



**General Meeting**  
**May 12, 2022 at 6:00 P.M. (CT)**  
**[Join via Microsoft Teams Meeting](#)**  
**or by phone at 561-570-4464 Conference ID: 995 669 860#**  
**or in person at 4636 Highway 90, Suite K**  
**Marianna, FL 32446 - Community Room**  
**Richard - (850) 557-2441; Tabettha - (850) 633-2731**

**A G E N D A**

|  |               |                           |
|--|---------------|---------------------------|
| <b>CALL TO ORDER</b>                                       | Janice Sumner |                           |
| <b>INVOCATION / PLEDGE TO FLAG</b>                         | Donnie Read   |                           |
| <b>ROLL CALL</b>   | Tabetha Smith |                           |
| <b>PUBLIC COMMENTS</b>                                     | Janice Sumner |                           |
| <b>EMERGENCY ITEMS</b>                                     | Janice Sumner |                           |
| <b>DEO ANNUAL PERFORMANCE PRESENTATION</b>                 | Amy Wheeler   | Please see attached Pages |
| <b>CONSENT ITEMS</b>                                       | Janice Sumner |                           |
| * General Meeting Minutes<br>March 17 <sup>th</sup> , 2022 | Janice Sumner | Pages 3-5                 |
| <b>NDWG UPDATE</b>   | Rose Adams    | Pages 6-7                 |

**STATUS OF FUNDS REPORT**  
(To be provided)

Richard Williams

**COMMITTEE REPORTS**

\*Program Committee Meeting  
April 14<sup>th</sup>, 2022

Debbie Kolmetz

Pages 8-9

\*Executive Committee Meeting  
May 12, 2022

Janice Sumner

**NEW BUSINESS**

\*Nominating Committee Appointment

Janice Sumner

Page 10

\*CareerSource Florida Study on Board Realignment

Janice Sumner

Pages 10-20

**AWARD OF YOUTH GRANTS**  
(Information to be provided at meeting)

Richard Williams

**LOCAL OPERATING PROCEDURE**

Debby Wood

\*Guidelines for Compliance Regarding the Collection and Maintenance of Demographic Information

Pages 21-24

\*Sector Strategy

Pages 25-27

**DIRECTOR'S COMMENTS**

Richard Williams

**BOARD MEMBER COMMENTS**

Janice Sumner

**ADJOURNMENT**

Janice Sumner

**MARK YOUR CALENDARS**  
**FUTURE MEETINGS:**

**July 14<sup>th</sup>, 2022, at 6:00 PM CST**

**\*Dinner to be provided at 5:30 PM**

# CareerSource Chipola

## Florida Department of Economic Opportunity Annual Performance Presentation

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Charles Williams, DEO Workforce Programs Administrator

Daniel Harper, DEO Senior Management Analyst Supervisor

May 12, 2022



# Workforce System Funding

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- United States Department of Labor Employment and Training Administration (USDOL - ETA)
- United States Department of Health and Human Services (HHS)
- United States Department of Agriculture (USDA)
- State of Florida General Revenue (GR)
- Other Sources

# Workforce System Oversight

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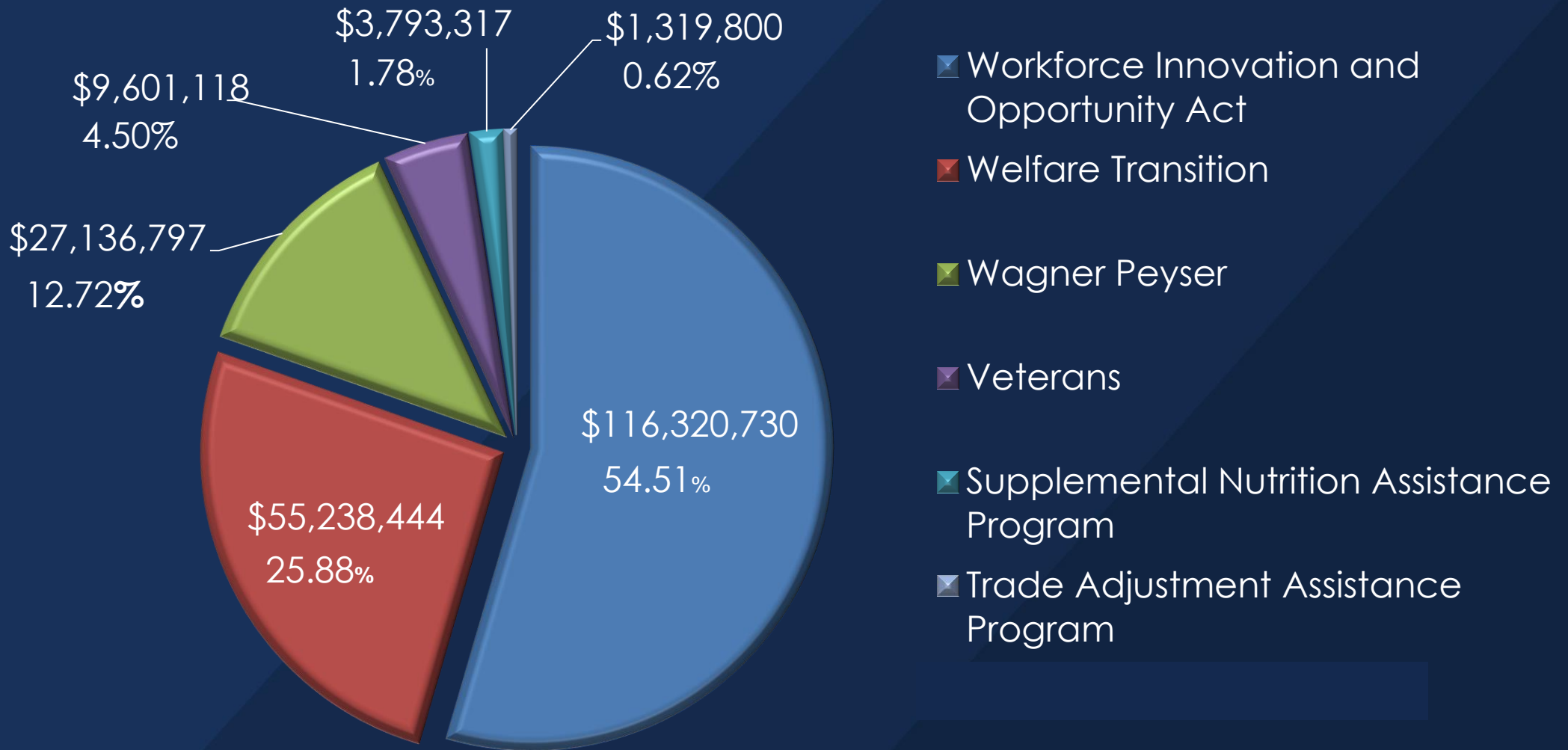
- United States Department of Labor Employment and Training Administration (USDOL - ETA)
- Florida Legislature
- Reimagining Education and Career Help (REACH) Office
- Department of Economic Opportunity (DEO)
- CareerSource Florida (CSF)
- Chief Local Elected Officials or Consortiums (CLEO)
- Local Workforce Development Boards (LWDB)

