receipt.
3. If dissatisfied with the decision, the dispute may be filed with the State of Florida Department of Economic Opportunity (DEO) and the Commissioner of the Department of Education (DOE) to review concerns and determine resolution. DEO and DOE may remand the issue back to the President/CEO of CareerSource and to the Director of the Partner organization, Partner or impose other remedies to resolve the issue.

If Partners in a local area have employed the dispute resolution process and have failed to reach consensus on an issue pertaining to the IFA, then an impasse is declared and the State Funding Mechanism (SFM) is triggered and the IFA will be appealed through the process established by the governor for this purpose.

#### **IX. MODIFICATION PROCESS**

This IFA may be amended or modified with review and consent of all parties. Amendments and modifications must be issued in writing to all parties and sent certified U. S. Mail. All parties must be given a minimum of 30 days to comment prior to the inclusion of any amendment or modification. Oral amendments or modifications shall have no effect.

#### **X. EFFECTIVE PERIOD**

This MOU will become effective as of the date of signing by the final signatory below and must terminate on June 30, 2020.

#### **XI. PAYMENT METHODOLOGY**

Career Source shall submit to the Partners quarterly invoices such that the Partners will have covered all costs agreed to in this IFA by the end of the program year, June 30 annually. The Parties to this IFA intend to be bound by this agreement and agree to make payment of all such funds as indicated in Section V. Upon receipt of the above described invoices, the Partners shall process payment within 30 days.

SIGNATURES

Department of Education (Partner):

CareerSource Chipola

Signature

**Signatu**

Pam Stewart, Commissioner of Education

Richard Williams, Executive Director

Date

Date

*3/15/18*

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Attachment A  
 Infrastructure Funding Agreement (IFA)  
 One-Stop Operating Budget

Cost Allocation Methodology: Costs will be allocated by the current approved cost allocation plan for partners/programs that are physically located in the center. Partners/Programs with only a virtual presence "direct linkage" will only share in Telephone/Internet Services. Resource sharing with SCSEP. We provide space and technology and SCSEP provides a part-time worker to greet our customers and assist in the resource room. Resource sharing with Jackson County District Schools provides office space on campus for our case managers to meet with program participants. Resource sharing with Chipola College provides a career center on campus with full utilities and internet connectivity.

Infrastructure Costs	Annual Budget	Core Programs	VR***	SCSEP	UIV Blind Svcs *	Adult Ed. Jackson*	Chipola College*	Tri-County*	FTE Percentage
Rent	\$ 93,750	\$ 89,063	\$ 2,531	\$ 2,156	\$ -	\$ -	\$ -	\$ -	100.0%
Cleaning/Janitorial Supplies	\$ 1,213	\$ 1,152	\$ 33	\$ 28	\$ -	\$ -	\$ -	\$ -	0.0%
Pest Control	\$ 600	\$ 570	\$ 16	\$ 14	\$ -	\$ -	\$ -	\$ -	0.0%
Telephone/Internet Services	\$ 12,550	\$ 11,423	\$ 339	\$ 289	\$ 125	\$ 125	\$ 125	\$ 125	0.0%
Utilities	\$ 17,552	\$ 16,674	\$ 474	\$ 404	\$ -	\$ -	\$ -	\$ -	0.0%
Insurance	\$ 1,935	\$ 1,838	\$ 52	\$ 45	\$ -	\$ -	\$ -	\$ -	0.0%
	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.0%
	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.0%
	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	0.0%
subtotal	127,600	120,720	3,445	2,935	125	125	125	125	0

\* Direct linkage partners not physically co-located in the One-Stop center.  
 \*\* Shared Services include: Business services, front desk staffing, staff training/travel, referrals to other One-Stop partners.  
 \*\*\* Vocational Rehabilitation is calculated with them having private office space available for use twice per week.



**MEMORANDUM OF UNDERSTANDING**      **BOARD APPRO**  
**BETWEEN**  
**CAREERSOURCE CHIPOLA**      **JUN 10 2019**  
**AND**  
**WASHINGTON COUNTY SCHOOL BOARD/**  
**FLORIDA PANHANDLE TECHNICAL COLLEGE ADULT EDUCATION**

- I. Parties to this Memorandum of Understanding:** This Memorandum of Understanding (MOU) is hereby entered into by and between CareerSource Chipola, as the duly appointed and certified Workforce Development Board for the Workforce Investment and Opportunity Act (WIOA) and Washington County School Board/Florida Panhandle Technical College Adult Education as the designated agency to offer programs in Adult Basic Education, Adult High School Credit Completion, and GED (General Educational Development) Preparation in Washington County.
- II. Purpose of this MOU:** The purpose of this MOU is to establish an Agreement between the above mentioned entities concerning their respective roles and responsibilities for implementation of the provisions of Section 121(c)(2) of Title I of the Workforce Investment and Opportunity Act for Washington County and the Washington County School Board/Florida Panhandle Technical College Adult Education.

This Agreement is to coordinate resources to prevent duplication and ensure the effective and efficient delivery of workforce services in Washington County. In addition, this Agreement will establish joint processes and procedures that will enable partners to integrate the current service delivery system resulting in a seamless and comprehensive array of services, i.e., General Educational Development (GED) Preparation, support services, and other workforce development services to qualifying individuals in Washington County.

Parties to this document shall coordinate and perform the activities and services described herein within the scope of legislative requirements governing the parties' respective programs, services, and agencies.

**CareerSource Chipola and its career centers agree to:**

- Recognize the Washington County School Board/Florida Panhandle Technical College as the designated provider for Adult Basic Education services;
- Promote, encourage and help to facilitate using the services offered by Washington County School Board/Florida Panhandle Technical College Adult Education;

- Utilize the Referral Form/Information Sharing Form to provide referral services to customers desiring additional information about services provided by Washington County School Board/Florida Panhandle Technical College Adult Education.
- Contact Washington County School Board/Florida Panhandle Technical College Adult Education with any additional, unique needs for individuals or groups requiring similar needs to determine whether Washington County School Board/Florida Panhandle Technical College can provide the needed services;
- Invite a representative of Washington County School Board/Florida Panhandle Technical College Adult Education to participate in routine orientation sessions conducted at the career centers; and
- Display and distribute information and promotional materials in the career centers regarding services provided by Washington County School Board/Florida Panhandle Technical College Adult Education.

