



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

A G E N D A

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|-------------|---|-----------------------|
| I. | CALL TO ORDER | Debbie Kolmetz, Chair |
| II. | NUMBER IN TRAINING UPDATE | Debbie Wood |
| III. | INCREASE PARTICIPANT INDIVIDUAL TRAINING ACCOUNT THRESHOLD | Debby Wood |
| IV. | YOUTH OUTREACH EFFORTS UPDATE | Debby Wood |
| V. | EMPLOY FLORIDA EMPLOYER SERVICE CODES GUIDE | Debby Wood |
| VI. | ADJOURNMENT | Debbie Kolmetz |

Program Committee Members

Debbie Kolmetz, Chair
Andy Jackson
Keith Sutton
Raymond Russell
Dr. Sarah Clemmons

NUMBER IN TRAINING UPDATE

Background: 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. To measure performance, we must first have individuals enrolled in training to complete the program, gain a credential, and enter employment. The information listed below gives you a quick glance of the number of individuals currently enrolled in occupational skills and on-the-job training:

ADULT PROGRAM TRAINING PARTICIPANTS	YOUTH PROGRAM TRAINING PARTICIPANTS	DISLOCATED WORKER PROGRAM TRAINING PARTICIPANTS	ON-THE-JOB TRAINING PROGRAM PARTICIPANTS
22	43	1	3

These numbers only reflect ACTIVE cases and do not include any of the numbers of closed/exited participants who are in the mandatory 12-month follow-up period.

For Information Only – NOT AN ACTION ITEM

INCREASE PARTICIPANT INDIVIDUAL TRAINING ACCOUNT THRESHOLD

Background: 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.

Increase the Individual Training Account threshold from \$5,000 to \$7,000.

*****ACTION ITEM**

YOUTH OUTREACH EFFORTS UPDATE

For Information Only

Background:

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. The purpose of the outreach was to make youth aware of services provided by CareerSource Chipola (continuing education, on-the-job training, work experience, etc.). Also, to inform the youth and area high school personnel about the upcoming Career Fair scheduled for April 19 at Evangel Church. The youth were informed that employers from Transportation, Distribution & Logistics, and Construction would be available to discuss career opportunities and engage youth in “hands-on” real work activities. **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

For Information Only

Background: The Department of Economic Opportunity (DEO) organized five (5) weekly calls for the purpose of updating the Employ Florida Employer Services Code Guide which had not been updated since the initial rollout of Employ Florida. However, in the interim, DEO experienced changes in management and the release has been delayed. 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. The attached Guide will provide information to the Committee and the Board about the Employer Service Codes that allow for credit in providing “high-value services” to employers.

EMPLOY FLORIDA EMPLOYER SERVICE CODES GUIDE

How to Use This Guide

This guide is designed to provide guidance for Local Workforce Development Boards (LWDBs) to properly record employer service codes in Employ Florida (EF). The tables below identify service code numbers and titles, corresponding definitions, documentation requirements or suggestions and sample case note language. Case notes serve as a running commentary which document staff and employer interactions that can assist with future service provision. It is essential that case notes contain clear and concise information. The requirements specified in this guide are the minimum requirements as defined by the Department of Economic Opportunity (DEO). Local policy may require more restrictive criteria for service code use and documentation.

Employer Service Codes

YELLOW HIGHLIGHTING INDICATES “HIGH-VALUE SERVICE” – CSC receives additional performance credit for these services.

