
MEETING AGENDA

BROWARD WORKFORCE DEVELOPMENT BOARD, INC. & CAREERSOURCE BROWARD COUNCIL OF ELECTED OFFICIALS

**Partnership Meeting #236
Thursday, July 22, 2021
Ft. Lauderdale, FL 33309**

Due to COVID - 19, in the interest of keeping our Board, staff, and public safe, this meeting is being held via Zoom using the link below. Please do not attend in person.

<https://us02web.zoom.us/j/84130207927?pwd=bEE4TVB1cVIZLzVNWk16dC8zUS8zdz09>

PROTOCOL FOR TELEPHONE/ZOOM MEETING

1. Please state your name when making or seconding a motion. Such as "I move the item, and your name – "Jane Doe." Please also identify yourself when asking a question.
2. Put your phone/microphone on mute when not speaking. Don't forget to take it off when you wish to speak. Telephone users must press *6 to mute or unmute yourself.
3. Votes in the affirmative should be "aye" and in opposition should be "no" (delays in responding sometimes make it difficult to determine the intent of the vote).
4. Please be in a quiet area free of background noise, so we may hear you clearly when you are speaking. When using Zoom, please make sure the background is appropriate or choose one of their virtual backgrounds.
5. If you are calling and must leave the call, please don't put your phone on hold. In some cases, we will get music or recorded messages and we will not be able to conduct business.
6. If you are using your phone for audio, please identify yourself on the screen and state the last 4 digits of the number you are calling from.
7. Please note the chat function has been disabled.

The Board and Council are reminded of the conflict of interest provisions. In declaring a conflict, please refrain from voting or discussion and declare the following information: 1) your name and position on the Board 2) the nature of the conflict and 3) who will gain or lose as a result of the conflict. Please also fill out form 8B prior to the meeting whether or not you are able to attend the meeting if you have a conflict with any agenda items.

PLEDGE OF ALLEGIANCE

IDENTIFICATION AND INTRODUCTION OF ANY UNIDENTIFIED CALLERS

MISSION MOMENT

PRESENTATIONS

Presentation of plaque to former Board member, Dr. Steven Tinsley.

Rochelle Daniels will provide Board training on the composition of local workforce boards and why the membership is so important to the investment and implementation of resources.

APPROVAL OF MINUTES

Approval of the minutes of 6/24/21 Partnership Meeting #235.

**RECOMM
ACTION
EXHIBIT**

Approval
Motion for Approval
Minutes of the Partnership Meeting

Pages 11 – 18

CONSENT AGENDA

Consent Agenda items are items that may not need individual discussion and may be voted on as one item. Any member wishing to discuss an item may move to have it considered individually.

ACCEPTANCE OF CONSENT AGENDA

RECOMM	Approval
ACTION	Motion for Approval

1. Committee Summary

Summary of actions taken at the following meetings:

Employer Services Committee	7/06/21
Audit Committee	7/12/21
Executive Committee	7/12/21

ACTION	None
EXHIBIT	Memo #02 – 21 (Exec)

Pages 19 – 20

2. Monthly Performance Report

May's data reflects that within the Big 7 Regions CSBD ranks 1st in Wagner Peyser, Veterans and Welfare Transition Program (WTP) Entered Employment Rate (EER), ranks 1st in WTP All-Family Participation and ranks rate 2nd in WIOA Adult and Dislocated Worker EER.

ACTION	Review
EXHIBIT	Performance Report for May

Pages 21 – 32

3. Letters of Support

Letters of support were written for 1) Berkowitz Pollack Advisors + CPAs' Quick Response training grant application to assist in the creation of 51 new jobs with an average yearly salary of \$85,471 and 2) Stryker Orthopedics' Quick Response Training grant to assist in the creation of 146 new jobs with an average yearly salary of \$102,844. The training will be in Accounting, Audit & Attest Services, Tax, Business and Financial Accounting and robotics design, build and manufacturing processes respectively.