Washington County School Board/Florida Panhandle Technical College Adult Education agrees to offer the following services in Washington County to qualifying individuals interested in GED Preparation services:

- Test of Adult Basic Education (TABE) Testing;
- Referral of out-of-school youth ages 16-24 to CareerSource Chipola for screening and assistance utilizing the designated Referral Form/Information Sharing Form;
- Qualified instructional and non-instructional personnel;
- Promotion of CareerSource Chipola workforce programs and services; and;
- Appropriate educational materials and supplies, as needed.

III. Confidentiality Policy: All client files and related information will be processed and maintained in accordance with applicable federal, state, and local confidentiality policies. Information sharing of such specifics is allowed on a strict, professional, need-to-know basis. Information exchanges are permitted only after the organization/staff possessing the information cites the client's authorization for release of information, identifies the person/organization requesting the information, determines that the person/organization is authorized to receive the information, confirms the person/organization requires the information for official business purposes, and verifies the other person/organization will handle/maintain the information as confidential in nature. A detailed record of all information exchanges shall be maintained.

IV. Amendments/Cancellation

Amendments to this Memorandum of Understanding must be presented in writing to CareerSource Chipola and must be signed by both parties. Either party must provide thirty (30) days written notice to the other for convenience or failure of

either party to fulfill the terms of the Memorandum of Understanding and may unilaterally cancel an Amendment.

**V. Authorization for Signature**

The duly authorized agent of the recipient agrees to satisfy the requirements of 34 CFR 361.505 and 34 CFR 361.720.

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

**CAREERSOURCE CHIPOLA**

**WASHINGTON COUNTY SCHOOL BOARD/  
FLORIDA PANHANDLE TECHNICAL  
COLLEGE ADULT EDUCATION**

By: \_\_\_\_\_

By:  \_\_\_\_\_

Date: \_\_\_\_\_ . . . -f17

Date:  \_\_\_\_\_

ADDENDUM TO  
MEMORANDUM OF UNDERSTANDING  
BETWEEN  
CAREERSOURCE CHIPOLA  
AND  
WASHINGTON COUNTY  
FLORIDA PANHANDLE TECHNICAL COLLEGE

Due to CareerSource Chipola not having a full-service center in Washington County, there is no Infrastructure Cost Agreement necessary between the two organizations.

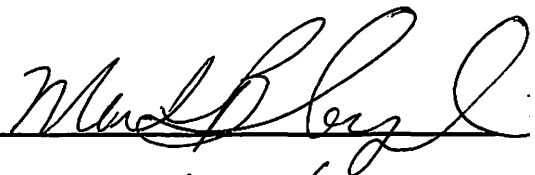
CareerSource Chipola

Washington County Florida  
Panhandle Technical College



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Date: -----7-----7 // Y-----



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Date: 8/22/18

MEMORANDUM OF UNDERSTANDING  
BETWEEN  
CAREERSOURCE CHIPOLA  
AND  
LIBERTY COUNTY SCHOOL BOARD/  
LIBERTY COUNTY ADULT EDUCATION

- I. Parties to this Memorandum of Understanding: This Memorandum of Understanding (MOU) is hereby entered into by and between CareerSource Chipola, as the duly appointed and certified Workforce Development Board for the Workforce Investment and Opportunity Act (WIOA) and Liberty County School Board/Liberty County Adult Education as the designated agency to offer programs in Adult Basic Education, Adult High School Credit Completion, and GED (General Educational Development) Preparation in Liberty County.
- II. Purpose of this MOU: The purpose of this MOU is to establish an Agreement between the above mentioned entities concerning their respective roles and responsibilities for implementation of the provisions of Section 121(c)(2) of Title I of the Workforce Investment and Opportunity Act for Liberty County and the Liberty County School Board/Liberty County Adult Education.

This Agreement is to coordinate resources to prevent duplication and ensure the effective and efficient delivery of workforce services in Liberty County. In addition, this Agreement will establish joint processes and procedures that will enable partners to integrate the current service delivery system resulting in a seamless and comprehensive array of services, i.e., General Educational Development (GED) Preparation, support services, and other workforce development services to qualifying individuals in Liberty County.

Parties to this document shall coordinate and perform the activities and services described herein within the scope of legislative requirements governing the parties' respective programs, services, and agencies.

CareerSource Chipola and its career centers agree to:

- Recognize the Liberty County School Board as the designated Liberty County Adult Education provider for Adult Basic Education services;
- Promote, encourage and help to facilitate using the services offered by Liberty County School Board/Liberty County Adult Education;
- Utilize the Referral Form/Information Sharing Form to provide referral services to customers desiring additional information about services provided by Liberty County Adult Education.
- Contact Liberty County School Board/Liberty County Adult Education with any additional, unique needs for individuals or groups requiring similar

- needs to determine whether Liberty County School Board can provide the needed services;
- Invite a representative of Liberty County School Board/Liberty County Adult Education to participate in routine orientation sessions conducted at the career centers; and
  - Display and distribute information and promotional materials in the career center regarding services provided by Liberty County School Board/Liberty County Adult Education.

Liberty County School Board/Liberty County Adult Education agrees to offer the following services in Liberty County to qualifying individuals interested in GED Preparation services:

- Test of Adult Basic Education (TABE) Testing;
- Referral of out-of-school youth ages 16-24 to CareerSource Chipola for screening and assistance utilizing the designated Referral Form/Information Sharing Form;
- Qualified instructional and non-instructional personnel;
- Promotion of CareerSource Chipola workforce programs and services; and;
- Appropriate educational materials and supplies, as needed.