EF Service Codes	EF Service Code Title	Definition	Requirements, Suggestions, Sample Documentation, Case Notes, and Other Considerations <u>Documentation Requirements</u>
E01	On-site Visit – has to be an in-person visit	A physical on-site visit by career center staff to employer’s place of business, or an employer’s visit to the <u>career center</u> , to market career center <u>career center</u> services, obtain new employer accounts, etc.	Suggested Documentation: Case note the date and location of the visit and the outcome.
E02	Provided Job Fair Services – for use with when serving multiple employers	Documents an employer’s participation in a job fair conducted by or in conjunction with the <u>career center</u> . A job order(s) must be entered into the management information system prior to the date of the event to ensure proper referral and placement procedures are followed.	Suggested Documentation: Case note the date and location of the job fair as well as the corresponding job order number(s).
E03	Provided Job Order Follow-up Services – can be used when reviewing and approving job orders entered by employer	Documents follow-up with an employer regarding an existing job order. Follow-up includes, but is not limited to, <u>edits to the job order</u> to add or delete information, verification of referral results or enhancements to order/position to	Suggested Documentation: Case note the specific follow-up that was performed on the job order. Also, enter case notes about contact attempts. Example: <i>Job order appears to lack referral responses. Contacted employer to discuss competitive wages to determine if she would like to modify the current salary to attract <u>jobseeker/job seekers</u>.</i>

		jobseeker/job seekers to request a referral.	
E04	Provided Mass Recruitment Services – used when serving one (1) employer. “Mass” is not defined by DE.	Documents a recruitment event that occurs at the <u>career center</u> , the employer’s place of business or other location with career center involvement. Mass recruitments consist of a one-time event to staff new or expanding businesses. Employers must be registered in EF with vacant position(s) job order(s) on file prior to the date of the mass recruitment to ensure referral procedures are properly followed to obtain placement credit.	Suggested Documentation: Case note the date, name of the company, title of employer staff member, phone number, and email address. Also, location of the event.
E05	Provided Detailed Labor Market Study (Also, includes Wage Study information)	The <u>career center</u> conducted an in-depth labor market study for a business opening in the area or seeking to expand its current operation. The study may include data on competitive wages, available labor force, etc.	Suggested Documentation: Case note the type of labor market information provided and the reason (expansion, etc.).
E06	Provided Candidate Pre-Screening for Employer (includes suppressed and non-suppressed orders)	Documents screening services, such as résumé or application review, that were provided to applicants to determine whether a job order referral is appropriate.	Suggested Documentation: Name of employer
E07	Promotional Telephone Call	Documents marketing calls made to businesses to promote the <u>career center’s</u> business services. These calls may serve as an introductory call, an alternative to on-site visits, “unsuccessful” if the employer cannot be reached. account hasn’t had any recent activity, etc. Note: Leaving a voicemail is not sufficient for use of this code. Must have an actual conversation.	Suggested Documentation: Case note the date and summarize information exchanged during the call. Case notes should show the attempts made to reach the employer but can be recorded as “unsuccessful” if the employer cannot be reached. Example: <i>Contacted employer on 10/20/138 to introduce the one-stop and services available. Spoke with Chuck who is interested in hearing more about how we can assist the company. Scheduled an on-site visit for 10/27/138 at 11a.m.</i>
E08	Reviewed Résumés and Referred Eligible/Qualified Individuals	Recorded when staff reviewed <u>jobseeker/job seeker</u> and referred <u>qualified candidates that met the minimum qualifications.</u>	Suggested Documentation: Case note should include the name of the qualified candidate that was referred to the employer.