# Local Service Delivery

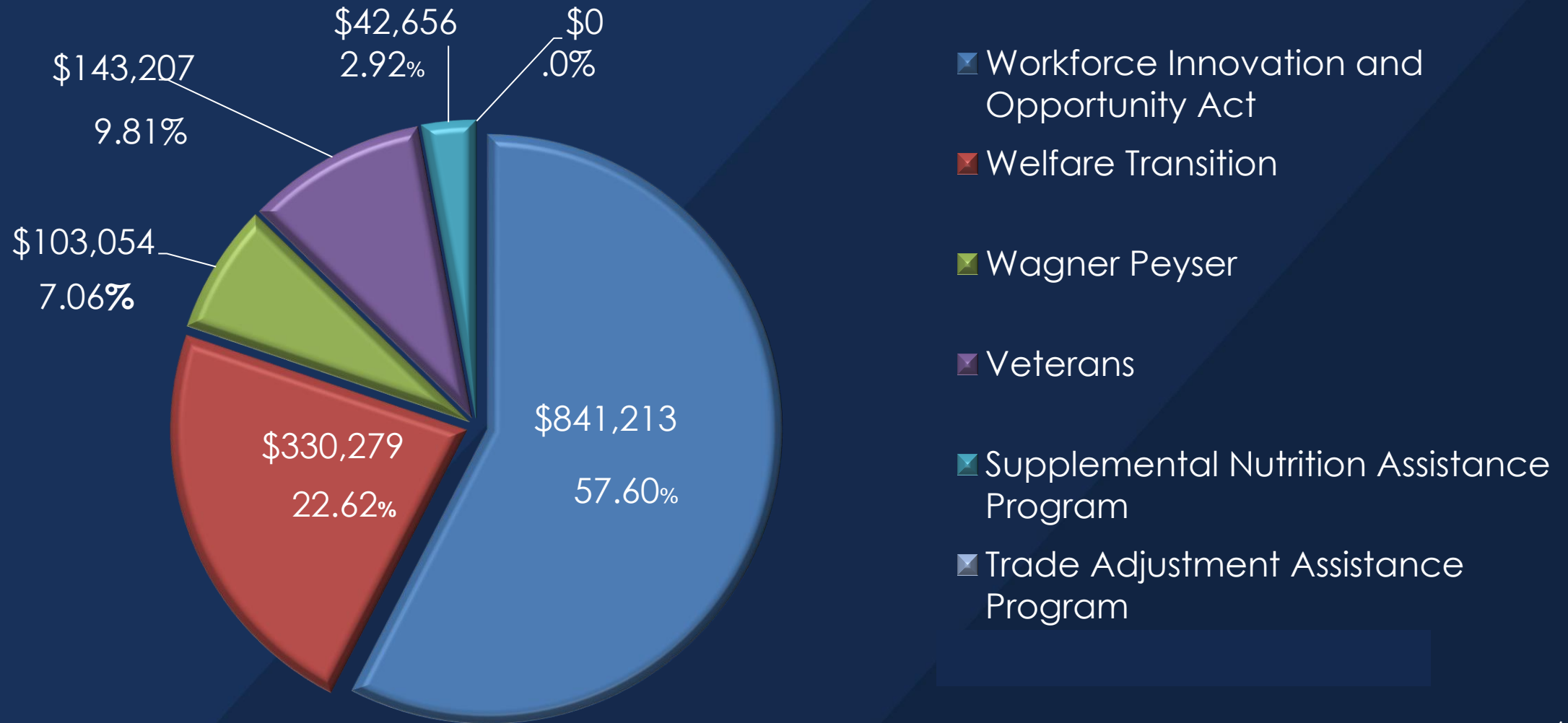
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- One-Stop Career Centers
  - Core Partners and Required Partners
  - Other Local Partnerships
- Job Seekers
- Employers

# Statewide Funding \$213,410,206



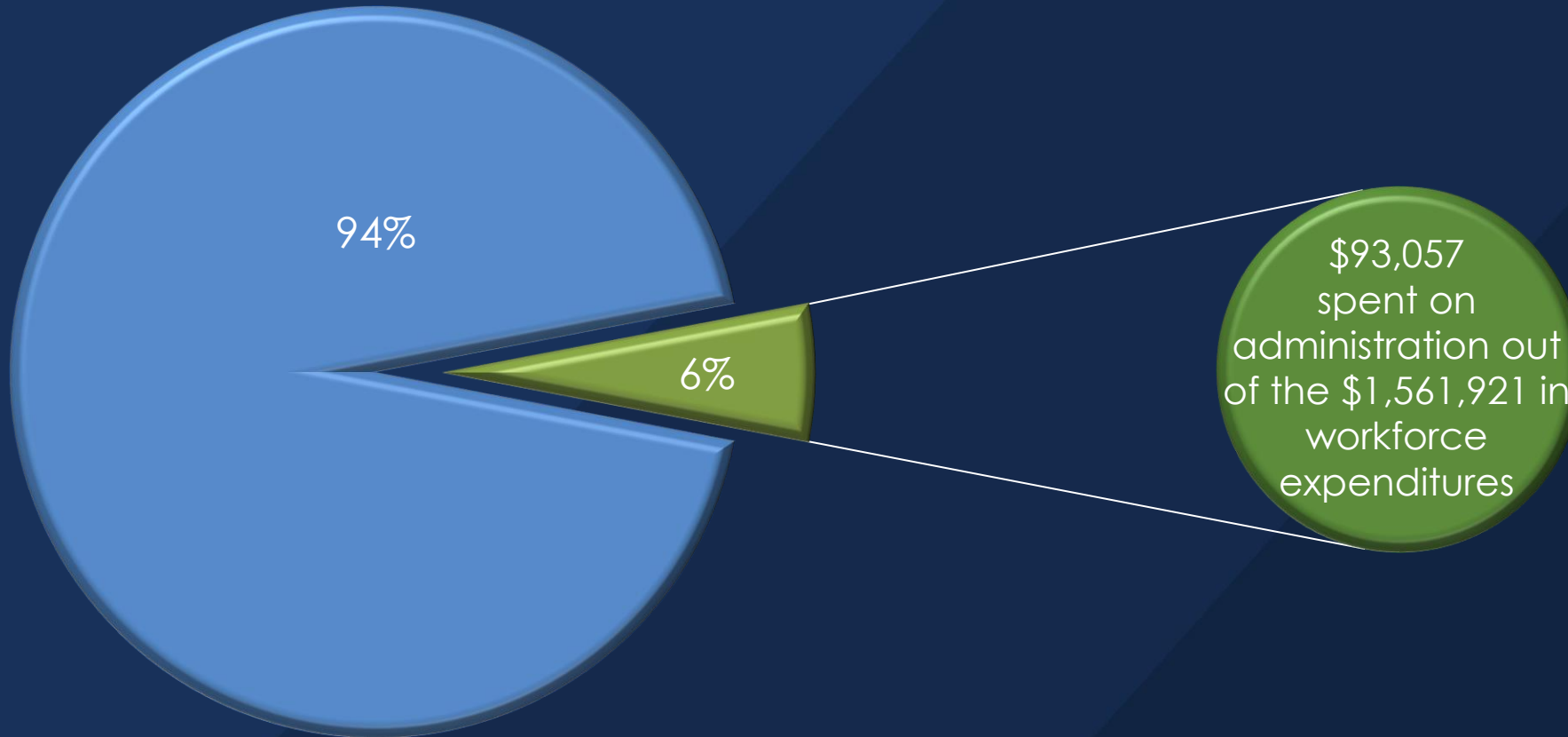
# Local Board Funding \$1,460,409





# Direct Client Services and Administrative Expenditures

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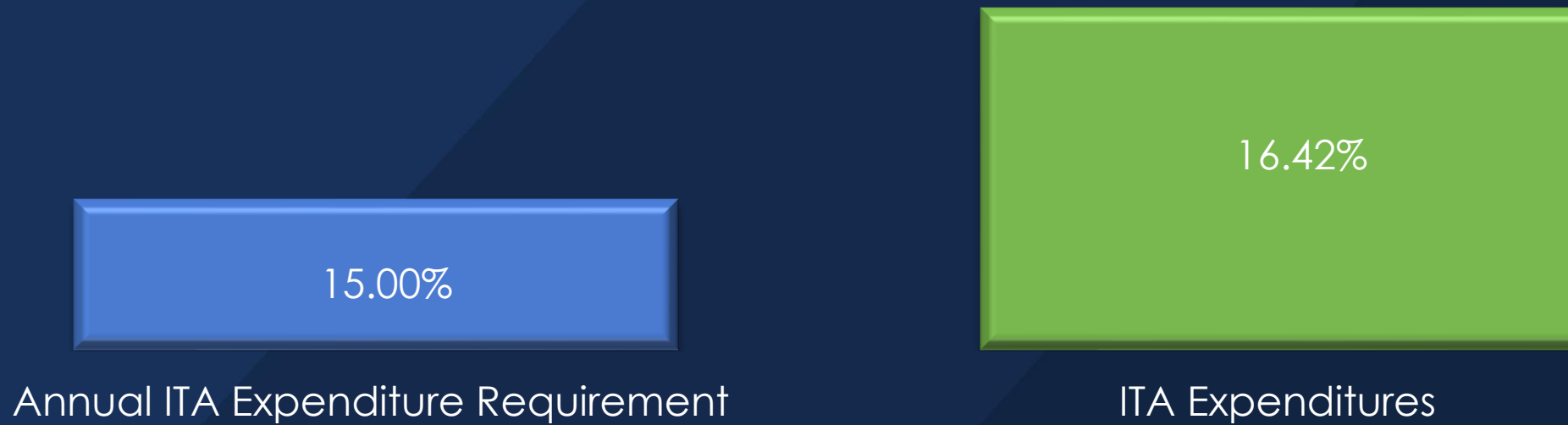