II. Confidentiality Policy: All client files and related information will be processed and maintained in accordance with applicable federal, state, and local confidentiality policies. Information sharing of such specifics is allowed on a strict, professional, need-to-know basis. Information exchanges are permitted only after the organization/staff possessing the information cites the client's authorization for release of information, identifies the person/organization requesting the information, determines that the person/organization is authorized to receive the information, confirms the person/organization requires the information for official business purposes, and verifies the other person/organization will handle/maintain the information as confidential in nature. A detailed record of all information exchanges shall be maintained.

IV. Amendments/Cancellation

Amendments to this Memorandum of Understanding must be presented in writing to CareerSource Chipola and must be signed by both parties. Either party must provide thirty (30) days written notice to the other for convenience or failure of either party to fulfill the terms of the Memorandum of Understanding and may unilaterally cancel an Amendment.

V. **RentwaUModution**

This agreement shall automatically renew on July 1 of each year, until cancelled by either party as set forth in Article fV. The term of this agreement may be modified within 30 days of the renewal date by written agreement of the parties, which may be in the form of a letter signed by the signatories of the agreement or designee with authority to sign.

VI. **Authoription for Slanature**

The duly authorized agent of the recipient agrees to satisfy the requirements of 34 CFR 361505 and 34 CFR 381720.

IN WITNESS WHEREOF, the parties hereto cause this Memorandum of Understanding to be executed by the undersigned officials as duly authorized.

CAREER SOURCE CHI POLA

LIBERTY COUNTY SCHOOL BOARD / LIBERTY COUNTY ADULT EDUCATION

Date: \_\_\_\_\_ L, ., ., 2, ., ., ., \_\_\_\_\_ !

Date: \_\_\_\_\_ 4/1 .. !f \_\_\_\_\_

By: \_\_\_\_\_

f1  
By \_\_\_\_\_ 4/1/10 10:49: i  
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ADDENDUM TO  
MEMORANDUM OF UNDERSTANDING  
BETWEEN  
CAREERSOURCE CHIPOLA  
AND  
LIBERTY COUNTY SCHOOL BOARD/  
LIBERTY COUNTY ADULT EDUCATION

Due to CareerSou Chipola not having a full-service center in Liberty County, there is no Infrastructure Cost Agreement necessary between the two organizations.

CareerSource Chipola

Liberty County School Board/Liberty  
County Adult Education

\_\_\_\_\_ 

\_\_\_\_\_ 

Date: ---?-d--'---P

Date: ----='''/''-...cr



MEMORANDUM OF UNDERSTANDING  
BETWEEN  
CAREERSOURCE CHIPOLA  
AND  
CALHOUN COUNTY SCHOOL BOARD/  
CALHOUN COUNTY ADULT EDUCATION

- I. Parties to this Memorandum of Understanding: This Memorandum of Understanding (MOU) is hereby entered into by and between CareerSource Chipola, as the duly appointed and certified Workforce Development Board for the Workforce Investment and Opportunity Act (WIOA) and Calhoun County School Board/Calhoun County Adult Education as the designated agency to offer programs in Adult Basic Education, Adult High School Credit Completion, and GED (General Educational Development) Preparation in Calhoun County.
- II. Purpose of this MOU: The purpose of this MOU is to establish an Agreement between the above mentioned entities concerning their respective roles and responsibilities for implementation of the provisions of Section 121(c)(2) of Title I of the Workforce Investment and Opportunity Act for Calhoun County and the Calhoun County School Board/Calhoun County Adult Education.

This Agreement is to coordinate resources to prevent duplication and ensure the effective and efficient delivery of workforce services in Calhoun County. In addition, this Agreement will establish joint processes and procedures that will enable partners to integrate the current service delivery system resulting in a seamless and comprehensive array of services, i.e., General Educational Development (GED) Preparation, support services, and other workforce development services to qualifying individuals in Calhoun County.

Parties to this document shall coordinate and perform the activities and services described herein within the scope of legislative requirements governing the parties' respective programs, services, and agencies.

CareerSource Chipola and its career centers agree to:

- Recognize the Calhoun County School Board as the designated Calhoun County Adult Education provider for Adult Basic Education services;
- Promote, encourage and help to facilitate using the services offered by Calhoun County School Board/Calhoun County Adult Education;
- Utilize the Referral Form/Information Sharing Form to provide referral services to customers desiring additional information about services provided by Calhoun County Adult Education.
- Contact Calhoun County School Board/Calhoun County Adult Education with any additional, unique needs for individuals or groups requiring

- similar needs to determine whether Calhoun County School Board can provide the needed services;
- Invite a representative of Calhoun County School Board/Calhoun County Adult Education to participate in routine orientation sessions conducted at the career centers; and
  - Display and distribute information and promotional materials in the career center regarding services provided by Calhoun County School Board/Calhoun County Adult Education.

Calhoun County School Board/Calhoun County Adult Education agrees to offer the following services in Calhoun County to qualifying individuals interested in GED Preparation services:

- Test of Adult Basic Education (TABE) Testing;
- Referral of out-of-school youth ages 16-24 to CareerSource Chipola for screening and assistance utilizing the designated Referral Form/Information Sharing Form;
- Qualified instructional and non-instructional personnel;
- Promotion of CareerSource Chipola workforce programs and services; and;
- Appropriate educational materials and supplies, as needed.

III. Confidentiality Policy: All client files and related information will be processed and maintained in accordance with applicable federal, state, and local confidentiality policies. Information sharing of such specifics is allowed on a strict, professional, need-to-know basis. Information exchanges are permitted only after the organization/staff possessing the information cites the client's authorization for release of information, identifies the person/organization requesting the information, determines that the person/organization is authorized to receive the information, confirms the person/organization requires the information for official business purposes, and verifies the other person/organization will handle/maintain the information as confidential in nature. A detailed record of all information exchanges shall be maintained.

IV. Amendments/Cancellation

Amendments to this Memorandum of Understanding must be presented in writing to CareerSource Chipola and must be signed by both parties. Either party must provide thirty (30) days written notice to the other for convenience or failure of either party to fulfill the terms of the Memorandum of Understanding and may unilaterally cancel an Amendment.

V. Renewal/Modification

This agreement shall automatically renew on July 1 of each year, until cancelled by either party as set forth in Article M. The term of this agreement may be modified within 30 days of the renewal date by written agreement of the parties, which may be in the form of a letter signed by the signatories of the agreement or designee with authority to sign.