E09	Delivered Applications/Résumés	Staff delivered applications/résumés to the employer. application/resume emailed, delivered. If there is a significant number of applications/resumes, reference should be recorded that a large number was documented.	Suggested Documentation: Case note should include the name of the job seeker for whom the application/resume was emailed, delivered. If there is a significant number of applications/resumes, reference should be recorded that a large number was provided to the employer. Note: CSC does not typically have large numbers of applications/resumes to deliver.
E10	Veteran Services	Documents when business services staff, preferably Consolidated Positions (LVER/DVOPs), contact employers to discuss listing job orders for veterans and other veteran services. This code may be recorded to document assistance provided to federal contractors who are required to list job orders in the state's job bank.	Suggested Documentation: Case note the specific information discussed and results of the contact.
E11	Information Package Provided	Staff provided the employer an information package about the career center <u>career center</u> services.	Suggested Documentation: Case note the specific information provided to the employer.
E12	On-site Workshop – Recruitment	Staff provides a workshop at the employer's business or the career center regarding recruitment techniques.	Suggested Documentation: Case note the specific workshop conducted.
E13	On-site Workshop - Retention	Staff provides a workshop at the employer's business, career center, or virtually on strategies to retain their current workforce.	Suggested Documentation: Case note the specific workshop conducted.
E14	Provided MSFW Information	Typically provided by Migrant Seasonal Farm Worker (MSFW) Outreach Worker. Staff provide employers with information regarding MSFW services offered by the career center to include agricultural job order listing, available labor, employment eligibility services, etc. An actual visit does not have to occur.	Suggested Documentation: Case note pertinent information that other staff may need to be aware of, such as follow-up requests or other actions that need to be taken.
E15	Provided Federal Bonding Information	Recorded when staff provide information to employer about the <u>Federal Bonding Program</u> or, processed a bond for the employer on the <u>jobseeker/job</u>	Suggested Documentation: Case note whether information was provided about the Federal Bonding Program or a bond was issued to the employer. If a bond was issued to the employer, document the

		seeker's behalf. The bond, job seeker's name, start date and does not have to be issued to source of verification of employment. record this code.
E16	Provided Alien-Foreign Labor Certification Information	Recorded when staff provides N/A information regarding career center services or job order listing information to foreign labor employers or their law offices.
E17	Agricultural Housing Inspection	Recorded when staff inspects migrant housing. Suggested Documentation: Case note the date and findings from the inspection.
E18	Provided Workforce Development Training Information	Recorded when staff provides N/A information about training opportunities available through the career center. This may be information about on the job training, customized training, incumbent worker training or other workforce training. Suggested Documentation: Case note the specific information provided to the employer.
E19	Provided Tax Credit/WOTC Information	Recorded when employer tax credit information is provided, such as the Work Opportunity Tax Credit (WOTC). Suggested Documentation: Case note the specific tax credit information provided.
E20	Provided EEO/Affirmative Action Information	Recorded when staff provides information relative to listings and job orders that comply with equal employment opportunity (EEO) laws or affirmative action requirements. Suggested Documentation: Case note the specific EEO law discussed and other concerns or issues addressed. Case note information provided about affirmative action listings.
E21	Provided Information not Otherwise Classified – this code is for limited use.	Recorded when other codes cannot specifically identify an activity/service provided to an employer. Required Documentation: Case note the specific service/activity provided and the outcome. Note: † This code should not be used to record information for which there is an existing code.
E22	Provided other Training Service Not Otherwise Classified	Recorded when other codes do not identify the specific type of training service provided. Required Documentation: Case note the specific service/activity provided and the outcome. Note: † This code should not be used to record information for which there is an existing code.
E23	Applicant Background Check	Recorded when staff provides information to an employer about how to obtain background check services. Suggested Documentation: Case note information about the company the employer was referred to contact.
E24	Business Incentive Information	Recorded when staff provides information regarding available business incentives. Suggested Documentation: Case note the type of incentive information provided.