ACTION	None
EXHIBITS	Support Letters

Pages 33 – 34

REGULAR AGENDA

These are items that the Council and Board will discuss individually in the order listed on the Agenda. Individuals who wish to participate in these discussions may do so merely by raising their hands during the discussion and being recognized by the Chair. The Chair will determine the order in which each individual will speak and the length of time allotted.

NEW BUSINESS

1. Renewal of Audit Agreement with Anthony Brunson P.A.

Consideration to renew the agreement between CSBD and Anthony Brunson, PA, at a cost of \$33,000 the same fee paid last year for the conduct of the Fiscal Year 20-21 audit. Staff was satisfied with their services last year. This will be the third of four renewals under their contract. Approved at the 7/12 Audit and Executive Committee meetings. (*This is in alignment with the Board goal to improve the sustainability of the workforce system through increased funding, efficiency, technology, and relevancy.*)

RECOMM	Approval
ACTION	Motion for Approval
EXHIBIT	Memo #01 – 21 (LS)

Page 35

2. Renewal of External Monitoring Contracts for PY 21 - 22

Consideration to renew the contracts with Taylor Hall Miller Parker, P.A. (THMP) and Cherry Bekaert, LLP (CB) for PY 21 - 22 program and fiscal year monitoring respectively. The cost of the renewal for 1) THMP for 3 visits at \$28,000 per visit will be \$84,000 and 2) CB for 3 visits at \$22,500 per visit will be \$67,500, both at the same cost as last year. Members of the Audit and Executive Committee supported continuing the current number of monitoring visits as it has had a positive effect on improving our performance in State and annual audits. Approved at the 7/12 Audit and Executive Committee meetings. *(This is in alignment with the Board goal to improve the sustainability of the workforce system through increased funding, efficiency, technology, and relevancy.)*

**RECOMM
ACTION
EXHIBITS**

Approval
Motion for Approval
Memo #02 – 21 (LS)
Summary of Program and Fiscal Monitoring Over the Past 3 Years

Pages 36 – 38

3. One-Stop Center Hours of Operation and Holiday Schedule

The Master Agreement between CSBD and the Florida Department of Economic Opportunity requires the governing boards' annual approval of the 1) one-stop center hours of operation and 2) the CSBD holiday schedule. There are no changes to our hours of operation or our holidays. Approved at the 7/12 Executive Committee meeting. *(This is in alignment with the Board goal to maintain our role as workforce development leaders through advocacy by the board, collaboration, and providing information and intelligence to stakeholders with feedback from the community.)*

**RECOMM
ACTION
EXHIBIT**

Approval
Motion for Approval
Memo #01 – 21 (Exec)

Page 39

4. **CareerSource Broward Marketing and Communications Plan for PY 21-22**

Consideration to approve CSBD's marketing and communication plans for PY 21-22. Each year, CSBD implements targeted and strategic outreach to job seekers, employers, and community stakeholders, through the press, digital, print, and social media, to increase awareness of CSBD services. This year's strategies include 1) enhanced community outreach 2) educational campaigns 3) targeted marketing to distressed communities and 4) collaboration with core partners, such as industry associations, chambers of commerce, and local municipalities. Approved at the 7/6 Employer Services and 7/12 Executive Committee meetings. *(This is in alignment with the Board goal to maintain our role as workforce development leaders through advocacy by the board, collaboration, and providing information and intelligence to stakeholders with feedback from the community.)*

RECOMM	Approval
ACTION	Motion for Approval
EXHIBIT	CSBD Marketing and Communications Strategic Plan

Pages 40 – 53

REPORTS

1. **Hospitality Task Force Survey Results**

CareerSource Broward distributed a survey to hospitality workers registered in Employ Florida regarding their intention to return to their jobs. The number of responses was not statistically sufficient to extrapolate reliable conclusions. However, the responses were aligned with the larger FAU study. We, therefore, shared the anecdotal information we collected with the Broward County Tourism Coalition Council on 7/16 to help employers strategize on how to encourage employees to come back to work.