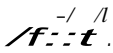
VI. Authorization for Signature

The duly authorized agent of the recipient agrees to satisfy the requirements of 34 CFR 361.505 and 34 CFR 361.720.


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

CAREERSOURCE CHIPOLA

CALHOUN COUNTY SCHOOL  
BOARD/CALHOUN COUNTY ADULT  
EDUCATION

  
By: \_\_\_\_\_  
Date: 6/11/2019

Digitally signed by Richard  
Williams  
Date: 2019.06.17 12:22:36

  
By: \_\_\_\_\_  
Date: 10-13-19

MEMORANDUM OF UNDERSTANDING  
BETWEEN  
CAREERSOURCE CHIPOLA  
AND  
Healthy Families North Florida

**I. Parties to this Memorandum of Understanding**

This Memorandum of Understanding (MOU) is hereby entered into by and between CareerSource Chipola, hereafter referred to as CSC, as the duly appointed and certified Workforce Development Board for the Workforce Investment and Opportunity Act (WIOA) and Healthy Families North Florida (hereafter referred to as the Partner Agency).

**II. Purpose of this MOU**

The Workforce Innovation Act of 2014 is an affirmation of the work that has been done in Florida to build the workforce development system. The cornerstone of the Act is its career center customer service delivery system. The career center system assures coordination between the activities authorized in and linked to this Act.

The purpose of this MOU is to describe the cooperative workforce training, employment and economic development efforts of CSC and the Partner Agency and the actions to be taken by each to assure the coordination of their efforts in accordance with state issued requirements in order to establish and maintain an effective and successful career center delivery system.

This Agreement is intended to coordinate resources and to prevent duplication and ensure the effective and efficient delivery of workforce services in the counties represented by CSC. In addition, this Agreement will establish joint processes and procedures that will enable the Partner Agency to integrate with the current career center service delivery system resulting in a seamless and comprehensive array of education, human service, job training, and other workforce development services to persons within the CSC area.

The parties to this document shall coordinate and perform the activities and services described herein within the scope of legislative requirements governing the parties' respective programs, services, and agencies.

**III. Provision of Services**

CSC and its career centers agree to:

- Provide space for brochures and other informational materials.
- Coordinate activities as specified in CareerSource Chipola publications.
- Provide telephone access for customers needing to contact Healthy Families of North Florida.

Healthy Families North Florida will:

- Refer clients in need of employment to CareerSource Chipola.

#### **M.** Cost Sharing

The Partner Agency is not physically located in the career center and therefore there is no financial responsibility for the day-to-day operational costs.

The Partner Agency will assume the costs associated with any informational brochures provided to the career centers.

#### **V.** Performance Incentives: N/A

#### **VI.** Confidentiality Policy

All client files and related information will be processed and maintained in accordance with applicable federal, state, and local confidentiality policies. Information sharing of such specifics is allowed on a strict, professional, need-to-know basis. Information exchanges are permitted only after the organization/staff possessing the information cites the client's authorization for release of information, identifies the person/organization requesting the information, determines that the person/organization is authorized to receive the information, confirms the person/organization requires the information for official business purposes, and verifies the other person/organization will handle/maintain the information as confidential in nature. A detailed record of all information exchanges shall be maintained.

#### **VII.** Dispute Resolution

If a dispute arises with any partner within CSC's career center system, the following shall be followed:

1. Contact the career center operator and try to resolve the dispute.
2. If you are unable to resolve the dispute with the career center operator, contact the management of CSC.

#### **VIII.** Amendments

Amendments to this MOU must be presented in writing to CSC and must be signed by both parties.

#### **IX.** Effective Date/Duration

This MOU shall begin on the date on which the last party has signed the MOU and shall remain in effect until notification of cancellation by either party. Either party may unilaterally cancel this MOU providing thirty (30) days written notice to the other party.

#### **X.** Certification

By signing this Agreement, all parties agree that the provisions contained herein are subject to all applicable Federal, State and local laws, regulations and/or guidelines relating to nondiscrimination, equal opportunity, displacement, privacy rights of participants, and maintenance of records and other confidential information relating to career center customers.

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

**CAREERSOURCE CHIPOLA**

**HEALTHY FAMILIES NORTH  
FLORIDA**

**By:** \_\_\_\_\_ **By:** \_\_\_\_\_

**Date:** \_\_\_\_\_ **Date:** \_\_\_\_\_

MEMORANDUM OF UNDERSTANDING  
BETWEEN  
CAREERSOURCE CHIPOLA  
AND  
CAPITAL AREA COMMUNITY ACTION AGENCY, INC.

**I. Parties to this Memorandum of Understanding**

This Memorandum of Understanding (MOU) is hereby entered into by and between CareerSource Chipola, hereafter referred to as CSC, as the duly appointed and certified Workforce Development Board for the Workforce Investment and Opportunity Act (WIOA) and Capital Area Community Action Agency, Inc., (hereafter referred to as CACAA).

**II. Purpose of this MOU**

The Workforce Innovation Act of 2014 is an affirmation of the work that has been done in Florida to build the workforce development system. The cornerstone of the Act is its career center customer service delivery system. The career center system assures coordination between the activities authorized in and linked to this Act.

The purpose of this MOU is to describe the cooperative workforce training, employment and economic development efforts of CSC and the Partner and the actions to be taken by each to assure the coordination of their efforts in accordance with state issued requirements in order to establish and maintain an effective and successful "career center" delivery system.

This Agreement is intended to coordinate resources and to prevent duplication and ensure the effective and efficient delivery of workforce services in the counties represented by CSC. In addition, this Agreement will establish joint processes and procedures that will enable the CACAA to integrate with the current career center service delivery system resulting in a seamless and comprehensive array of education, human service, job training, and other workforce development services to persons with within the CSC area.

The parties to this document shall coordinate and perform the activities and services described herein within the scope of legislative requirements governing the parties' respective programs, services, and agencies.

