



General Meeting
CareerSource Chipola Community Room,
4636 Highway 90 East, Marianna, FL
May 9, 2019 at 6:00 P.M. (CT)
Richard- (850) 557-2441; Kenny- (850) 557-2971

A G E N D A

CALL TO ORDER	Arthur Obar	
INVOCATION / PLEDGE TO FLAG	Donnie Read	
Dinner – Sponsored by Opportunity Florida		
ROLL CALL	Rachael Poole	
PUBLIC COMMENTS	Arthur Obar	
EMERGENCY ITEMS	Arthur Obar	
CONSENT ITEMS	Arthur Obar	
* General Meeting Minutes March 14, 2019	Arthur Obar	Pages 1-3
STATUS OF FUNDS REPORT	Richard Williams	To Be Provided
NDWG UPDATE	Rose Adams	Page 4
COMMITTEE MEETINGS		
* Executive-Finance Committee March 14, 2019	Arthur Obar	Page 5
* Executive Committee April 12, 2019	Arthur Obar	Pages 6-7

(continued on back)

NEW BUSINESS

* Appointment of Nominating Committee	Arthur Obar	
* Supportive Services Funding Change - National Dislocated Worker Grant - Workforce Innovation and Opportunity Act and Welfare Transition	Debby Wood	Pages 8-9
* Celebration of Success Event Strategic Change	Debby Wood	Page 10
* Eligible Training Provider List Update for 2019-2020 Program Year	Debby Wood	Pages 11-13
* TANF Summer Youth Employment Program	Richard Williams	Page 14
* Contracts with Board Member Conflict - Johnny Eubanks - Washington County School Board - Jackson County School Board - Chipola College	Richard Williams	Page 15
* One-Stop Operator Review	Richard Williams	Pages 16-22
* Report on IT Infrastructure	Richard Williams	Pages 23-24
DIRECTOR'S COMMENTS * Request to maximize expenditure of funds	Richard Williams	
BOARD MEMBER COMMENTS	Arthur Obar	
ADJOURNMENT	Arthur Obar	

MARK YOUR CALENDARS

Next Board Meeting – July 11, 2019



BOARD MEETING

CareerSource Chipola, Community Room
4636 HWY 90 East, Suite K, Marianna, FL 32446
Thursday, March 14, 2019 at 6:00 PM (CST)

MINUTES

CALL TO ORDER

A quorum was present and Arthur Obar (chair) called the meeting to order. Darrin Wall led the invocation and Arthur Obar led the pledge to the flag.

Attendees- Mary McKenzie, Janice Sumner, Debbie Kolmetz, Jared Banta, Travis Ephriam, Arthur Obar, Johnny Eubanks, Donnie Read, Zenna Corbin, Darrin Wall, Sarah Clemmons, Martha Compton, Frances Henderson, Jesse Smallwood, Keith Sutton, Kristy Terry

Absentees- Raymond Russell, Sandy Spear, Ralph Whitfield, Tracy Andrews, Andy Jackson, Scott Kilpatrick, Larry Moore

Others- Richard Williams, Rose Adams, Kenny Griffin, Deena Johnson, Sara Johnson, Lauren Morris, Rachael Poole, Melody Wade, Debby Wood-CSC Staff, Keantha Moore & Lemuel Toro-DEO, Patrick Wright- FLDOE

DEO PERFORMANCE REPORT

Keantha Moore and Lemuel Toro presented the DEO Performance Report. Keantha Moore reviewed Workforce Structure and Service Delivery Model, Roles and Responsibilities, Program Year 2017 Primary Indicators of Performance, Programmatic Monitoring Activity and Workforce Trends. Lemuel Toro presented the Local Area Financial Overview. He reported no findings, no issues of non-compliance, nothing that required technical assistance and one observation. He made note that this observation was corrected while DEO was on-site and before report was issued.

PUBLIC COMMENTS

Arthur Obar asked if there were any public comments. There were none.

EMERGENCY ITEMS

There were no emergency items.

CONSENT ITEMS

Jesse Smallwood made a motion to approve the minutes from the Board Meeting on November 8, 2018. Larry Moore seconded the motion and the vote was unanimous to approve the minutes from the Board Meeting on November 8, 2018.

AUDIT PRESENTATION

Arthur Obar reviewed the audit presentation, given by Katherine Munday of James Moore & Company, noting no findings. He explained that the Executive Finance Committee made a motion to accept the report as presented to the committee and the vote was unanimous to approve the report. **Johnny Eubanks made a motion to approve the audit report as presented to the Executive-Finance Committee. Mary McKenzie seconded the motion and the vote was unanimous to approve the audit report as presented to the Executive-Finance Committee.**

STATUS OF FUNDS REPORT

Executive Director, Richard Williams, presented the Status of Funds Report. Attention was drawn to Reemployment (88.11% of funds expended). He explained that money was taken from Rural to cover the extra expenses. In addition, money was also pulled from Rural to cover additional expenses for the Rural Labor Force Decline study. Williams stated that due to funding coming in from the State, staff will be requesting changes to the budget prior to the next board meeting. Williams stated that he is also currently working with the state on carry-over funds and extension dates.