■ Direct Client Services

■ Administrative Expenditures

# Individual Training Account (ITA) Expenditures

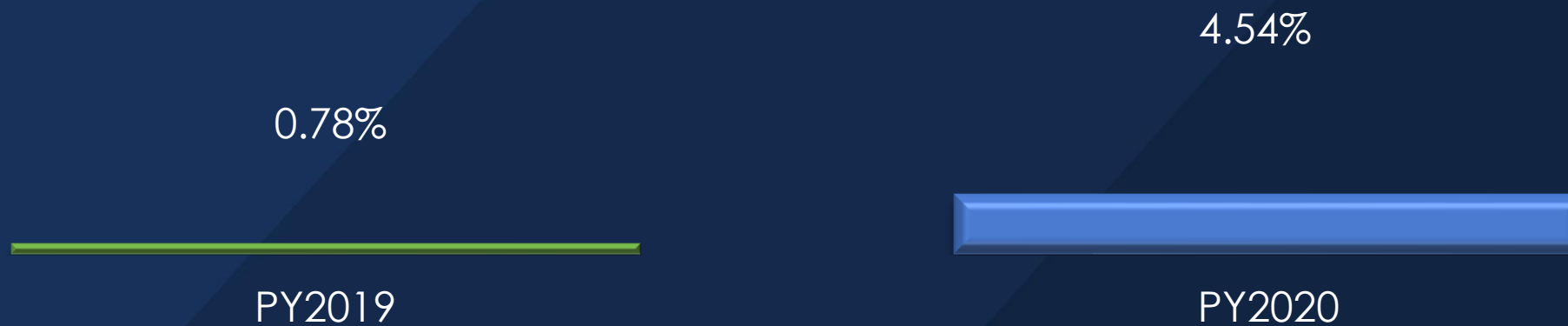
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# Work Experience Expenditures

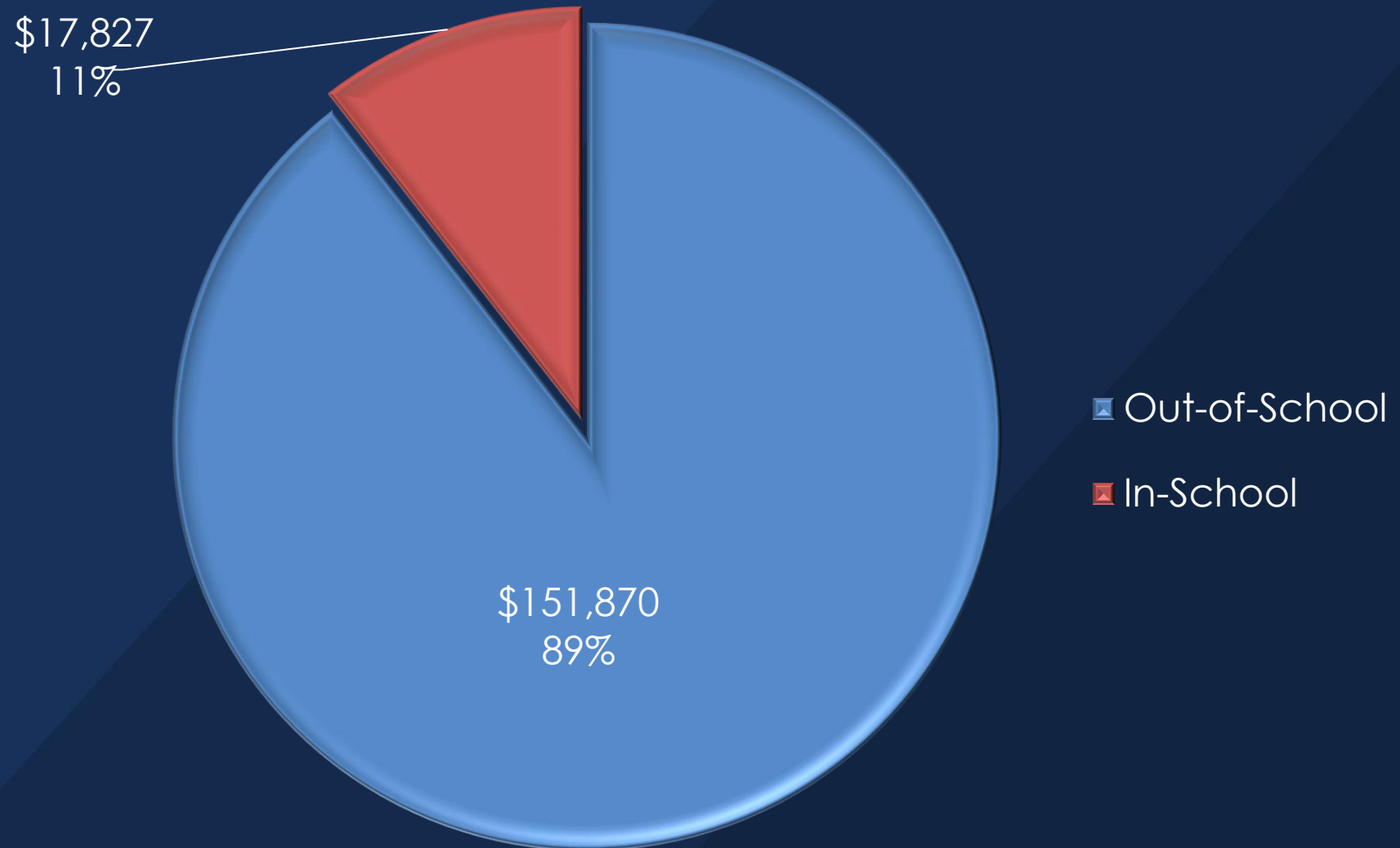
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WIOA Requirement: Greater than 20% Work Experience Expenditures



# Out-of-School Youth Expenditures

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# Primary Indicators of Performance

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## Customer Groups

- Adult Metrics (5)
- Dislocated Worker Metrics (5)
- Youth Metrics (5)
- Wagner Peyser Metrics (3)

## Metrics

- Employed in 2<sup>nd</sup> quarter after exiting the program
- Employed in 4<sup>th</sup> quarter after exiting the program
- Median wages in 2<sup>nd</sup> quarter after exiting the program
- Credential attainment rate
- Measurable Skill Gains (Not applicable for Wagner Peyser)