**III. Provision of Services**

CSC and its career centers agree to:

1. Review this MOU annually and solicit feedback from the Partner regarding improvements, changes and/or additions.
2. Coordinate with the CACAA to provide access to workforce services and programs through the career center delivery system in accordance with policies and procedures which include the manner in which the services will be coordinated and delivered through the career center system. Workforce services and programs include, but are not limited to, the allowable activities described in the WIOA and related legislation for: WIOA adult, dislocated worker and youth programs, Wagner Peyser, UI, Veterans programs, TAA, TANF program, Adult Education and Family Literacy, Perkins Act programs and Vocational Rehabilitation.
3. Coordinate with the CACAA to ensure that the needs of job seekers, youth, and individuals with barriers to employment, including individuals with disabilities, are addressed in providing access to services, including access to technology and materials that are available through the career center delivery system.
4. Provide an area for the CACM's meetings and/or co-location as space permits.
5. Model CareerSource core values and maintain a professional working environment.
6. Abide by all policies, rules and procedures and applicable Florida statutes and rules.
7. Recognize the CACAA as the designated Community Action Agency for Calhoun and Liberty Counties.
8. Promote, encourage and help to facilitate using the services offered by the CACAA including the USDA Commodities Program, the Low Income Home Energy Assistance Program and the Family Self-Sufficiency Program.
9. Contact the CACAA with any additional, unique needs for individuals or groups requiring similar needs to determine whether they can provide the needed services.
10. Invite a representative of the CACAA to participate in routine orientation sessions conducted at the career centers.
11. Display and distribute information and promotional materials in the career centers regarding services provided by the CACAA.

The CACAA will perform the following functions:



1. Coordinate with CSC to provide access to its workforce services and programs through the career center delivery system in accordance with published policies and procedures which include the manner in which the services will be coordinated and delivered through the career center system.
2. Coordinate with CSC to ensure that the needs of job seekers, youth and individuals with barriers to employment, including individuals with disabilities, are addressed in providing access to services, including access to technology and materials that are available through the career center delivery system.
3. Provide feedback to CSC management regarding the performance of the partnership, including its effectiveness and success.
4. Participate in career center periodic meetings to provide updates on the CACAA's programs and procedures to CSC staff.
5. In addition, the CACAA agrees to offer the following programs in Calhoun and Liberty Counties to qualifying individuals enrolled in workforce programs:
  - The Low Income Home Energy Assistance Program and other utility or rental assistance programs that help clients with their heating, cooling and rental needs.
  - The Family Self-Sufficiency Program that assists participants to overcome poverty and gain financial independence through intensive case management and targeted services such as educational assistance, on-the-job training, job placement, child care assistance and direct emergency services.

#### **IV. Cost Sharing**

The Partner Agency is not physically located in the career center and therefore there is no financial responsibility for the day-to-day operational costs.

The Partner Agency will assume the cost\$ associated with any informational brochures provided to the career centers.

#### **V. Performance Incentives: N/A**

#### **VI. Confidentiality Policy**

All client files and related information will be processed and maintained in accordance with applicable federal, state, and local confidentiality policies. Information sharing of such specifics is allowed on a strict, professional, need-to-know basis. Information exchanges are permitted only after the organization/staff possessing the information cites the client's authorization for release of information, identifies the person/organization requesting the information,

determines that the person/organization is authorized to receive the information, confirms the person/organization requires the information for official business purposes, and verifies the other person/organization will handle/maintain the information as confidential in nature. A detailed record of all information exchanges shall be maintained.

**VII. Dispute Resolution**

If a dispute arises with any partner within CSC's career center system, the following shall be followed:

1. Contact the career center operator and try to resolve the dispute.
2. If you are unable to resolve the dispute with the career center operator, contact the management of CSC.

**VIII. Amendments**

Amendments to this MOU must be presented in writing to CSC and must be signed by both parties.

**IX. Effective Date /Duration**

This MOU shall begin on the date on which the last party has signed the MOU and shall remain in effect until notification of cancellation by either party. Either party may unilaterally cancel this MOU providing thirty (30) days written notice to the other party.

**X. Certification**

By signing this Agreement, all parties agree that the provisions contained herein are subject to all applicable Federal, State and local laws, regulations and/or guidelines relating to nondiscrimination, equal opportunity, displacement, privacy rights of participants, and maintenance of records and other confidential information relating to career center customers.

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

CAREERSOURCE CHIPOLA

CAPITAL AREA COMMUNITY  
ACTIONAGENCY, INC.

By: \_\_\_\_\_

By: 

Date: 5/12/16

Date: 5/11/16

MEMORANDUM OF UNDERSTANDING  
BETWEEN  
CAREERSOURCE CHIPOLA  
AND  
DEPARTMENT OF CHILDREN & FAMILIES

**I. Parties to this Memorandum of Understanding**

This Memorandum of Understanding (MOU) is hereby entered into by and between CareerSource Chipola, hereafter referred to as CSC, as the duly appointed and certified Workforce Development Board for the Workforce Investment and Opportunity Act (WIOA) and the Department of Children & Families (hereafter referred to as the Partner Agency).

**II. Purpose of this MOU**

The Workforce Innovation Act of 2014 is an affirmation of the work that has been done in Florida to build the workforce development system. The cornerstone of the Act is its career center customer service delivery system. The career center system assures coordination between the activities authorized in and linked to this Act.

The purpose of this MOU is to describe the cooperative workforce training, employment and economic development efforts of CSC and the Partner Agency and the actions to be taken by each to assure the coordination of their efforts in accordance with state issued requirements in order to establish and maintain an effective and successful career center delivery system.

This Agreement is intended to coordinate resources and to prevent duplication and ensure the effective and efficient delivery of workforce services in the counties represented by CSC. In addition, this Agreement will establish joint processes and procedures that will enable the Partner Agency to integrate with the current career center service delivery system resulting in a seamless and comprehensive array of education, human service, job training, and other workforce development services to persons with within the CSC area.

The parties to this document shall coordinate and perform the activities and services described herein within the scope of legislative requirements governing the parties' respective programs, services, and agencies.