PERFORMANCE REPORT

Debby Wood presented the mid-year Performance Report. She stated that CareerSource Chipola has exceeded all state-level performance measures, with the exception of two, and these two areas have been met.

NATIONAL DISLOCATED WORKER GRANT

Rose Adams presented an update on the National Dislocated Worker Grant. She gave an overview of job sites and the number of workers in each county. 233 individuals have been approved for this program and of these, thirty-three have found unsubsidized jobs – eighteen of those were from job sites. 142 participants have been placed at job sites – seventy-eight General Laborers, forty-eight Humanitarian Workers and eighteen Recovery Support Workers. Rose Adams reiterated the goal of gaining unsubsidized employment for all participants.

COMMITTEE MEETINGS

In Donnie Read's absence, Richard Williams presented an overview of the Program Committee Meeting held on February 19, 2019. **Martha Compton declared a conflict of interest and abstained from the discussion and voting. Darrin Wall seconded the motion made by the Program Committee Meeting to approve the request to included funding for SARA in the budget, approve the addition of the following programs: Bus and Truck Mechanics and Diesel Engine Specialists, Carpenters, Construction and Equipment Operators, Electricians, Heating, A.C. and Refrigeration Mechanics, Phlebotomists and Plumbers, as well as approve the addition of the following occupations to the local targeted occupations list: Drafting, Engineering/Engineering Technician and Elementary Education (except ESE), and approve the listed alternative assessments (GED Practice Tests, TEAS or HESI, GAIN, PERT and TABE) and eliminate the reference in policy to scoring an 8.9 ion the TABE. The motion was unanimously approved.**

NEW BUSINESS

There were no questions or comments regarding the One-Stop Operator Review and DEO Financial Compliance Report. Richard Williams provided an overview of the Report on IT Infrastructure as reported by Ken Osman. He expressed that there are lots of upgrades that need to be done to bring our centers up to where they need to be with regards to technology. He stated that CareerSource Chipola will also be receiving \$300,000 in Hurricane Recovery Funds from the state for upgrades. Janice Sumner asked if CareerSource Chipola had begun to get quotes about how much these upgrades will cost. Richard Williams stated that he and Melody Wade would be meeting with Ken Osman soon to determine a plan of action.

DIRECTOR'S COMMENTS

Richard Williams stated that CareerSource Chipola will be receiving up to \$300,000 from the state for a summer youth (teen pregnancy prevention) program.

Williams noted success with NDWG participants learning soft skills at their worksites which is helping to prepare them for the workforce.

He noted that since 2015, our organization is down 48% with regards to the number of individuals coming in to our centers. Our organization is looking for suggestions and solutions for increasing the number of individuals gaining employment in our area.

ADJOURNMENT

There being no further business to discuss, Arthur Obar adjourned the meeting.



National Dislocated Worker Grant Worksites and Workers



<u>County</u>	<u>Active Worksites</u>	<u>Current Workers</u>
Liberty	2	2
Calhoun	2	19
Jackson	14	90
Washington	6	13
<u>Holmes</u>	<u>1</u>	<u>1</u>
TOTAL	25	125

Current of April 29, 2019





EXECUTIVE-FINANCE COMMITTEE MEETING

CareerSource Chipola Community Room
4636 HWY 90 East, Suite K, Marianna, Florida
March 14, 2019 at 5:30 PM (CT)

MINUTES

CALL TO ORDER

A quorum was present and Arthur Obar (chair) called the meeting to order.

Attendees- Johnny Eubanks, Debbie Kolmetz, Mary McKenzie, Arthur Obar, Janie Sumner, Darrin Wall, Andy Jackson, Jesse Smallwood

Absentees- Jared Banta

Others- Richard Williams, Deena Johnson, Sara Johnson, Rachael Poole - CSC Staff, Tracy Andrews, Zenna Corbin, Martha Compton

PUBLIC COMMENTS

A. Obar asked if there were any public comments. There were none.

PRESENTATION OF AUDIT REPORT

Katherine Munday with James Moore and Company gave the presentation of the audit report. Munday expressed that there were no findings, material weaknesses or significant deficiencies. **Johnny Eubanks made a motion to approve the audit report. Darrin Wall seconded the motion and the vote was unanimous to approve the audit report. Johnny Eubanks made a motion to not have Munday give the presentation of the audit report at the regular board meeting. Janice Sumner seconded the motion. The motion passed unanimously.**

ADJOURNMENT

There being no more items to discuss, Arthur Obar adjourned the meeting.



EXECUTIVE COMMITTEE MEETING
CareerSource Chipola Community Room
4636 HWY 90 East, Suite K, Marianna, Florida
April 12, 2019 at 10:00 AM (CT)

MINUTES

CALL TO ORDER

A quorum was present and Arthur Obar (chair) called the meeting to order.

Attendees- Arthur Obar, Johnny Eubanks, Andy Jackson, Debbie Kolmetz (via teleconference), Mary McKenzie (via teleconference), Janice Sumner, Darrin Wall

Absentees-

Others- Richard Williams, Rachael Poole (CSC staff)

PUBLIC COMMENTS

No members of the public were in attendance.