E25	Customized Training - WIOA	Recorded when staff provided an employer with information about WIOA customized training or entered into a customized training contract. This code is for work-based training.	Suggested Documentation: Case note the information provided. If a contract was established, case note information about the contract or the location where the information may be obtained.
E26	Drug Screening	Recorded when staff provides an employer with information about where they may obtain drug screening services.	Suggested Documentation: Case note information about the company the employer was referred to contact.
E27	Employer Contact	Recorded when staff makes contact with an employer at an event, such as a Chamber of Commerce meeting, to obtain new accounts, discuss services, job orders, etc.	Suggested Documentation: Case note the outcome of the employer contact (e.g. future appointments, job orders obtained, interested in training services, etc.).
E28	Employer Relations Committee	<u>Recorded when staff serve on an employer's committee to improve their employer – employee relations.</u>	<u>Documentation: Case note the date of the advisory committee meeting and which staff member attended.</u>
E29	Employer Workshop – can be at the employer's location or virtual	Recorded when the career center pcareer hosts or facilitates a workshop for the employer and/or the employer's staff. Workshop topics may vary.	Suggested Documentation: Case note the type of workshop provided and information about the audience, materials presented, etc. Note: † This code should not be used to record information for which there is an existing code. (E12 & E13)
E30	Entered Into Recruiting Agreement	Recorded when staff has entered into a <u>written or oral</u> agreement with an employer to provide recruitment services.	Suggested Documentation: If an oral agreement is entered into, case note the information exchanged. If the agreement is written, case note the location of the document.
E31	Incumbent Worker Training	Recorded when staff <u>has entered into a written or oral</u> agreement with an employer to provide incumbent worker training.	Suggested Documentation: Case note the information provided. If a contract was established, case note information about the contract or the location where the information may be obtained.
E32	Job Benefit Analysis – not a code that is used often	Recorded when staff has provided an employer with an analysis of benefit packages offered by other companies versus their current package.	Suggested Documentation: Case note information provided to the employer.
E33	Job Development	Recorded when staff has contacted an employer to discuss a job for a specific applicant. This code may be recorded for an instance that resulted in a hire or was simply a contact to transfer an	Suggested Documentation: Case note the jobseeker <u>job seeker</u> 's name, the position staff contacted the employer about, person of contact, and other information that was made available (e.g. interview date).

		application, résumé or schedule an interview.	
E34	Job Order – this code cannot be used when closing and reopening job orders due to old dates	Recorded when staff actively obtains a job order from an employer. This code should not be recorded if staff did not have direct contact with the employer to obtain the job order.	Suggested Documentation: Case note the job order number and where the order was obtained (e.g. Commerce meeting on 10/2/20138).
E35	Job Referrals and Placement	Recorded when staff refers candidates to a job order that results in a placement.	Suggested Documentation: Case note the job order number where the referrals and placements were recorded.
E36	Medical Exam/Physical	Recorded when staff coordinates or refers jobseeker/job seekers to obtain medical exams or physicals as a requirement of the employer's hiring process.	Suggested Documentation: Case note the business the employer was referred to and the type of service they sought.
E37	NEG Employer Application Assistance	Recorded when staff assists an employer with information or completion of a National Emergency Grant application.	Suggested Documentation: Case note the type of assistance provided and the title of the grant.
E38	On The Job Training	Recorded when staff discusses on the job training (OJT) and/or develops an OJT contract with an employer.	Suggested Documentation: Case note the information provided. If a contract was established, case note information about the contract or the location where the information may be obtained.
E39	Provision of Meeting Facility	Recorded when staff provides an employer with a meeting space with or without a fee.	N/A
E40	Provision of Special Tax Credit Information	Recorded when staff provides an employer with information on special tax credits.	Suggested Documentation: Case note which special tax credit information was provided about.
E41	Public Sector – Temporary Jobs	Recorded when staff provides an public sector employer in the public sector with temporary help from the pool of jobseeker/job seekers in the state's job bank.	Suggested Documentation: Case note the type of assistance provided (e.g. the type of temporary job, jobseeker/job seekers referred, method of referral, etc.).
E42	Rapid Response/Dislocated Workers Assistance	Recorded when staff responds to rapid response events to provide information about one-stop career center services, registration information, etc.	Suggested Documentation: Case note the type of assistance provided.
E43	Short Time Compensation	The Short Time Compensation (STC) program is a voluntary employer program designed to help employers maintain their staff by reducing weekly hours instead of temporarily laying	N/A