**III. Provision of Services**

CSC and its career centers agree to:

1. Review this MOU annually and solicit feedback from the Partner Agency regarding improvements, changes and/or additions.
2. Coordinate with the Partner Agency to provide access to workforce services and programs through the career center delivery system in accordance with policies and procedures which include the manner in which the services will be coordinated and delivered through the career center system. Workforce services and programs

include, but are not limited to, the allowable activities described in the WIOA and related legislation for: WIOA adult, dislocated worker and youth programs, Wagner Peyser, UI, Veterans programs, TAA, TANF program, Adult Education and Family Literacy, Perkins Act programs and Vocational Rehabilitation.

3. Coordinate with the Partner Agency to ensure that the needs of job seekers, youth, and individuals with barriers to employment, including individuals with disabilities, are addressed in providing access to services, including access to technology and materials that are available through the career center delivery system.
4. Provide an area for the Partner Agency to meet and/or co-location as space permits.
5. Model CareerSource core values and maintain a professional working environment.
6. Abide by all policies, rules and procedures and applicable Florida statutes and rules.

The Partner Agency will perform the following functions:

1. Coordinate with CSC to provide access to its workforce services and programs through the career center delivery system in accordance with published policies and procedures which include the manner in which the services will be coordinated and delivered through the career center system.
2. Coordinate with CSC to ensure that the needs of job seekers, youth and individuals with barriers to employment, including individuals with disabilities, are addressed in providing access to services, including access to technology and materials that are available through the career center delivery system.
3. Provide feedback to CSC management regarding the performance of the partnership, including its effectiveness and success.
4. Participate in career center periodic meetings to provide updates on the Partners Agency's' programs and procedures to CSC staff.

### III. Cost Sharing

The Partner Agency is not physically located in the career center and therefore there is no financial responsibility for the day-to-day operational costs.

The Partner Agency will assume the costs associated with any informational brochures provided to the career centers.

### V. Performance Incentives: N/A

### VI. Confidentiality Policy

All client files and related information will be processed and maintained in accordance with applicable federal, state, and local confidentiality policies. Information sharing of such specifics is allowed on a strict, professional, need-to-know basis. Information exchanges are permitted only after the organization/staff possessing the information cites the client's authorization for release of information, identifies the person/organization requesting the

information, determines that the person/organization is authorized to receive the information, confirms the person/organization requires the information for official business purposes, and verifies the other person/organization will handle/maintain the information as confidential in nature. A detailed record of all information exchanges shall be maintained.

VII. Dispute Resolution

If a dispute arises with any partner within CSC's career center system, the following shall be followed:

1. Contact the career center operator and try to resolve the dispute.
2. If you are unable to resolve the dispute with the career center operator, contact the management of CSC.

VIII. Amendments

Amendments to this MOU must be presented in writing to CSC and must be signed by both parties.

IX. Effective Date /Duration

This MOU shall begin on the date on which the last party has signed the MOU and shall remain in effect until notification of cancellation by either party. Either party may unilaterally cancel this MOU providing thirty (30) days written notice to the other party.

X. Certification

By signing this Agreement, all parties agree that the provisions contained herein are subject to all applicable Federal, State and local laws, regulations and/or guidelines relating to nondiscrimination, equal opportunity, displacement, privacy rights of participants, and maintenance of records and other confidential information relating to career center customers.

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

CAREERSOURCE CHIPOLA

DEPARTMENT OF CHILDREN & FAMILIES

By: \_\_\_\_\_ % Z: \_\_\_\_\_

By: W. DeSane

Date: \_\_\_\_\_

Date: 12/1/16



## **ATTACHMENT E**

# **Current Board of Directors**

*Includes roster and meeting minutes for plan agenda items*

**CAREERSOURCE CHIPOLA  
BOARD OF DIRECTORS  
2019-2020  
(Updated 01/2020)**

**Calhoun County Private Sector Members**

Raymond Russell  
Farm Bureau Insurance 850-447-1800 - Cell  
17577 North Main Street [raymond.russell@ffbic.com](mailto:raymond.russell@ffbic.com)  
Blountstown, FL 32424 (850) 674-5260 - Fax  
(850) 674-5471 – B'town Office (850) 639-5336 – Wewa Office

Appt: 3/02  
Term Expires 6/30/22  
(Private Sector)

**Janice Sumner, Vice-Chair**  
United Country Realty  
12150 NW SR 20  
Bristol, FL 32321  
(850) 643-3334 - Work  
(850) 254-9934 - Fax [united@gtcom.net](mailto:united@gtcom.net)

Appt: 7/99  
Term Expires 6/30/21  
(Private Sector)

Mary McKenzie  
Oglesby Plants International, Inc.  
15168 NW Oglesby Road  
Altha, FL 32421 [marym@oglesbytc.com](mailto:marym@oglesbytc.com)  
(850) 762-3296 – Work (850) 762-3637 or 762-3559  
(850) 209-4341 – Cell

Appt: 7/04  
Term Expires 6/30/20  
(Private Sector)

**Holmes County Private Sector Members**

James Sellers  
AUS Manufacturing  
704 W Highway 90  
Bonifay, FL 32425 [jimmy@ausmanufacturing.com](mailto:jimmy@ausmanufacturing.com)

Appt: 7/19  
Term Expires 6/30/2022  
(Private Sector)

**Debbie Kolmetz, Secretary-Treasurer**  
Panhandle Realty  
Post Office Box 11 (1566 Highway 90, Ponce de Leon)  
Ponce de Leon, FL 32455 [panhandlefla@yahoo.com](mailto:panhandlefla@yahoo.com)  
(850) 259-1904 – Cell

Appt: 7/06  
Term Expires 6/30/20  
(Private Sector)

Sandy Spear  
First Federal Bank of Florida, Senior Vice President  
300 North Waukesha Street  
Bonifay, FL 32425 [spears@ffbf.com](mailto:spears@ffbf.com)  
(850) 547-7505 – Work (850) 258-6478 - Cell

Appt: 7/18  
Term Expires 6/30/20  
(Private Sector)