DIRECTOR'S COMMENTS

Richard Williams shared updates on labor force verses employment trends for Calhoun, Holmes, Jackson, Liberty and Washington counties.

NEW BUSINESS

Richard Williams requested approval to procure a qualified party to create and implement a "Work Local" outreach campaign to encourage workers to consider local employers, as well as highlight local employers to the job seekers of the region. **Johnny Eubanks declared a conflict of interest and abstained from both the discussion and voting.** After a general discussion, **Janice Sumner made a motion for CSC to first attempt to negotiate with Moore; however, if CSC is unable to come to an agreement with Moore, then an ITN will be issued.** Andy Jackson seconded the motion and the vote was unanimous to approve the motion.

GENERAL DISCUSSION OF RECOVERY EFFORTS

Richard Williams presented an update on working with local prison systems. The goal of the program is to look at individuals bring released back into our region and get them employed before their release. This will help improve the rate of recidivism and also help local employers find employees. He then gave an update on the OJT program and Summer Youth program (Teen Pregnancy Prevention). CSC is currently awaiting proposals from local schools. Richard provided information about the upcoming Opportunity Florida trip to Mississippi to visit areas hit by Hurricane Katrina. Individuals attending will meet with local officials regarding their response to the hurricane and steps that were taken to be able to move forward. The goal o this trip is to understand how some communities were able to bounce back from Hurricane Katrina and bring that knowledge home to be able to apply in our communities. Mr. Williams mentioned that local businesses are continuing to struggle to find workers. CSC is also struggling to find individuals to fill those open positions and is open to any and all suggestions for how to address this issue.

BOARD MEMBER COMMENTS

Darrin Wall expressed concern with how the lack of housing in our area is negatively affecting the labor force.

ADJOURNMENT

There being no further business to discuss, the meeting was adjourned.

DECREASE SUPPORT AND TRAINING SERVICES
FOLLOWING HURRICANE MICHAEL (Return to the previous allowable amounts)

Background: CareerSource Chipola is seeking permission to decrease the amount of training assistance and support services provided to participants enrolled in occupational skills training and/or solely receiving employment focused services. The request is based on the need to restore the amounts provided to the level before Hurricane Michael. The amount offered will continue to provide support to those who are economically disadvantaged, while allowing for CareerSource Chipola’s funding to meet the demand.

Staff Recommendation: Allow CareerSource Chipola staff to decrease the amount of training assistance and support services effective July 1, 2019. Note: It was stated at the time of the increase approval, CSC staff would revisit support services and provide a recommendation prior to 6/30/19.

- 1) The current threshold for Support Services is \$2,000 per Program Year (July 1 – June 30) and Success Coaches have an option to transfer up to \$1,000 per calendar year to the Individual Training Account (ITA) amount. The Executive Director has the authority to approve up to an additional \$1,000 over the yearly ITA amount spent for a student with reasonable cause.

o **The staff recommendation is to reduce the Support Services threshold from \$4,000 to \$2,000 per Program Year (July 1 – June 30).**

- 2) Current guidelines for training assistance is based on a combination of Pell grant assistance and program funding to cover the cost of training.

o **The staff recommendation is to allow participants to balance the Pell grant funding and all program funding, to the degree possible, to provide a blend of resources for the completion of training and attainment of self-sufficient employment. The determination will be based on individual need and circumstances.**

- 3) Current guidelines for transportation assistance are based on MapQuest mileage to/from the participant’s home to the training/education institution.

Travel up to 150 miles per month	Value \$50
Travel up to 300 miles per month	Value \$100
Travel up to 450 miles per month	Value \$150
Travel up to 600 miles per month	Value \$200
Travel up to 750 miles per month	Value \$250
Travel more than 750 miles per month	Value \$300

- o **The staff recommendation is to reduce the amount of transportation assistance to the increments listed below:**

Travel up to 150 miles per month	Value \$25
Travel up to 300 miles per month	Value \$50
Travel up to 450 miles per month	Value \$75
Travel up to 600 miles per month	Value \$100
Travel up to 750 miles per month	Value \$125
Travel more than 750 miles per month	Value \$150

- 4) Current guidelines for earning an incentive for entering unsubsidized employment:

\$300 (for those participants who gain unsubsidized employment at 30 or more hours per week in the field of training or a related field).

\$200 (for those participants who were in training and gain unsubsidized employment at 30 or more hours per week not related to the field of training or for those customers who were not enrolled in training and were served only in Basic Career or Individualized Career services).

- o **The staff recommendation is to reduce the amount provided to participants for gaining employment:**

\$200 (for those participants who gain unsubsidized employment at 30 or more hours per week in the field of training or a related field).

\$100 (for those participants who gain unsubsidized employment at 30 or more hours per week not related to the field of training or for those customers who were not enrolled in training and were served only in Basic Career or Individualized Career services for employment).