		off employees when the employer is faced with a temporary slowdown in business. This code is recorded when staff provide employers information about the STC program.	
E44	Provided Human Resource Services	Recorded when staff provides personnel services to an employer.	Suggested Documentation: Case note the type of human resource services provided to the employer.
E45	Temporary Employment Service Center DEO will be providing additional information about the use of this code.	Recorded when the One-Stop <u>career center</u> is used as a temporary employment service center for an employer.	N/A
E46	Trade Act Petition Assistance	Recorded when staff provides assistance filing a petition for TAA.	N/A
E47	WARN Notice Assistance	Recorded when staff provides assistance to an employer who needs to file a WARN notice.	N/A
E48	Processed I-9s	Recorded when staff completes the employment eligibility form I-9 for an employer.	N/A
E49	Organizational Visit MSFW NO LONGER APPLICABLE TO VETERANS	Recorded when staff conducts an on-site visit to a migrant seasonal farm worker organization to discuss services the One-Stop <u>career center</u> can offer the business.	Note: Code E49 should be recorded to represent the fulfillment of duties of MSFW workers who are required to visit organizations to inform the organization and its members of services available at the One-Stop <u>career center</u> . This code should primarily be used to represent staff going out to the field to conduct these visits, but may also be recorded if an organization's representative makes an in-house visit.
E50	Employer Outreach Visit MSFW NO LONGER APPLICABLE TO VETERANS	Recorded when staff conducts outreach to migrant seasonal farm worker employers to discuss services the One-Stop <u>career center</u> can offer.	Note: Outreach is an effort by the One-Stop <u>career center</u> to personally contact MSFW employers outside of the center who have not used the services offered by the center.
E51	Provided Work Readiness Certification	Recorded when staff provides work readiness certification information or services to	Suggested Documentation: Case note the type of work readiness

		jobseeker/job seeker on behalf of an employer.	program/certification the employer is provided.
E70	Rapid Response Initial Employer Visit & Needs Screening	Recorded when the Local Coordinator has met with the employer's leadership or virtual and phone meetings. A case note Human Resource department, including but not limited to touring the facility, screening for layoff aversion, and interviewing the employer to identify needs. The initial visit shall include an invitation to the career center for Rapid Response Orientation, see E74.	Recommended to be in-cludes participants.
E71	Provision of a Layoff Aversion Plan	Recorded after the initial visit and orientation. Code is recorded when the Local Coordinator has provided a written plan outlining the employer's steps to retain their workforce, avert closure or downsizing, and the necessary local, state, and federal resource and assistance programs to support layoff aversion including referrals to non-profit, community, or business service organizations to assist with loan, grant, or other applications. When appropriate, the Local Coordinator shall provide information on Short-Time Compensation, see E43, and follow up two-weeks later with employer.	Plans should be submitted electronically, and the employer should confirm receipt. A case note will be used to capture the date submitted and confirmed/received.
E72	Referral to Small Business Development Center (SBDC)	Recorded after the initial visit and orientation. Code is recorded when the Local Coordinator has provided SBDC contact information, training information, and scheduled the initial SBDC appointment for a small business facing barriers and threatened with layoffs or closure. The Local Coordinator shall follow up two-weeks later with the employer.	This code is not entered for each follow up. At a minimum, the coordinator should follow up once to ensure the small business is connected with and working with SBDC to avert layoffs.

E73 Provision of Incumbent Worker Training (IWT) Information	Recorded after the initial visit. Provision of IWT information. Not the and orientation. Code is same as E31. E31 is recorded when staff recorded when an employer is have entered into a written or oral provided with IWT agreement with an employer to provide information to retain a skilled incumbent worker training. workforce or avert the need to lay off employees by assisting their workers in obtaining the necessary skills to retain employment. The Local Coordinator shall follow up two-weeks later with employer.
E74 Rapid Response Orientation	Recorded after the initial visit. Not a Rapid Response informational Orientation is a structured session for affected workers. The individual or group session orientation code is used for employers provided by the Local and orientation should be provided early Coordinator. It gives them the working relationship. This code employer an overview of the indicates the coordinator provided the Rapid Response services employer with a comprehensive available as well as other programs and business services available in the career center. Following orientation, staff shall create a plan of services and activities tailored to the employer's needs, see E71.
E90 Referred Qualified Applicants	Code may be system-generated or entered by staff which represents when an employer requests to be notified when staff refers a qualified applicant.
E92 Notification to Employer of Potential Applicant	System-generated code N/A