## **Jackson County Private Sector Members**

Tanya Burt  
Enviva Pellets  
2500 Green Circle Pkwy  
Cottondale, FL 32431      tanya.burt@envivabiomass.com

Appt: 7/19  
Term Expires 06/30/2022  
(Private Sector)

Travis Ephriam  
Brightway Insurance Agency  
4681 Highway 73  
Marianna, FL 32448    [tephriam@hotmail.com](mailto:tephriam@hotmail.com); [t2ephriam@bop.gov](mailto:t2ephriam@bop.gov)  
850-209-2943 – Work

Appt: 9/16  
Term Expires 6/30/22  
(Private Sector)

### **Arthur Obar, Chair**

Obar's Insurance Agency  
Post Office Box 594  
Graceville, FL 32440-0594  
(850) 263-4483 – Work      850-263-4484 – Fax  
(850) 703-4334 – Cell  
[Obar\\_Ins@BellSouth.net](mailto:Obar_Ins@BellSouth.net)

Appt: 12/17/12  
Term Expires 6/30/20  
(Private Sector)

## **Liberty County Private Sector Members**

Donnie Read  
Twin Oaks Juvenile Development, Inc.      (850) 643-1091 - Fax  
11939 NW State Road 20      Liberty Wilderness# (850) 379-8344  
Bristol, FL 32321      [donnie@twinoaksfl.org](mailto:donnie@twinoaksfl.org)  
(850) 643-1090 – Work      (850) 643-7698 – Cell

Appt: 6/02  
Term Expires 6/30/20  
(Private Sector)

Ralph Whitfield  
Whitfield Stakes  
Post Office Box 1043  
Bristol, FL 32321      (850) 447-1649 - Cell  
(850) 643-2201 - Work (850) 643-2333 - Fax

Appt: 4/99  
Term Expires 6/30/22  
(Private Sector)

Johnny Eubanks  
Calhoun-Liberty Journal    [jbeubanks@fairpoint.net](mailto:jbeubanks@fairpoint.net)  
Post Office Box 454      (850) 643-2498 – Home  
Bristol, FL 32321 (850) 570-0222 - Cell  
(850) 643-3333 - Work (800) 400-5810 - Fax

Appt: 4/96  
Term Expires 6/30/21  
(Private Sector)

## **Washington County Private Sector Members**

Darrin Wall  
[dmwall84@yahoo.com](mailto:dmwall84@yahoo.com)  
1319 Watts Avenue  
Chipley, FL 32428  
(850) 326-5445 – Cell

Appt: 7/06  
Term Expires 6/30/22  
(Private Sector)

### **VACANT**

Tracy Andrews  
Gulf Power Company, Lead Economic Development Project Manager  
1195 Jackson Avenue

Appt: 6/18



Chipley, FL 32428 tracy.andrews@nexteraenergy.com  
(850) 415-4211 – Work (850) 866-3281 – Cell

Term Expires 6/30/21  
(Private Sector)

**At-Large Membership**

Larry Moore, Superintendent  
Jackson County School Board  
2903 Jefferson Street  
Marianna, FL 32446  
850-482-1200, Ext. 210 [larry.moore@jcsb.org](mailto:larry.moore@jcsb.org)

Appt. 4/11/17  
Term Expires: 6/30/22  
(Local Education)

Dr. Sarah Clemmons, President  
Chipola College  
3094 Indian Circle  
Marianna, FL 32446  
850-718-2288 [clemmonss@chipola.edu](mailto:clemmonss@chipola.edu)

Appt. 4/11/17  
Term Expires 6/30/22  
(Post-Secondary/College)

Keith Sutton, Supervisor  
Division of Vocational Rehabilitation  
4744 Highway 90  
Marianna, FL 32446  
850-482-9600 [keith.sutton@vr.fldoe.org](mailto:keith.sutton@vr.fldoe.org)

Appt. 4/11/17  
Term Expires 6/30/22  
(Vocational Rehabilitation)

**VACANT** (labor representative) – NWFL Federation of Labor  
Iupat District County 78

Term Expires 6/30/21

Kristy Terry, Director  
Calhoun County Chamber of Commerce  
20816 Central Avenue East, Suite 2  
Blountstown, FL 32424  
(850) 643-6465 - Cell [kristy@calhounco.org](mailto:kristy@calhounco.org)

Appt: 6/16/09  
Term Expires 6/30/21  
(Economic Development)

Jesse Smallwood  
American Legion Post 100  
Post Office Box 729  
Marianna, FL 32447  
(850) 482-3890 – Home [jessedsmallwood44@gmail.com](mailto:jessedsmallwood44@gmail.com)

Appt: 9/23/14  
Term Expires 6/30/20  
(CBO/Representing Veterans)

**VACANT** (Habilitative Services of North Florida, Inc.)

Term Expires 6/30/22

Andy Jackson, Member  
IBEW Local 1055  
5490 Marble Court  
Marianna, FL 32446 james.jackson3@nexteraenergy.com  
(850) 526-3165 – Home (850) 209-5962 – Cell

Appt: 2/11/13  
Term Expires 6/30/22  
(Organized Labor)

Martha Compton, Director  
Florida Panhandle Technical College  
757 Hoyt Street  
Chipley, FL 32428 [martha.compton@FPTC.edu](mailto:martha.compton@FPTC.edu)  
(850) 638-1180 – Work; (850) 849-9115 - Cell

Appt: 4/24/13  
Term Expires: 11/20/19  
(Post-Secondary–Vocational)

Frances Henderson, Director  
Jackson County ARC, Inc.  
2973 Pennsylvania Avenue

Appt. 9/22/16

Marianna, FL 32448 [icarc@embarqmail.com](mailto:icarc@embarqmail.com)  
850-526-7333 – Work 850-526-2311 – Fax

Term Expires: 6/30/22  
Represents CBO/Disabled



**GENERAL MEETING MINUTES**  
CareerSource Chipola Community Room  
4636 HWY 90 East, Suite K, Marianna, Florida  
January 9, 2020 at 6:00 PM (CT)

**CALL TO ORDER**

A quorum was present and Arthur Obar, Chair, called the meeting to order. Donnie Read led the group in the Invocation and Pledge to the Flag.