# Primary Indicators of Performance Results

| LWDB 03   Program Year (PY) 2020<br>Performance for July 1, 2020 – June 30, 2021 | PY2020-2021<br>1st Quarter<br>Performance | PY2020-2021<br>2nd Quarter<br>Performance | PY2020-2021<br>3rd Quarter<br>Performance | PY2020-2021<br>4th Quarter<br>Performance | PY2020-2021<br>Performance<br>Goals |
|--|---|---|---|---|-------------------------------------|
| <b>Adult Programs:</b>   |   |   |   |   |                                     |
| Employed 2nd Quarter After Exit  | 100.0%                                    | 100.0%                                    | 96.0%                                     | 95.2%                                     | 85.5%                               |
| Median Wage 2nd Quarter After Exit   | \$8,005.00                                | \$7,020.00                                | \$7,302.00                                | \$7,475.00                                | \$7,100.00                          |
| Employed 4th Quarter After Exit  | 95.1%                                     | 94.4%                                     | 90.6%                                     | 89.7%                                     | 85.0%                               |
| Credential Attainment Rate   | 88.6%                                     | 80.0%                                     | 75.0%                                     | 76.0%                                     | 85.0%                               |
| Measurable Skill Gains   | 55.6%                                     | 61.0%                                     | 45.2%                                     | 66.7%                                     | 70.0%                               |
| <b>Dislocated Workers Programs:</b>  |   |   |   |   |                                     |
| Employed 2nd Quarter After Exit  | 100.0%                                    | 100.0%                                    | 100.0%                                    | 0.0%                                      | 85.0%                               |
| Median Wage 2nd Quarter After Exit   | \$8,146.00                                | \$8,146.00                                | \$9,656.00                                | \$0.00                                    | \$7,500.00                          |
| Employed 4th Quarter After Exit  | 50.0%                                     | 60.0%                                     | 50.0%                                     | 50.0%                                     | 79.0%                               |
| Credential Attainment Rate   | 100.0%                                    | 100.0%                                    | 100.0%                                    | 100.0%                                    | 83.0%                               |
| Measurable Skill Gains   | 100.0%                                    | 75.0%                                     | 75.0%                                     | 66.7%                                     | 50.0%                               |
| <b>Youth Programs:</b>   |   |   |   |   |                                     |
| Employed 2nd Quarter After Exit  | 86.1%                                     | 81.6%                                     | 83.3%                                     | 83.3%                                     | 85.0%                               |
| Median Wage 2nd Quarter After Exit   | \$5,085.00                                | \$3,959.00                                | \$4,081.00                                | \$4,417.00                                | \$4,200.00                          |
| Employed 4th Quarter After Exit  | 97.4%                                     | 91.7%                                     | 86.1%                                     | 85.7%                                     | 80.0%                               |
| Credential Attainment Rate   | 78.9%                                     | 75.0%                                     | 69.4%                                     | 63.3%                                     | 80.0%                               |
| Measurable Skill Gains   | 43.9%                                     | 45.7%                                     | 44.4%                                     | 35.8%                                     | 52.0%                               |
| <b>Wagner Peyser Programs:</b>   |   |   |   |   |                                     |
| Employed 2nd Quarter After Exit  | 67.5%                                     | 71.1%                                     | 70.0%                                     | 66.4%                                     | 65.0%                               |
| Median Wage 2nd Quarter After Exit   | \$4,252.00                                | \$4,230.00                                | \$4,286.00                                | \$4,323.00                                | \$4,800.00                          |
| Employed 4th Quarter After Exit  | 61.3%                                     | 68.8%                                     | 68.1%                                     | 66.5%                                     | 65.0%                               |

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

# Technical Assistance - Primary Indicators of Performance

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## Metrics Failed:

- Adult Credential Attainment Rate
- Dislocated Worker Employed in 2<sup>nd</sup> quarter after exiting the program
- Dislocated Worker Median Earnings 2<sup>nd</sup> quarter after exiting the program
- Dislocated Worker Employed in 4<sup>th</sup> quarter after exiting the program
- Youth Measurable Skill Gains
- Youth Credential Attainment Rate

# Programmatic Monitoring Activities

| <b>LWDB 03<br/>                     Program Year (PY) 2020<br/>                     April 1, 2020 – March 31, 2021</b> | <b>PY 2019<br/>                     Findings</b> | <b>PY 2020<br/>                     Findings</b> |
|--|--|--|
| <b>Welfare Transition</b>  | 2  | 0  |
| <b>Wagner-Peyser / MIS / MSFW</b>  | 3  | 1  |
| <b>Supplemental Nutrition Assistance Program -<br/>                     Employment and Training</b>                    | 3  | 0  |
| <b>WIOA Adult / Dislocated Worker / Youth</b>  | 1  | 2  |
| <b>Trade Adjustment Assistance Act</b>   | 0  | 0  |
| <b>Total Findings</b>  | 9  | 3  |



# Financial Monitoring Activities

| <b>LWDB 03<br/>Program Year (PY) 2020<br/>July 1, 2020 – June 30, 2021</b> | <b>PY 2019</b> | <b>PY 2020</b> |
|--|----------------|----------------|
| <b>Findings</b>  | 0              | 0              |
| <b>Issues of Non-Compliance</b>  | 0              | 0              |
| <b>Observations</b>  | 1              | 2              |
| <b>Technical Assistance</b>  | 3              | 2              |

# Q&A



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# Contact

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## Thank You

Please contact our office with questions or comments about this presentation.

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Office: DEO Bureau of One-Stop & Program Support

Main Line: 850-245-7424

Email: [Charles.Williams@DEO.MyFlorida.com](mailto:Charles.Williams@DEO.MyFlorida.com)



**General Meeting**  
**March 17, 2022 at 6:00 P.M. (CT)**  
**[Join via Microsoft Teams Meeting](#)**  
**or by phone at 561-570-4464 Conference ID: 241 680 259#**  
**or in person at 4636 Highway 90, Suite K**  
**Marianna, FL 32446 - Community Room**  
**Richard - (850) 557-2441; Tabettha - (850) 633-2731**

### **MINUTES**

#### **CALL TO ORDER**

A quorum was present and Janice Sumner, Chair, called the meeting to order and led the group in the Invocation and Pledge to the Flag.

#### **The following board members were present:**

Janice Sumner, Debbie Kolmetz, Mary McKenzie, Travis Ephriam, Arthur Obar, Donnie Read, David Corbin, Larry Moore, Kristy Terry, Penny Bryan, David Bouvin

#### **The following board members were absent:**

Raymond Russell, Sandy Spear, Wendy Blair, Johnny Eubanks, Ralph Whitfield, Tracy Andrews, Sarah Clemmons, Kyle Peddie, Frances Henderson, Andy Jackson, Keith Sutton.

#### **Others present included:**

Richard Williams, Lauren Morris, Deena Johnson, Rose Adams, Sara Johnson, Melody Wade, Debby Wood, Tabettha Smith – CSC Staff Ben Clark – James Moore staff

#### **PUBLIC COMMENTS**

Janice Sumner asked if there were any public comments. There were none.

#### **GENERAL MEETING MINUTES**

**Arthur Obar made the motion, Travis Ephriam seconded the motion, and the vote was unanimous to approve the minutes of the November 18th, 2021, general meeting.**

## **AUDIT DISCUSSION**

Ben Clark from James Moore discussed Chipola Regional Workforce Development Board's independent auditor's report and presented their statements to the Board members.

## **NDWG UPDATE**

Rose Adams provided an update on the Hurricane Michael National Dislocated Work Grant, stating that there were 10 participants at 4 worksites across all five CSC counties. She shared that there were 8 participants at 2 worksites as part of the COVID-19 NDWG.

## **STATUS OF FUNDS REPORT**

Richard Williams went over the Status of Funds Report.

## **YOUTH COMMITTEE REPORTS**

**A motion was made by Arthur Obar, seconded by Donnie Read, and the vote was unanimous to approve both the February 10<sup>th</sup> and March 10<sup>th</sup>, 2022, Youth Committee Minutes. No action was required on the February 10<sup>th</sup>, 2022, Program Committee Meeting.**

## **NEW BUSINESS**

Richard Williams shared Catalyst became certified with the FSU Center for Autism and Related Disabilities (FSU CARD), the first certified in Marianna.

Mr. Williams then presented the OneStop Operator Quarterly Review by Linda Sumblin.

## **INFLATIONARY IMPACTS ON CUSTOMERS, PROGRAMS, AND STAFF**

Debby Wood and Richard Williams presented requests to the Board to increase the individual Support Services threshold from \$2000 to \$4000, to double the amount of transportation assistance due to inflation, and to implement a staff raise equal to the upcoming increase in the minimum wage of one dollar (\$1.00 per hour) for staff. **Arthur Obar made the motion, Donnie Read seconded, and the vote was unanimous for the Board to increase the individual Support Services threshold, increase the amount of transportation assistance, and to implement a staff raise.**

**DIRECTOR'S COMMENTS**

Richard Williams discussed the Social Media Reports.

**BOARD MEMBER COMMENTS**

None.