CELEBRATION OF SUCCESS – (Youth event) REFOCUSING EFFORTS

Background: In previous years, CareerSource Chipola has held a Celebration of Success event near the end of the program year to highlight youth who obtained his/her General Equivalency Diploma (GED) during the year. At the event, the youth are awarded a significant financial incentive for successful completion and earning a credential. The intent of the incentive is to help with transportation costs to work/school, purchase work appropriate clothing, etc. However, at the point the incentive is awarded, youth “vanish from CSC’s radar”. The youth cannot be located by phone, mail, email, text, etc. For Workforce Innovation and Opportunity Act (WIOA) purposes, there is only two (2) recognized outcomes for the youth population: 1) Entered employment and 2) Entered post-secondary education. The youth participant record cannot be closed with a GED outcome only. Therefore, CSC maintains youth on caseloads with staff exhausting resources to secure a positive outcome.

Recommendation: CSC staff is requesting approval to refocus the efforts of the youth program to award incentives at the point employment is gained or youth opt to enter post-secondary education to increase earning opportunities. The event will transition from an obtained GED event to a “Signing Day” type of celebration. This type of event will showcase youth who gained a recognized credential, obtained employment or enrolled in post-secondary education. CSC staff will continue to help participants with job search efforts, career exploration, and the selection of training programs with approved eligible providers.

ACTION NEEDED:

Approve the staff recommendation to transition to a “Signing Day” event, like sports, to showcase the participant getting a job and/or deciding to continue his/her education.

**CAREERSOURCE CHIPOLA UPDATED PROGRAM YEAR (PY) 2018-2019 AND
PROPOSED 2019-2020 TARGETED OCCUPATIONS LIST/ELIGIBLE TRAINING
PROVIDERS**

Background: The Workforce Innovation and Opportunity Act (WIOA) requires the Governor, through CareerSource Florida, to establish criteria, information requirements and procedures regarding the eligibility of providers of training services to receive funds under WIOA for the provision of training services in local workforce areas of the State. CareerSource Chipola's Targeted Occupations List is developed in conjunction with the local area educational agencies and employers to meet this requirement. This list is used to identify occupations for which eligible adults, dislocated workers, and youth may receive training assistance under WIOA. This list must be published on our website and submitted to the Department of Economic Opportunity (DEO) and CareerSource Florida by July 1, 2018.

There are eight new occupations added to the 2019-2020 Demand Occupations List, and 16 occupations from the 2018-2019 Demand Occupation List did not make the 2019-2020 Demand Occupations List. The statewide new and dropped occupations are listed below:

New to the List (8)

Architectural and Civil Drafters
Automotive Body and Related Repairers
Information Security Analysts
Pipelayers

Police, Fire, and Ambulance Dispatchers
Sheet Metal Workers
Structural Iron and Steel Workers
Surveying and Mapping Technicians

Dropped from the List (16)

Brickmasons and Blockmasons
Correctional Officers and Jailers
Diagnostic Medical Sonographers
Executive Secretaries and Executive
Administrative Assistants
Industrial Truck and Tractor Operators
Machinists
Massage Therapists
Medical Assistants
Opticians, Dispensing
Pesticide Handlers, Sprayers &
Applicators, Vegetation
Phlebotomists
Social and Human Service Assistants
Telecommunications Equipment
Installers and Repairers
Veterinary Technologists and
Technicians

Dropped from the List (continued)

Vocational Education Teachers,
Postsecondary
Wholesale and Retail Buyers, Except
Farm Products

As you are aware, the actual CareerSource Chipola (CSC) “demand” list varies from what is listed on the Regional and/or Statewide Demand Occupations List. Example: For the PY 2019-2020 Statewide and Regional Demand Occupations List, Correctional Officers and Jailers dropped from the list. However, this occupation in the local area is in high demand by private and state correctional facilities and offers a “sign-on bonus”. The occupation is included on the current local CSC Targeted Occupations List.

CSC is committed to ensuring that training providers are determined eligible to provide services, maintain licensure, fulfill requirements as agreed to in their Agreement with CSC, and supply student-based information to FETPIP (reporting) on an annual basis.

CSC submitted additional occupations and received approval at previous Board meetings. Listed below is the updated PY 2018-2019 and proposed 2019-2020 Targeted Occupations List:

Local Training Providers/Programs

Chipola College
Business Administration
Certified Nursing Assistant
Computer Information Technology
Correctional Officer
Crossover from Correctional Officer to Law Enforcement
Elementary Education, except Special Education
Engineering Technology
Firefighter (dual certification in EMT)
Fire Science Technology
Help Desk Support Technician
Industrial Management Technology
IT Support Specialist
Law Enforcement Officer
Network/Cyber Security
Network Server Administration
Network Support Technician
Nursing (RN)
Paramedic/Emergency Medical Technician (may or may not require dual certification in

Firefighter, dependent upon occupation)
Welding Technology
Welding Technology, Advanced

Florida Panhandle Technical College
Administrative Office Specialist
Applied Cybersecurity
Applied Information Technology
Carpentry 1
Carpentry 1
Combined Corrections & Law Enforcement Dual Certification
Commercial Vehicle Driving
Commercial Vehicle Technician
Correctional Officer
Crossover from Correctional Officer to Law Enforcement
Crossover from Law Enforcement to Corrections
Diesel Systems Technician 1/Medium & Heavy Truck & Bus Technician 1
Diesel Systems Technician 2/Medium & Heavy Truck & Bus Technician 2
Drafting
Electrician
Heavy Equipment Operation
Heavy Equipment Operation Technician
Law Enforcement Officer
Medical Administrative Specialist
Network Support Services
Network Systems Administration
Patient Care Technician
Phlebotomy
Practical Nursing
Welding Technology
Welding Technology Advanced

Staff Recommendation:

Approve the updated PY 2018-2019 and the PY 2019-2020 Targeted Occupations List for the CareerSource Chipola service delivery area.