**The following board members were present:**

Arthur Obar, Debbie Kolmetz, Raymond Russell, Sandy Spear, Travis Ephriam, Donnie Read, Darrin Wall, Larry Moore, Sarah Clemmons, Jesse Smallwood, Andy Jackson, Martha Compton.

**The following board members were absent:**

Janice Sumner, Mary McKenzie, James Sellers, Tanya Burt, Ralph Whitfield, Johnny Eubanks, Tracy Andrews, Keith Sutton, Kristy Terry, Frances Henderson.

**Others present included:**

Richard Williams, Lauren Morris, Rose Adams, Sara Johnson, Melody Wade, Kenny Griffin, Deena Johnson, and Debby Wood (CSC Staff); Daniel Krug (Florida Makes).

**PUBLIC COMMENTS**

Arthur Obar announced that public comment cards were available for anyone wishing to make a comment.

**GENERAL MEETING MINUTES**

Raymond Russell made the motion, Jesse Smallwood seconded the motion and the vote was unanimous to approve the minutes of the November 14, 2019 general meeting.

**OUR WORKFORCE WHY**

A short video of successful WIOA participants was share with the Board.

**STATUS OF FUNDS REPORT**

Richard Williams stated that there were no major concerns. He noted that the budget was significantly higher this year due to the disaster funding that was received. Finance Director Sara Johnson mentioned that it is allowable to change 100% between Adult and Dislocated Worker funds. She said that because the DW funds are generally harder to spend, she has been swapping them over to reserve the Adult funds for later.

**NDWG UPDATE**

Rose Adams provided an update on the National Dislocated Work Grant, stating that there were 81 participants at 23 worksites. She also said there were 15 additional jobs in the pipeline to be filled. Ms. Adams also mentioned that approval had been received to increase the number of hours participants are able to work from 2080 to 4160.

## **APPROVAL REQUEST – NDWG GRANT MODIFICATION – TRAINING AND OJT**

Rose Adams stated that it has been approved by the USDOL to add short term, occupational skills, and on-the-job training to the list of services available to NDWG participants. Richard Williams noted that the staff recommendation included in the agenda specified OJT only and amended the staff recommendation to include all allowable training activities. **Travis Ephriam made the motion, Larry Moore seconded the motion, and the vote was unanimous to approve training activities for NDWG participants.**

## **APPROVAL REQUEST – TWIN OAKS JUVENILE DEVELOPMENT, INC. CONTRACT**

Rose Adams stated that Twin Oaks Juvenile Development, Inc. was interested in becoming a worksite provider for the NDWG program. She stated that because board member Donnie Read has a conflict as the CEO of the company, the contract must be approved by the board by a two-thirds vote. Richard Williams also noted that the contract must be sent to the state for approval as well, due to the conflict of interest. **Larry Moore made the motion, Travis Ephriam seconded the motion, and the vote was unanimous to approve the contract with Twin Oaks Juvenile Development, Inc. Donnie Read abstained from the vote and discussion. A Memorandum of Voting Conflict form (Form 8B) was filed.**

## **BOARD DIRECTION AND INPUT – 2020-2024 LOCAL WORKFORCE SERVICES PLAN**

Richard Williams shared that staff are currently writing the 2020-2024 Local Workforce Services Plan and brought to items to the attention of the board for feedback:

1. Does the Board of Directors wish to change the current method that allows a designee to attend a meeting but not vote on behalf of the member?
  - a. **Raymond Russell made the motion, Debbie Kolmetz seconded the motion.**
  - b. **The vote was unanimous to leave the current policy as is.**
2. Does the Board of Directors wish to change the current policy requiring meetings of the full board to be in person except at the direction of the chair under special circumstances and does the Board of Directors wish to continue to allow committee meetings to be held by electronic means?
  - a. **Donnie Read made the motion, Debbie Kolmetz seconded the motion.**
  - b. **The vote was unanimous to leave the current policy as is.**

## **ONE STOP OPERATOR REVIEW**

Richard Williams reported that there is no action that needed to be taken on the full report shared with the Board, and we received a good report.

## **EXECUTIVE DIRECTOR'S REPORT**

Mr. Williams reported the following:

- The Chipola Works ad campaign has had a significant positive effect on the reach of our existing social media accounts. He also asked Lauren Morris to speak to the board regarding the progress of the Chipola Works ad campaign, who shared that the digital aspect of the campaign had been very successful, and the print and radio portions would be launching soon.
- Due to the increased funding from the NDWG program that requires additional work on behalf of the audit team, the cost of the audit itself will be increasing this year. The additional cost incurred by the NDWG program should also be able to be paid from that same funding source. Board member Donnie Read asked that the information regarding the increase be shared with the board. Mr. Williams stated that it was public information and would be released when available.

- The robotics competition will be held March 19, 2020, at the old Marianna High School gym. Middle schools have been added to the competition this year. In addition, Gulf Power is contributing funds to allow the winning team to travel to a VEX Robotics competition if they choose to attend.
- The state notified Mr. Williams that they are processing the NFA for the previously requested youth money. When the NFA is released, a proposed plan for the funds will be brought to the youth committee.
- Richard Williams and Kenny Griffin attended a meeting about disaster recovery and resiliency organized by the National Association of Workforce Boards. Mr. Williams assured the board that staff are following rules and requirements for disaster funding as closely as possible and requesting clarification from the state when needed. He also noted that CareerSource Florida fully supports the efforts and work of CareerSource Chipola in this matter.

## **BOARD MEMBER COMMENTS**

Board Chair Arthur Obar noted that a guest was present during the meeting. Daniel Krug from the University of West Florida introduced himself and stated that he represented the Florida Makes program. He shared some information regarding the program and the work his office is doing to promote and support manufacturing.

## **ADJOURNMENT**

There being no further business to discuss, the meeting was adjourned.



## **ATTACHMENT F**

### **Public Comments**

***None received at this time. Closing date is 03/13/2020.  
Any comments received will be added prior to final submission.***