**ADJOURNMENT**

There being no further business to discuss, Arthur Obar made the motion, Donnie Read seconded the motion, and the vote was unanimous to adjourn the meeting

DRAFT




## National Dislocated Worker Grant Hurricane Michael Current Worksites and Workers

| <u>County</u> | <u>Active Worksites</u> | <u>Current Workers</u> |
|---------------|-------------------------|------------------------|
| Calhoun       | 1                       | 1                      |
| Jackson       | 2                       | 7                      |
| Liberty       | 0                       | 0                      |
| Washington    | 0                       | 0                      |
| <b>TOTAL</b>  | <b>3</b>                | <b>8</b>               |

8 - General Laborers - CC Airport -City of Marianna & FL Caverns  
Through May 5, 2022





National Dislocated Worker Grant  
**Covid-19 Current Worksites and Workers**

| <u>County</u> | <u>Active Worksites</u> | <u>Current Workers</u> |
|---------------|-------------------------|------------------------|
| Jackson       | 2                       | 7                      |
| <b>TOTAL</b>  | <b>2</b>                | <b>7</b>               |

7 – Humanitarian/Laborers Workers  
(Food Distribution at Innovative Charities & Chipola Ministries)  
Through May 5, 2022







**Program Committee Meeting**  
**April 14, 2022 @ 11:00 AM (CT)**  
[Join Microsoft Teams Meeting](#)  
**561-570-4464; Conference ID: 548 726 053#**

## **MINUTES**

### **CALL TO ORDER**

Debbie Kolmetz, Chair, and called the meeting to order. There was quorum present.

### **The following committee members were present by video/phone or in person:**

Debbie Kolmetz, Raymond Russell, Dr. Sarah Clemmons

### **The following committee members were absent:**

Andy Jackson, Keith Sutton

### **Others present included:**

Richard Williams, Debby Wood, Tabetha Smith (CSC Staff)

### **NUMBER IN TRAINING UPDATE**

Debbie Wood shared the Workforce Innovation and Opportunity Act (WIOA) established performance accountability indicators and performance reporting requirements to assess the effectiveness in achieving positive outcomes for individuals served by workforce programs. Ms. Wood stated to measure performance, we must first have individuals enrolled in training to complete the program, gain a credential, and enter employment.

### **INCREASE PARTICIPANT INDIVIDUAL TRAINING ACCOUNT THRESHOLD**

Debby Wood presented that at the March meeting, the Board approved the

increase of the supportive services threshold from \$2,000 to \$4,000 per Program Year (July 1 – June 30). Based on this change, there is a need to increase the Individual Training Account (ITA) threshold from \$5,000 to \$7,000. This amount includes the tuition, books, fees, uniforms, and transportation assistance. **Raymond Russell made the motion, Dr. Sarah Clemmons seconded, and the vote was unanimous to increase the Individual Training Account threshold from \$5,000 to \$7,000.**

#### **YOUTH OUTREACH EFFORTS UPDATE**

Debby Wood imparted on the Board that CareerSource Chipola (CSC) staff team members have worked diligently since February 2022 to increase awareness of youth services in the five-county service delivery area. As of this date, 14 area high schools were visited by the CSC staff and provided in-person information about upcoming events

#### **EMPLOY FLORIDA EMPLOYER SERVICE CODES GUIDE**

Debby Wood related that due to the need for staff to have a current information regarding service codes that allow the workforce board to earn performance credit, CareerSource Chipola staff created their version of the Guide and provided to staff. Ms. Wood provided information to the Committee and the Board about the Employer Service Codes that allow for credit in providing “high-value services” to employers.

#### **COMMITTEE MEMBER COMMENTS**

None.

#### **ADJOURNMENT**

**Raymond Russel made the motion, Dr. Sarah Clemmons seconded the motion, and the vote was unanimous to adjourn the meeting.**

**NEW BUSINESS:**

**NOMINATING COMMITTEE APPOINTMENT**

The chair seeks approval to appoint a Nominating Committee to recommend a slate of officers for the 2022-2023 Program Year. The recommended members of the Nominating Committee are as follows: Janice Sumner as chair, Johnny Eubanks, Travis Ephriam, Larry Moore, and Sandy Spear.

**CAREERSOURCE FLORIDA STUDY ON BOARD REALIGNMENT**

CareerSource Florida has commissioned a study on possible regional workforce board realignment. CareerSource Florida provided information on the issue to our chair and to the Chief Elected Official of our region. The Chief Elected Official is the chair of the CareerSource Chipola Consortium.

The letter to our Chair and our Chief Elected Official are slightly different so both have been included in the packet.

Attached are copies of the letters as well as a summary of the REACH act distributed by CareerSource Florida.



Stephanie Smith  
Chair

Michelle Dennard  
President & CEO

April 22, 2022

Commissioner Scott Monlyn  
20859 Central Avenue  
Blountstown, FL 32424

Dear Commissioner Scott Monlyn,

As chair of the CareerSource Florida Board of Directors, I am reaching out to provide an update on a key aspect of our implementation work in response to the **Reimagining Education and Career Help (REACH) Act**. As you may recall, this bipartisan, unanimously approved state legislation signed into law by Governor Ron DeSantis on June 24, 2021, took effect on July 1, 2021. The law seeks to achieve a more coordinated approach to deploying resources and delivering services through Florida's workforce development system by strengthening access, alignment and accountability. It takes an integrated, customer-focused approach to align workforce, education, and support services that are the backbone of our state's comprehensive workforce development ecosystem.

While we have been busy implementing the REACH Act since last year at both the state and local levels, there are next steps for which your active engagement and input as a chief local elected official (CLEO) are essential. Most notably, CareerSource Florida has contracted with EY (Ernst & Young LLP) to support our work to evaluate the alignment of local workforce development boards, consistent with the REACH Act charge to reduce the number of local workforce development boards in the state. This work is being conducted in collaboration with the Governor's REACH Office.

The **REACH Act Implementation: Alignment Evaluation** is just getting underway, and we anticipate a multi-phase initiative with increasing opportunities for state and local stakeholder engagement and input to help shape the research, engagement, evaluation, and recommendations.

As a CLEO, we value your leadership in providing essential guidance and accountability to help drive strategies and investments that respond to local workforce needs and recognize the importance of support from local elected officials for any alignment changes under the Workforce Innovation and Opportunity Act (WIOA). My goal is to offer an overview of what you can anticipate as we begin this important first phase of our alignment evaluation journey and what to expect in the coming months of work ahead.

PO Box 13179  
Tallahassee, FL 32317  
(850) 792-5242  
[careersourceflorida.com](http://careersourceflorida.com)



## The Evaluation Process

First, exploring approaches to a new alignment of the 24 local workforce development boards in Florida is consistent with the legislative direction of the REACH Act.

It is also consistent with the state workforce development board's responsibilities under WIOA for continuous improvement of the state workforce development system.

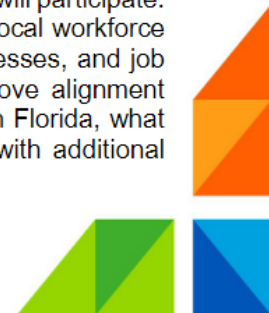
While the CareerSource Florida network's mission has remained the same, we have operated over the last 22 years within the current structure of local workforce development boards and service areas.

With the alignment evaluation work just now getting underway, we expect EY to provide research, virtual/online early engagement with state and local stakeholders, and initial findings during Phase I from April-June. Following this, and later this summer and into the fall, a more expansive engagement and evaluation process, reflecting Phase II of this undertaking, will begin and include in-person convenings, planning and evaluation with a larger group of stakeholders (local and state), and customers throughout Florida.

We are excited to have EY, a global consulting firm recognized for its work in solving strategic imperatives, leading this first phase of work. In this first phase of our alignment evaluation of local workforce development boards, EY will establish a baseline of information by:

- Conducting local and state research and analyzing data regarding Florida's workforce system, including local workforce development boards.
- Examining other states that have undertaken local workforce development board alignment.
- Conducting initial listening sessions with local and state leaders, including local workforce development boards, and businesses.
- Presenting initial findings regarding what was learned during Phase I and what should be undertaken as important next steps and goals in Phase II. Initial observations and findings from Phase I will be reported to the CareerSource Florida Board of Directors at our next quarterly meeting on June 9, 2022, in Tallahassee, and in EY's final summary of findings report on Phase I of this alignment evaluation, which is due June 30.

You can read more details about EY's work in Phase I by visiting our REACH Act Implementation webpage at [www.careersourceflorida.com](http://www.careersourceflorida.com). As EY reaches out, we hope that local partner leaders such as you and your fellow local elected officials will participate. This important work can only be successful if we listen to you and other local workforce development board leaders, elected officials, community partners, businesses, and job seekers to gain a comprehensive perspective on opportunities to improve alignment across the state. EY plans to ask questions about what is working well in Florida, what successes have been achieved, what could be even more successful with additional



focus and funding, and what tools and experiences could benefit other local workforce development boards.