ACTION NEEDED:

- 1) In order for Chipola College and the Florida Panhandle Technical College to be Eligible Training Providers for our Local Workforce Development Board, the training institutions and programs must be approved by the Board.

TEMPORARY ASSISTANCE FOR NEEDY FAMILIES
SUMMER YOUTH PROGRAM

Background:

CareerSource Florida approved a Temporary Assistance for Needy Families (TANF) grant award for CareerSource Chipola. TANF funds must be spent on activities that further one of the following four TANF purposes:

- **Assist needy families so that children can be care for in their own homes;
- **Reduce the dependency of needy parents by promoting job preparation, work, and marriage;
- **Preventing out-of-wedlock pregnancies; and
- **Encouraging the formation and maintenance of two-parent families.

CSC's emphasis will be limited to Purpose #3 (teen pregnancy prevention) and will serve youth from middle school through 18 years of age, if still enrolled/attending school. Purpose #3 does not require a full income eligibility determination and does not require the activity to be solely geared toward teen pregnancy prevention. Example: The school district could provide activities to support financial literacy and work with the students to learn more about the cost of supporting a family versus a single individual.

TANF funds may be used for:

- **Summer jobs
- **Education and Training
- **Supportive Services
- **Transportation for employed purposes for the purpose of attending work or training
- **Counseling and employment related services; and
- **Incentive payments that reward the participant for achieving a pre-determined milestone.

CSC proposes to offer summer programs and has conducted outreach to our five county school districts, as well as Chipola College and Florida Panhandle Technical College. Information about the program was provided, including an overview and proposed budget forms.

Staff Recommendation: Due to the brief turnaround on the grant, as well as procurement requirements, the staff recommendation is to allow CSC staff to contract with school districts to provide summer program services. Contracts with school districts are not subject to the procurement process and will allow CSC to move the program forward in a rapid manner.

ACTION NEEDED:

Approve the staff recommendation to enter into contracts with specific school districts to allow for the engagement of youth in activities for the summer term.

**ON-THE-JOB TRAINING APPLICATION AND CONFLICT OF INTEREST
DISCLOSURE FOR BOARD MEMBERS**

Background: Chapter 445 Section 007 Florida Statutes and CareerSource FLORIDA Strategic Policy 2017.05.17.C.2 promotes an ethical and transparent structure within the public-private corporation. Board members are expected to safeguard their ability to make objective, fair and impartial decisions. Contracts are transparent and administered through processes designed to ensure fairness and accountability. CareerSource Chipola contracts with board members, or with entities for which board members are involved, are approved when a quorum has been established and the contract is approved by two-thirds of the voting members present.

Board members who may have a conflict of interest relating to a CSC contract or agreement are compelled to openly disclose a potential, real, or perceived conflict as soon as the issue arises. Board members who could benefit financially from a transaction must abstain from discussion and voting on the corresponding contract. The actions will be recorded in the Board meeting minutes.

CSC is currently promoting On-the-Job Training as a means of providing support to the local employers in need of workers and customers in need of employment. **As a Board member, if you are interested in completing an OJT Application for consideration, please indicate interest at the meeting and declare a potential conflict of interest.**

ACTION NEEDED:

- 1) If interested, notify the Board, declare a potential conflict of interest and request an OJT Application be forwarded, in hard copy or electronically.
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**CareerSource Chipola * One-Stop Operator (OSO) Quarterly Review
PY 2018-2019 Third Quarter**

Date of Report Forwarded to CareerSource Chipola: March 18, 2019

Date of On-Site Review: March 5, 2019

One-Stop Career Center: 4636 Highway 90, Marianna, Florida 32446

Conducted by: Linda Sumblin, CareerSource Chipola contracted One-Stop Operator Contractor

CareerSource Chipola Staff Met by OSO on March 5, 2019:

Debby Wood – Program Coordinator Rachael Poole – Administrative Assistant

Note: Richard Williams was in Tallahassee for State meetings
Kenny Griffin was in local training session

An *unannounced* visit was conducted at the CareerSource Chipola One-Stop Center located at 4636 Highway 90, Marianna, Florida on March 5, 2019 by Linda Sumblin, contracted CareerSource Chipola One-Stop Operator. The purpose of the review was to assess the effective delivery of applicable services across program lines and with other organizations as required by WIOA.

WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA) BACKGROUND:

Under the Workforce Innovation and Opportunity Act (WIOA), the vision for one-stop career centers is characterized by providing excellent customer service to job seekers and employers, customer-centered service delivery, and continuous improvement. As defined by Florida guidance, identified One-Stop Centers should strive to assure quality services are being delivered in the most efficient and effective ways possible, through full integration and coordination of one-stop career center partners and resources to support seamless service delivery.

<p>Workforce Innovation and Opportunity Act (WIOA)</p>	<p>The goals and format of the One-Stop-Operator are set out in Workforce Innovation and Opportunity Act (WIOA) Section 121 subsection (e) according to PUBLIC LAW 113–128—JULY 22, 2014 (WIOA) Sec. 121(d)(2)(A), Federal Regulation 29 U.S.C. §§ 3151 (d) One-Stop operators.</p>
<p>One-Stop Operator Role and Responsibilities</p>	<p>As outlined and agreed by both parties (CSC and OSO) the 2017-2018 executed OSO contract, was renewed on June 19, 2018 for an additional one-year term for delivery of outlined One Stop Operator Services for the period PY 2018-2019. The renewed OSO was based on performance, business needs and the availability of funds. As outlined by legislation, the Local Board defines the role and responsibilities of One-Stop career center operators in its local area. The</p>

	<p>Local Board may vary roles and responsibilities for career centers within its local area.</p> <p>As defined by CareerSource Chipola and agreed by OSO Contractor for this review as: Conduct program year 2018-2019 quarterly unannounced visits to the Marianna Career Center. 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.</p>
<p>CareerSource Chipola Background</p>	<p>The Chipola Regional Workforce Development Board, Inc., dba CareerSource Chipola is the administrative entity/grant recipient for the region (<i>serving Calhoun, Holmes, Jackson, Washington, and Liberty Counties</i>). 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 approved Interlocal Agreement .</p> <p>The CareerSource Chipola One-Stop and satellite locations are 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.</p>
<p>Contracted CareerSource Chipola One-Stop Operator Linda Sumblin, Contractor Execution Date of Renewed Contract: June 19, 2018</p>	<p><i>Credentials:</i> Linda Sumblin was formerly employed with the CareerSource Okaloosa Walton since Board inception in 1996. She was named Executive Director October, 2011. Prior to being named the Executive Director, Linda served in many areas for the Board including the Chief Operating Officer/Assistant Director. Linda’s career in workforce development began in January 1989 when she joined the Private Industry Council, the predecessor governing board for job training.</p> <p>As initial contracted OSO for the period July 1, 2017 through June 30, 2018 and agreed contract extended for PY 2018-2019, Linda Sumblin has declared no conflict of interest with any entities of CareerSource Chipola (Board, staff or partners) and that firewalls have been established to ensure conflict of interest policies and procedures are adhered.</p> <p>It is understood and agreed that the One-Stop Operator cannot assist in the development, preparation and submission of local plans; and that they cannot manage or assist in the competitive process for selecting operators or select or terminate One-Stop Operator, Career Services and Youth Providers.</p>

CareerSource Chipola – One-Stop Operator PY 2018-2019 Second Quarterly Review

Summary of Review

Due Hurricane Michael that made landfall in the Chipola workforce region on October 10, 2018, the 2018-2019 Third Quarter One-Stop onsite review was unlike previous visits. The entire region is continuous to be in Hurricane recovery from the significant damage (personal and professional). All CareerSource Chipola staff/partners were directly or indirectly affected the Hurricane.

The One-Stop Operator commends the entire CareerSource Chipola team/partners for their continuous dedication and professional delivery of services during a difficult time and situation. It is unfortunate that the hurricane regional recovery will be a long-term situation due to the damage severity.

CareerSource Chipola has secured the professional services of Rose Adams (former CareerSource Chipola valued employee who recently retired) to assist with the Emergency Work program implemented as a result of Hurricane Michael in the CareerSource Chipola region. Rose is responsible for the outreach and applicable job placement in support of the recovery for not only job seeker/s but for eligible work sites. The numbers of individuals enrolled/placed to date is impressive.

An ongoing major area of concern expressed by CareerSource Chipola during the on-site visit was the identified need of available workforce for the local (pre-hurricane) employers.

Richard Williams has been named to the Community Long Term Recovery Initiative Committee which will allow an immediate voice and identification of workforce needs in the region.

Flow of Services

Kenny Griffin (CareerSource Chipola (CSC) Marianna Center One-Stop Center Manager) was not available during the OSO onsite visit due to his participation in local scheduled training/meeting. The One-Stop Operator (OSO) conducted an observation of the Marianna One-Stop Career center delivery of services. It was observed by the OSO that immediately when the universal customer enters the One-Stop facility there are well-informed CSC staff to meet customers as well as to guide the customer to the Atlas registration/sign-in system. It was observed that the CSC staff assisting customers with the needed information for program need on/off site identification were knowledgeable of services and professional.

The ATLAS electronic filing system provides access to case file and customer activity information through the internet. The electronic system allows staff 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. In addition, the Atlas system allows the CSC to track customer services as well as “waiting time for CSC services” for monitoring of delivery of services. Attached is a printout of the Atlas screen shot that was provided during the OSO review for the sign in; new customer screen; and time waiting for services.