ACTION	None
EXHIBITS	Memo #21 – 20 (CBR) Florida Atlantic University Survey of Hospitality Workers

Pages 54 – 57

2. General Fund Balance

On 1/1/21 the General Fund balance was \$739,486 which includes the reserves in Chart 1. Since then, we have realized revenues of \$212,078, which includes depreciation of \$111,511 and expenditures of \$124,253 resulting in a balance of \$827,311 as of 5/31/21. The general fund balance available for expenditure is \$178,202.

ACTION	None
EXHIBIT	Memo #10 – 20 (FS)

Pages 58 – 60

3. Budget vs. Expenditure Report

The Budget vs. Expenditure Report is divided into two charts because some of the funding streams are awarded on July 1st in accordance with the WIOA program year and our other funding streams are awarded on October 1st in accordance with the federal fiscal year. The report identifies some under-expenditure in WIOA largely due to participants staying home during the pandemic. We have budgeted to address the carry forward into the new program year. All other funding streams are on target.

ACTION	None
EXHIBIT	Memo #11 – 20 (FS)

Pages 61 – 62

4. Cherry Bekaert, LLP Fiscal Monitoring Report #2 PY 20-21 Issued 4/21

Cherry Bekaert conducted fiscal monitoring for the period 10/1/20 through 2/28/21. Cherry Bekaert reviewed a total of 936 elements during the review period. There were no findings and 1 observation. Based upon the total elements reviewed, this was a 0% error rate.

ACTION	None
EXHIBITS	Memo #03 – 21 (QA) Chart of Findings

Pages 63 – 65

5. Department of Economic Opportunity Fiscal Monitoring Report Issued 3/31/21

The Florida Department of Economic Opportunity issued their 2019-2020 Financial Compliance Monitoring Report on 3/31/21 for the period 4/1/19 through 3/31/20. There were zero (0) findings, non-compliance issues or observations. There was 1 technical assistance item.

ACTION None
EXHIBIT Memo #05 – 21 (QA)

Page 66

6. Taylor Hall Miller Parker, P.A. Program Monitoring Report #1 – PY 20-21 – Issued 2/21

Taylor Hall Miller Parker conducted program monitoring for the period 7/30/20 through 11/19/20. They reviewed a total of 179 files consisting of 7,633 elements. There were 4 findings and 3 observations. This equates to an error rate of (.05%) less than 1%. All findings and observations were corrected except where cases were closed and no further action could be taken.

ACTION None
EXHIBIT Memo #01 – 21 (QA)

Pages 67 – 72

7. Taylor Hall Miller Parker, P.A. Program Monitoring Report #2 – PY 20-21 – Issued 4/21

THMP conducted program monitoring for the period 11/19/20 through 02/26/21. They reviewed a total of 181 files consisting of 7,089 elements. There were 20 findings and 9 observations. This equates to an error rate of (.28%) less than 1%. All findings and observations were corrected except where cases were closed and no further action could be taken.

ACTION None
EXHIBIT Memo #02 – 21 (QA)

Pages 73 – 79

8. Department of Economic Opportunity Program Monitoring Report Issued 3/31/21

The Florida Department of Economic Opportunity issued their Program Monitoring Report on 3/31/2021 for the period 4/1/19 through 3/31/20. They reviewed a total of 218 files consisting of 5,852 elements. There were 9 findings and 7 non-compliance issues. The findings equate to an error rate of (.27%) less than 1%. All findings and non-compliance issues were corrected except where cases were closed and the observations were addressed. Our Corrective Action Plan was accepted on 4/30/21.

ACTION None
EXHIBIT Memo #04 – 21 (QA)

Pages 80 – 93

9. Report on Technology and Construction Industry Employer Forums

CSBD held two virtual employer forums for 1) the technology industry on 5/19 and 2) the construction industry on 5/26 to better understand the impacts of the COVID-19 pandemic. Each forum had a guest speaker, followed by a panel discussion and open dialogue, allowing for those in attendance to participate and share their experiences and insights. Based on the information shared at the forums, we developed specific strategies and action steps to assist employers in each of these targeted industries.