Details will be forthcoming regarding virtual listening sessions planned for Phase I, with even more virtual and in-person opportunities to engage in Phase II. We look forward to hearing the success stories of local workforce development boards and your thoughts and ideas about alignment.

### **The Timeline**

CareerSource Florida has recently started the first phase of work with discovery and listening. There will not be any recommendations or decisions during this first phase of work regarding a specified alignment or the number of local workforce development boards. Beginning in July, it is envisioned that Phase II will include a deeper analysis, more robust engagement with stakeholders and customers across the state, and alignment considerations provided to the CareerSource Florida Board by year's end. Additional phases of work will follow based on any action the state board takes later this year.

### **Communication is Key**

CareerSource Florida is committed to keeping state and local workforce development board and elected leaders informed and engaged throughout each phase of this REACH Act implementation alignment initiative. Our state workforce development board supports and expects extensive engagement to receive local input on ways to enhance workforce development services while also maintaining the opportunity for customized support for individuals seeking employment and training assistance. We value the essential services delivered and opportunities provided locally.

### **Holistic Listening and Engagement**

The listening sessions beginning in Phase I by EY and increasing in number and scope in Phase II are being designed to garner ideas, questions, suggestions, and recommendations from vital stakeholders across a broad spectrum. Our collective success is focused on the customer. We recognize that local workforce development boards and elected officials have direct contact with job seekers, businesses, education, economic development and community development partners, and resources that are invaluable in this alignment evaluation process.

### **Openness and Accountability**

We want to ensure you are well informed and engaged, so please visit the REACH Act Implementation page on CareerSource Florida's website for the latest information about this alignment evaluation initiative and other key work led by our state workforce development board and professional team as well as other state partners such as the Florida Department of Economic Opportunity. On this site, you will be able to access background information regarding the REACH Act and related key initiatives, updates on projects such as this one, links to documents, and questions and answers.



Thank you for allowing me this time and opportunity to introduce you to this important work. We collectively recognize that the CareerSource Florida network is a lifeline to Floridians and businesses. Finding ways to enhance services across the state consistently is essential, especially considering that Florida is the world's 15<sup>th</sup> largest economy and companies look to the state for relevant and consistent services to address their workforce development needs. We recognize the benefits of consistency across the state to further advance accountability and service delivery and that all individuals deserve equitable access to employment opportunities and a meaningful career, whether an individual lives in a rural, suburban or urban area.

Should you have questions regarding the alignment evaluation, please contact CareerSource Florida President and CEO Michelle Dennard at 850-759-4347 or via [alignment@careersourceflorida.com](mailto:alignment@careersourceflorida.com), an email address set up to receive and respond to stakeholder questions.

Our partnership with you, other local elected officials, local workforce development board leaders, and other local stakeholders is vital to creating recommendations that address legislative intent while ensuring high-quality services that our system's customers want, need, and expect. Please feel free to share this update with other elected officials and stakeholders, as appropriate. We look forward to your engagement.

Sincerely,



Stephanie Smith  
Chair

cc: Michelle Dennard, President & CEO, CareerSource Florida  
Richard Williams, Executive Director

Attachment: CareerSource Florida REACH Act summary





Stephanie Smith  
Chair

Michelle Dennard  
President & CEO

April 21, 2022

Chair Janice Summer  
CareerSource Chipola  
4636 Hwy. 90 East, Suite K  
Marianna, FL 32446

Dear Chair Janice Summer,

As chair of the CareerSource Florida Board of Directors, I am reaching out to provide an update on a key aspect of our implementation work in response to the **Reimagining Education and Career Help (REACH) Act**. As you may recall, this bipartisan, unanimously approved state legislation signed into law by Governor Ron DeSantis on June 24, 2021, took effect on July 1, 2021. The law seeks to achieve a more coordinated approach to deploying resources and delivering services through Florida's workforce development system by strengthening access, alignment, and accountability. It takes an integrated, customer-focused approach to align workforce, education, and support services that are the backbone of our state's comprehensive workforce development ecosystem.

While we have been busy implementing the REACH Act since last year at both the state and local levels, there are next steps for which your local workforce development board's active engagement and input are essential. Most notably, CareerSource Florida has contracted with EY (Ernst & Young LLP) to support our work to evaluate the alignment of local workforce development boards, consistent with the REACH Act charge to reduce the number of local workforce development boards in the state. This work is being conducted in collaboration with the Governor's REACH Office.

The **REACH Act Implementation: Alignment Evaluation** is just getting underway, and we anticipate a multi-phase initiative with increasing opportunities for state and local stakeholder engagement and input to help shape the research, engagement, evaluation, and recommendations. My goal is to offer an overview of what you can anticipate as we begin this important first phase of our alignment evaluation journey and what to expect in the coming months of work ahead.

#### **The Evaluation Process**

First, exploring approaches to a new alignment of the 24 local workforce development boards in Florida is consistent with the legislative direction of the REACH Act. It is also in accordance with our state's focus on and commitment to continuous improvement. While

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





the CareerSource Florida network's mission has remained the same, we have operated over the last 22 years within the current structure of local workforce development boards and service areas.

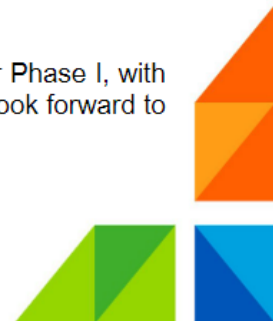
With the alignment evaluation work just now getting underway, we expect EY to provide research, virtual/online early engagement with state and local stakeholders, and initial findings during Phase I from April-June. Following this, and later this summer and into the fall, a more expansive engagement and evaluation process, reflecting Phase II of this undertaking, will begin and include in-person convenings, planning and evaluation with a larger group of stakeholders (local and state), and customers throughout Florida.

We are excited to have EY, a global consulting firm recognized for its work in solving strategic imperatives, leading this first phase of work. In this first phase of our alignment evaluation of local workforce development boards, EY will establish a baseline of information by:

- Conducting local and state research and analyzing data regarding Florida's workforce system including local workforce development boards.
- Examining other states that have undertaken local workforce development board alignment.
- Conducting initial listening sessions with local and state leaders, including local workforce development boards, and businesses.
- Presenting initial findings regarding what was learned during Phase I and what should be undertaken as important next steps and goals in Phase II. Initial observations and findings from Phase I will be reported to the CareerSource Florida Board of Directors at our next quarterly meeting on June 9, 2021, in Tallahassee, and in EY's final summary of findings report on Phase I of this alignment evaluation, which is due June 30.

You can read more details about EY's work in Phase I by visiting our REACH Act Implementation webpage at [www.careersourceflorida.com](http://www.careersourceflorida.com). As EY reaches out, we hope that local partner leaders such as you and your fellow board members will participate. This important work can only be successful if we listen to you and other local workforce development board leaders, local elected officials, community partners, businesses, and job seekers to gain a comprehensive perspective on opportunities to improve alignment across the state. EY plans to ask questions about what is working well in Florida, what successes have been achieved, what could be even more successful with additional focus and funding, and what tools and experiences could benefit other local workforce development boards.

Details will be forthcoming regarding virtual listening sessions planned for Phase I, with even more virtual and in-person opportunities to engage in Phase II. We look forward to hearing your success stories and ideas about alignment.



## **The Timeline**

CareerSource Florida has recently started the first phase of work with discovery and listening. There will not be any recommendations or decisions during this first phase of work regarding a specified alignment or the number of local workforce development boards. Beginning in July, it is envisioned that Phase II will include a deeper analysis, more robust engagement with stakeholders and customers across the state, and alignment considerations provided to the CareerSource Florida Board of Directors by year's end. Additional phases of work will follow based on any action the state board takes later this year.

## **Communication is Key**

CareerSource Florida is committed to keeping state and local workforce development board and elected leaders informed and engaged throughout each phase of this REACH Act implementation alignment initiative. Our state workforce development board supports and expects extensive engagement to receive local input on ways to enhance workforce development services while also maintaining the opportunity for customized support for individuals seeking employment and training assistance. We value the essential services delivered and opportunities provided locally.