The OSO was impressed with the level of knowledge extended to customers by CSC Center staff.

The day of the Third Quarter One-Stop Operator onsite review, there was an employer hiring event set up at the One-Stop Center.

Flow of Services Comments: No suggestions/concerns noted.

CareerSource Chipola Marianna One-Stop Center – Hours of Operation

It was observed by the OSO and confirmed by the Center Manager that the CSC Marianna One-Stop Center operation is open via the five-day work week (*with exception of the CareerSource Chipola recognized holidays*) Monday through Thursday from 8:00 a.m. – 5:00 pm and Friday’s from 8:00 a.m. through noon.

As a result of Hurricane Michael hours of operation were adjusted due to storm damage and ensure safety of staff and customers. The adjusted hours are posted via social media and visually posted at the Center.

It was shared to the OSO by the Center Manager, that extended hours are available based customer need. In addition, it was also shared that extended hours are available through electronic means allowing customers to access many of the CareerSource Chipola services regardless of the time of day by using the Internet.

Hours of operation for the CSC Marianna One-Stop can also be located via the CSC website.

Hours of Operation Comments: The entire CSC team are continued to be commended for the dedication and responsiveness to quickly restoring services following Hurricane Michel.

Basic Services Available/Program Delivery

CSC Marianna One-Stop Career Center offers a wide range of *job seeker and employer* services including job postings, local and statewide Labor Market Information (LMI), and skill-based job matching available online at Employ Florida Marketplace (EFM) - www.employflorida.com.

Delivery of basic services has been adjusted as a result of Hurrican Michael and the needed follow up recovery. It was noted that the entire CSC team has done (and continues to do) an outstanding job with flexibility of delivery of services based on need.

The OSO observed that the flow of the Marianna One-Stop Center service delivery is professionally set-up for customer-flow ease, including an accessible Resource room equiped with computer and other needed employment activity tools (i.e. telephone bank) for the universal customer. It was also noted that the Center conducts applicable designated program orientations on a scheduled and as-required basis.

During the OSO walk-through at the Marianna One-Stop Center, it was observed and communicated that 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.

As noted in the WIOA Legislative Required Partners matrix below, CareerSource Chipola has established program service delivery methods for requirement WIOA partners.

It was also noted by the OSO that program systems and partner relationships are well developed and internally reviewed ongoing for enhancement and growth. CSC is to be acknowledged for their positive partnerships and performance outcomes.

Program Delivery Comments: No suggestions/concerns noted.

Memorandum of Understandings (MOU)

The One-Stop Operator met with Rachel Poole (Administrative Assistance) regarding the CSC active MOU's while onsite at the One-Stop Center. No MOU changes/edits noted since the previous OSO quarterly review.

As noted in prior OSO reports, the basic elements/description of services as outlined in legislation of the MOU are included with the CSC MOU's:

- *Method/s for referring individuals*
- *Duration/Procedures of MOU*
- *Resolution of MOU Disputes*
- *Cost Sharing*

A matrix (identifying entity delivery services; MOU execution date; and method of delivery of services) of the required WIOA MOU's is noted below.

Effectiveness

One of the outlined elements in WIOA legislation for OSO to review the Center "Effectiveness" as defined below.

The CSC OSO based the Effectiveness ranking of the program/delivery of Center services on a Scale of 1-10 with 10 being top performance). Three areas of Effectiveness ranked as defined in the WIOA legislation:

- 1) *Provider job seekers with skills and credentials necessary to secure and advance in employment with wages that sustain themselves and their families;*
- 2) *Provide access and opportunities to job seekers, including individuals with barriers to employment;*
- 3) *Enable business and employers to easily identify and hire skills workers*

CSC Effectiveness Comments: After detailed onsite CSC program and delivery learned; and review of MOU's, and review of program outcomes and performance, the OSO ranked the current Effectiveness at the time of review at a 9.5.

General Comments

The latest data release indicated that the unemployment rate in the CareerSource Chipola region (Calhoun, Holmes, Jackson, Liberty, and Washington counties) was 4.7 percent in January 2019. This rate was 0.1 percentage point higher than the region's year ago rate of 4.6 percent. The labor force was 42,214, up 1,043 (+2.5) over the year. There were 2,001 unemployed residents in the region.

NOTE: NO Changes in the MOU's during the One-Stop onsite review.