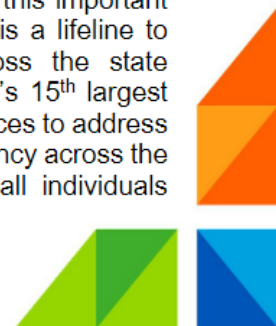
## **Holistic Listening and Engagement**

The listening sessions beginning in Phase I by EY and increasing in number and scope in Phase II are being designed to garner ideas, questions, suggestions, and recommendations from vital stakeholders across a broad spectrum. Our collective success is focused on the customer. We recognize that local workforce development boards have direct contact with job seekers, businesses, education, economic development and community development partners, and resources that are invaluable in this alignment evaluation process.

## **Openness and Accountability**

We want to ensure you are well informed and engaged, so please visit the REACH Act Implementation page on CareerSource Florida's website for the latest information about this alignment evaluation initiative and other key work led by our state workforce development board and professional team as well as other state partners such as the Florida Department of Economic Opportunity. On this site, you will be able to access background information regarding the REACH Act and related key initiatives, updates on projects such as this one, links to documents, and questions and answers.

Thank you for allowing me this time and opportunity to introduce you to this important work. We collectively recognize that the CareerSource Florida network is a lifeline to Floridians and businesses. Finding ways to enhance services across the state consistently is essential, especially considering that Florida is the world's 15<sup>th</sup> largest economy and companies look to the state for relevant and consistent services to address their workforce development needs. We recognize the benefits of consistency across the state to further advance accountability and service delivery and that all individuals



deserve equitable access to employment opportunities and a meaningful career, whether an individual lives in a rural, suburban or urban area.

Should you have questions regarding the alignment evaluation, please contact CareerSource Florida President and CEO Michelle Dennard at 850-759-4347 or via [alignment@careersourceflorida.com](mailto:alignment@careersourceflorida.com), an email address set up to receive and respond to stakeholder questions.

Our partnership with you and other local workforce development board chairs and board members is essential to creating recommendations that address legislative intent while ensuring high-quality services that our customers want, need, and expect. Please share this update with your board, as appropriate. We look forward to your engagement.

Sincerely,



Stephanie Smith  
Chair of the CareerSource Florida Board of Directors

cc: Michelle Dennard, President & CEO, CareerSource Florida  
Richard Williams, Executive Director

Attachment: CareerSource Florida REACH Act summary





## Reimagining Education and Career Help (REACH) Act At-a-Glance

Florida's 2021 Reimagining Education and Career Help Act, known as the REACH Act, is a comprehensive blueprint for enhancing access, alignment and accountability across the state's workforce development system.

This workforce development system, which spans the state's education, workforce and social safety net systems, is defined in the REACH Act as the "entities and activities that contribute to the state's talent pipeline system through education, training, and support services that prepare individuals for employment or career advancement, and the entities that are responsible for oversight or conducting those activities such as CareerSource Florida, Inc., local workforce development boards, one-stop career centers, the Department of Economic Opportunity, the Department of Education, and the Department of Children and Families."

The REACH Act positions Florida to help those with barriers to education and employment become self-sufficient, giving them better access to good jobs and career pathways that offer economic opportunity. In doing so, it takes a system-wide approach to achieving the following actions:

- Establishes the Office of Reimagining Education and Career Help (REACH) in the Executive Office of the Governor to facilitate coordination and alignment of entities responsible for the state's workforce development system.
- Requires the REACH Office to create a "no-wrong-door entry" strategy to help Floridians access services from any workforce partner.
- Directs the Department of Economic Opportunity, in consultation with the CareerSource Florida Board of Directors and others, to implement a "consumer-first workforce system" that improves coordination among one-stop career center partners through an integrated system that includes common registration and intake, benefits screening, and case management.
- Requires the CareerSource Florida Board to appoint a Credentials Review Committee to identify degree and nondegree credentials of value for approval by the state workforce development board and inclusion on a Master Credentials List to be provided to the State Board of Education.
- Adds Workforce Innovation and Opportunity (WIOA) Act partners representing the Department of Education's Division of Vocational Rehabilitation and Division of Blind Services, as well as the Department of Children and Families, to the CareerSource Florida Board. (*Note: The Division of Blind Services already is represented on the state workforce development board.*)
- Creates a workforce opportunity portal to provide Floridians with access to federal, state and local workforce services and a global view of workforce-related program data including education and training options, real-time labor market information, career planning and career services tools, and other support linked to in-demand jobs.



- Requires the Department of Economic Opportunity and the Department of Children and Families to evaluate the impact of workforce services on participants receiving benefits and welfare transition programs.
- Seeks to provide Florida additional flexibility in overseeing the state's workforce investment and to streamline the administration of Florida's workforce development system while also increasing accountability by charging the Department of Economic Opportunity with preparing a federal waiver. The waiver would allow CareerSource Florida to fulfill the roles and responsibilities of local workforce development boards or reduce the number of local workforce development boards.
- Requires the assignment of a letter grade for local workforce development boards based on criteria including performance accountability measures, return on investment and improvement of the long-term self-sufficiency of participants.
- Creates staggered eight-year term limits for some members of local workforce development boards and establishes some additional performance and accountability requirements for board compliance.
- Authorizes the Department of Economic Opportunity to prepare a federal waiver to be submitted by the Governor to create greater flexibility and strategic investment in Florida's WIOA implementation.
- Charges the Labor Market Estimating Conference as the entity responsible for determining Florida's real-time supply and demand in the labor market.
- Provides guidelines for consistency of data collection across the workforce and education systems.
- Directs the Department of Education, working with other entities, to develop a workforce development metrics dashboard that shows the impact of workforce-related programs on credential attainment, training completion, degree attainment and participants' wages.
- Requires the Department of Economic Opportunity, with input from the state workforce development board and others, to establish WIOA eligible training provider criteria focused on participant outcomes.
- Establishes the Open Door Grant Program to create a demand-driven supply of credentialed workers for high-demand occupations and expand the affordability of workforce training, certification and credentialing programs.
- Creates the Money-Back Guarantee Program, which will establish a tuition refund for students who do not find a job within six months after completing select programs designed to prepare them for in-demand occupations.

For more details about the far-reaching blueprint that seeks to address the evolving needs of Florida's economy, go to [Online Sunshine – Section 14.36, Florida Statutes](#).

## **REVIEW AND APPROVAL OF LOCAL OPERATING PROCEDURE – GUIDELINES FOR COMPLIANCE REGARDING THE COLLECTION AND MAINTENANCE OF DEMOGRAPHIC INFORMATION**

### **Background**

The Code of Federal Regulations, 29 CFR 37.37 states that each recipient of federal financial assistance must collect demographic data and maintain such records in accordance with procedures prescribed by the Director of the Civil Rights Center to determine whether the recipient has complied or is complying with the nondiscrimination and equal opportunity provisions of WIOA.

The collection of demographic information is completed through CareerSource Chipola's electronic records system (ATLAS) as well as the management information systems used by each workforce program. The information is maintained in a confidential manner.

Note: This is one of the local operating procedures that is reviewed by the Department of Economic Opportunity (DEO) Programmatic Monitoring Team.

### **Staff Recommendation**

Review and approve the Guidelines for Compliance Regarding the Collection and Maintenance of Demographic Information. As a reminder, once approved by the local Board of Directors, DEO requires that local procedures/policies be forwarded to DEO for review and approval.

### **Action Item**

**Review and approval required.**

**CAREERSOURCE CHIPOLA**  
4636 Highway 90 E, Suite K, Marianna, FL 32446  
Phone (850) 633-4417, Fax (850) 482-3590 [www.careersourcechipola.com](http://www.careersourcechipola.com)

Workforce Local Operating Procedure WP - # \_\_\_\_

**TO:** CareerSource Chipola Staff

**FROM:** Debby Wood, Program & Center Director

**DATE:** April 15, 2022

**SUBJECT:** Guidelines for Compliance Regarding the Collection and Maintenance of Demographic Information

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**Purpose**

To provide guidelines to CareerSource Chipola (CSC) staff members for compliance with federal regulations regarding the collection and maintenance of demographic information.

**Background**

1. In 2012 Florida published new guidance on Equal Opportunity compliance for the Local Workforce Development Boards (LWDBs). The new guidance was in response to the U.S. Department of Labor's ([USDOL](http://www.dhs.gov)) Civil Rights Center's (CRC) review of Florida's compliance with Equal Opportunity regulations. CRC determined that Florida was not in full compliance regarding the collection of demographic data. CRC offered Florida the following corrective action plan:
  - ***Ensure that Florida's local workforce investment areas, as well as State programs and all other covered recipients within the State, make changes to their data collection systems so that customers are asked to provide demographic information at the point when the individuals first submit personal information (such as name, social security number, e- mail address, or other personally identifying information) in response to a request by the recipient.***
2. 29 CFR § 37.37 states that each recipient [of federal financial assistance] must collect such data and maintain such records in accordance with procedures prescribed by the Director [of the Civil Rights Center] as the Director finds necessary to determine whether the recipient has complied or is complying with the nondiscrimination and equal opportunity provisions of WIOA or this part. The system and format in which the records and data are kept must be designed to allow the Governor and CRC to conduct statistical or other quantifiable data analyses to verify the recipient's compliance with section 188 of WIOA and this part, 29 CFR 37.37(b)(1) and (2).

**Authority**

1. 29 CFR § 37.37 - Recipient's responsibilities to collect and maintain data and other information
2. 29 CFR § 38.41 - Collection and maintenance of equal opportunity data and other information.
3. 29 CFR § 37.4 - Definitions applicable to this part.

4. 29 CFR Part 32, Subpart B - Employment Practices and Employment Related Training Participation.
5. DEO Guidelines for Compliance with Section 188 of the Workforce Innovation and Opportunity Act: Collection of Demographic Data.

### **Procedure**

1. In accordance with 29 CFR § 37.37, CSC staff members must collect data and maintain records necessary to determine whether CSC has complied or is complying with the nondiscrimination and equal opportunity provisions of WIOA. Such records must include, but are not limited to records on:
  - a. Applicants;
  - b. Registrants;
  - c. Eligible applicants/registrants;
  - d. Participants;
  - e. Terminees;
  - f. Employees; and
  - g. Applicants for employment.
2. CSC staff members must collect the following data on each record:
  - a. Race/ethnicity;
  - b. Sex;
  - c. Age; and,
  - d. Where known, disability status of every applicant, registrant, eligible applicant/registrant, participant, terminee, applicant for employment, and employee.
3. All information collected must be stored in a manner that ensures confidentiality and must be used only for the purposes of:
  - a) Record keeping and reporting;
  - b) Determining eligibility, where appropriate, for WIOA Title I-financially assisted programs or activities;
  - c) Determining the extent to which the recipient is operating its WIOA Title I-financially assisted program or activities in a nondiscriminatory manner; or
  - d) Other use authorized by law.
4. It should be noted that USDOL or the Department of Economic Opportunity (DEO) is not instructing CSC when to have individuals sign-in. However, both entities indicated that when the "sign-in" event occurs, CSC staff members must request demographic information.

At any point customer sign-in logs are used, it is important to keep the following key points in mind:

- a. A request for a customer's name is considered a request for personal information. This includes when a customer signs in at the career center or affiliate site.
- b. The request for personal information (such as name, social security number, email address, or other personally identifying information) triggers the requirement to request demographic information.

**NOTE:** Although staff are required to request this information, providing of the information by the individual is voluntary.



- c. Notice of the following must be given to applicants or registrants when the information is requested:
- 1) *Providing the information is voluntary;*
  - 2) *The information will be kept confidential as provided by law;*
  - 3) *Refusal to provide the information will not subject the individual to any adverse treatment;*
  - 4) *The information will be used only in accordance with the law.*

**NOTE: Staff should include the information above on any sign-in sheet or other document that includes a request for personal information.**

### **Documentation**

No specific documentation is required as a result of this policy.

### **Monitoring**

To ensure compliance, the requirements delineated in this local policy should be reviewed as part of the programmatic Internal Control Process during the standard monitoring cycle.

### **Confidentiality**

All data collected as a result of this local policy is for official use only and should only be used in conducting official business.

### **Definitions**

1. “**Applicant**” and “**registrant**” are defined as individuals who have signified interest in receiving services from a recipient (CSC) by “submitting personal information in response to a request by the recipient.”
2. “**Terminee**” means a participant whose participation in the program terminates, voluntarily or involuntarily, during the applicable program

## **REVIEW AND APPROVAL OF LOCAL OPERATING PROCEDURE – SECTOR STRATEGY**

### **Background**

The Workforce Innovation and Opportunity Act (WIOA) clearly establishes sector strategies as a primary approach for meeting employer needs while simultaneously building and redefining career pathways for individuals. WIOA provides a clear definition for sector or industry partnerships, requires the development or convening of industry sector partnerships at the regional level and mandates that strategies for convening sector partnerships be a clear part of a state's vision for achieving key workforce and economic development outcomes.

CareerSource Chipola (CSC) in conjunction with labor market partners, local businesses and educational partners determined the major sector markets regarding workforce, education, and private industries. CSC adopted the following as targeted sectors for Calhoun, Holmes, Jackson, Liberty and Washington counties:

1. Public Administration
2. Construction
3. Health Care and Social Assistance
4. Manufacturing
5. Transportation and Warehousing

### **Staff Recommendation**

Review and approve the Sector Strategy local operating procedure. As a reminder, once approved by the local Board of Directors, DEO requires that local procedures/policies be forwarded to DEO for review and approval.

### **Action Item**

**Review and approval required.**

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Workforce Local Operating Procedure WIOA- #\_\_\_\_

**TO:** CareerSource Chipola Staff

**FROM:** Debby Wood, Program & Center Director

**DATE:** April 15, 2022

**SUBJECT:** Sector Strategy Policy

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**Purpose:**

Sector strategies are regional, industry-focused approaches to building a skilled workforce and are an effective way to align public and private resources to address the talent needs of employers and define and build career pathways for workers. Effective sector strategies rely on strong sector partnerships, workforce collaboratives or regional skills alliances. These partnerships are led by groups of businesses within a critical industry cluster working collaboratively with workforce development, education and training, economic development, labor and community organizations.

The Workforce Innovation and Opportunity Act (WIOA) clearly establishes sector strategies as a primary approach for meeting employer needs while simultaneously building and redefining career pathways for individuals. WIOA provides a clear definition for sector or industry partnerships, requires the development or convening of industry sector partnerships at the regional level and mandates that strategies for convening sector partnerships be a clear part of a state's vision for achieving key workforce and economic development outcomes.

**Background:**

Sector partnerships are business-driven partnerships among companies in a targeted industry and other regional partners who work together to develop and implement solutions for the industry's workforce and other needs. In accordance with WIOA, CareerSource Chipola (CSC) identified the need for the creation of sector initiatives for in-demand industry sectors or occupations as the goal for regional planning. In the local service delivery area, CSC and Opportunity Florida (economic development) work in unison to keep abreast of job seeker and employer needs.

**Procedure**

CSC in conjunction with labor market partners, local businesses and educational partners determined the major sector markets regarding workforce, education, and private industries.

CSC adopted the following targeted sectors for Calhoun, Holmes, Jackson, Liberty and Washington counties:

1. Public Administration

2. Construction
3. Health Care and Social Assistance
4. Manufacturing
5. Transportation and Warehousing

These sectors are the target of CSC's occupational and work-based training funds through the WIOA and Temporary Assistance for Needy Families (TANF) programs. Within these separate funding sources, there exists a variety of strategies to assist in training for job seekers and employers. These options include Occupational Skills Training, Work Experience, On-the-Job Training, Customized Training, and Incumbent Worker Training. The purpose of these trainings is to provide participants an opportunity to develop employability skills, acquire job specific knowledge and gain work experience in an area that helps prepare them for self-sufficient employment.

Labor market information is reviewed and shared among the area chambers and education and business partners to ensure workforce system alignment in our targeted sectors. With Opportunity Florida being such a strong partner, data is easily available to help in determining local needs.

CSC ensures the Business Services and Veteran staff members are trained to understand and use labor market information and other data in their job seeker and employer interactions and service delivery. Target industries' input on their workforce demand and sector driven challenges is used by CSC to understand the development and delivery of training for staff who serve businesses and job seekers/workers. Since staff is limited and employer needs are high, staff are not specifically assigned to one industry sector. Staff members are tasked with attending chamber and other related meetings to determine business retention needs. CSC works hand-in-hand with Opportunity Florida for business expansion purposes.

In this rural workforce area, communication among agencies is strong and all partners work together for the good of the employers and job seekers/employees.