*Denotes WIOA Legislative Required Partners

*Denotes State/Local Designated Partners

Program	Agency Delivering Services	MOU Date Executed (or latest Addendum)	On Site Delivery of Services/ Delivery of Referral Services
*Title I – Adult	CareerSource Chipola	Cooperative Agreement with Department of Economic Opportunity	On Site
*Title I – Dislocated Worker	CareerSource Chipola	Cooperative Agreement with Department of Economic Opportunity	On Site
*Title I – Youth	CareerSource Chipola	Cooperative Agreement with Department of Economic Opportunity	On Site
*Title II – Adult Education and Literacy Act	Calhoun School Board Holmes School Board Jackson School Board Liberty School Board Washington School Board Florida Panhandle Technical Center (Washington-Holmes Technical Center)	Calhoun School Board- 8/14/2017 Holmes School Board – 9/14/2016 Jackson School Board – 3/15/2016 Liberty School Board – 6/07/2016 Washington School Board – 8/14/2017 Florida Panhandle Technical Center August 14, 2017	Electronic/ Direct Referral
*Title III - Wagner Peyser Employment Services	CareerSource Chipola/Department of Economic Opportunity (Jointly Managed)	Cooperative Agreement with Department of Economic Opportunity	On Site
*Title IV – Vocational Rehabilitation	Vocational Rehabilitation Division of Blind Services	February 2, 2017 December 16, 2016	Electronic Referral
*Title V – Older American Act (SCSEP)	National Caucus and Center on Black Aged, Inc. (SEP)	May 15, 2016 Cost Sharing with In-Kind Staffing Support	On Site
*Veterans Employment and Training Services Under Chapter 41 of Title 38, U.S.C.	CareerSource Chipola/Department of Economic Opportunity (Jointly Managed)	Cooperative Agreement with Department of Economic Opportunity	On Site
*Trade Adjustment Assistance Act (TAA) NAFTA Assistance Activities	CareerSource Chipola	Master Agreement with Department of Economic Opportunity	On Site
*Unemployment Insurance (Note: CareerSource Chipola extends “re-employment assistance”)	Department of Economic Opportunity (No DEO staff onsite to extend UI assistance)	Master Agreement with Department of Economic Opportunity	Electronic/ Telephone Referral
*Temporary Assistance For Needy Families (TANF)	CareerSource Chipola Healthy Families North Florida	<ul style="list-style-type: none"> Cooperative Agreement with Department of Economic Opportunity (Funded by DCF) Department of Children and Family Services – November 9, 2016 Healthy Families North Florida – April 11, 2017 (Cost Sharing Cooperative) 	On Site Referral

Program	Agency Delivering Services	MOU Date Executed (or latest Addendum)	On Site Delivery of Services/ Delivery of Referral Services
Post Secondary Vocational Education under Carol Perkins Career and Technical Education (CTE)	Chipola College Florida Panhandle Technical Center (Washington-Holmes Technical Center) Calhoun School Board Holmes School Board Jackson School Board Liberty School Board Washington School Board	• Chipola College – 10/13/2016 Florida Panhandle Technical Center*– 8/14/2017 Calhoun School Board- 8/14/2017 Holmes School Board* – 9/14/2016 Jackson School Board – 3/15/2016 Liberty School Board – 6/07/2016 Washington School Board*– 8/14/2017 <i>*Multi-MOU's for varying programs identified</i>	Electronic/ Direct Referral
*Job Corps	Department of Economic Opportunity	Cooperative Agreement with Department of Economic Opportunity	Electronic/ Direct Referral
*Community Services Block Grant (CSBG)	Tri-County Community Council Capital Area Community Action Agency	Tri-County - May 17, 2016 Capital Area Community Action Agenda - May 17, 2017	Electronic Referral
*HUD Employment Programs (U.S. Department of Housing and Urban Development)	Tri-County Community Council	May 17, 2016	Electronic/ Telephone Referral
*Migrant and *Seasonal Farm Worker	Department of Economic Opportunity	Cooperative Agreement with Department of Economic Opportunity	Electronic Referral
*Native American Program (Tribes, Tribal Organization, Native Hawaiians)	Department of Economic Opportunity (No known sector population identified in Area)	Cooperative Agreement with Department of Economic Opportunity	Electronic Referral
*Reemployment Services and Eligibility Assessment (RESEA)	CareerSource Chipola	Cooperative Agreement with Department of Economic Opportunity	On Site
*Supplement Nutrition Act Program (SNA)	CareerSource Chipola	Master Agreement with Department of Economic Opportunity	On Site

STATUS REPORT #7

Technology Audit

Ken Osman

Shae Solutions Group, Inc. for CareerSource Chipola

April 4th, 2019

Deployment Phase Summary: Policy Review

Note: Due to the fact that there was a meeting with Management, there was no report last week. Additionally, since the last milestone from this phase is now on hold, this project will move to the next phase which is Personnel Review.

Section I: Milestones

- **Milestone A:**

This milestone is complete.

- **Milestone B:**

This milestone has been completed and the report has been submitted to management for review. After going over all policies it is clear that some significant items (such as a Business Continuity or BC plan) need to be added, while others only need update and slight modification. In any case, since several of these are also tied to changes in the new network, Milestone C below will be put on hold until the final design is complete. That design is what has been referred to as Project II, and reports from that project will begin to be sent in the near future.

- **Milestone C:**

This milestone has not yet begun. It is on hold pending network design.

Current Risks

- None

Weekly Accomplishments

- Completed Milestone B
- Met with Management on Project II

Validation to Proceed?

Affirmative

Next Steps

- Begin Project II

Current Project Status

Milestone C for this Project Phase is On Hold

Personnel Review Phase Beginning Soon

Notes

None