ACTION None
EXHIBIT Memo #19 – 20 (CBR)

Pages 94 – 98

10. Broward County Unemployment

The unemployment rate in Broward County was 5.7 percent in June 2021. This rate was 8.3 percentage points lower than the region's year ago rate. In June 2021, Broward County's unemployment rate was 0.4 percentage point lower than the national rate (6.1 percent). Out of a labor force of 1,055,676, there were 60,664 unemployed Broward County residents.

ACTION Discussion
EXHIBIT Broward County Labor Market Information

Pages 99 – 100

MATTERS FROM THE CAREERSOURCE BROWARD COUNCIL

MATTERS FROM THE BOARD

MATTERS FROM THE FLOOR

MATTERS FROM THE PRESIDENT/CEO

ADJOURNMENT

***THE NEXT BROWARD WORKFORCE DEVELOPMENT BOARD/CAREERSOURCE BROWARD
COUNCIL MEETING IS SCHEDULED FOR 9/23/21 AT 12:00 P.M. to 2:00 P.M.***

MEETING MINUTES

BROWARD WORKFORCE DEVELOPMENT BOARD, INC. & CAREERSOURCE BROWARD COUNCIL OF ELECTED OFFICIALS

**Partnership Meeting #235
Thursday, June 24, 2021
Ft. Lauderdale, FL 33309**

The Board and Council are reminded of the conflict of interest provisions. In declaring a conflict, please refrain from voting or discussion and declare the following information: 1) your name and position on the Board 2) the nature of the conflict and 3) who will gain or lose as a result of the conflict. Please also fill out form 8B prior to the meeting whether or not you are able to attend the meeting if you have a conflict with any agenda items.

Attendees: Mayor Josh Levy, Commissioner Tim Ryan, Mayor Dean Trantalis, Zac Cassidy, Dr. Ben Chen, Dr. Mildred Coyne, Heiko Dobrikow, Paul Farren, Cynthia Gaber, Frank Horkey, Dr. Lisa Knowles, Kevin Kornahrens, Dawn Liberta, Ismael Martinez, James Payne, Jim Ryan, Pam Sands, Bob Swindell, Marjorie Walters, and Janet Wincko.

Guests: Lovely Metellus, SYEP Monitor, Darnelle Daverman and Charlene Pou, New Horizons, Jason Kruszka, and Eugen Bold, Broward County Commission Office, Lynn Goldman, Broward Technical Colleges & Technical High Schools, Latrinsha Greaves City of Ft. Lauderdale Neighbor Leadership Academy.

Staff: Carol Hylton, Ron Moffett, Rochelle Daniels, Kim Bryant, Mark Klinecicz, Tony Ash, Javon Lloyd, Elisha Westfall, Latema King, and Amy Winer.

MISSION MOMENT

Lovely Metellus, a Summer Youth Employment Program monitor, provided the mission moment.

Heiko Dobrikow inquired if Ms. Metellus would be willing to provide a video testimonial for CSBD to use in their marketing materials. Ms. Metellus responded, yes.

PRESENTATION

To increase awareness of apprenticeships, we created three videos in 1) construction with Advanced Roofing 2) manufacturing with Decimal Engineering and 3) a "day in the life" of an apprentice.

Mr. Ash thanked board members Rick Shawbell and Zac Cassidy for reviewing drafts of the videos and providing feedback. Mr. Ash stated we have shared the videos with the Broward County Office of Economic and Small Business Development and with Broward County Public Schools (BCPS). BCPS will be sharing the videos with the students who have not yet decided their plans after high school, Talent Forge Work-based Learning Consortium, and it will be posted on the My Next Move virtual platform for seniors.

Dr. Mildred Coyne stated the videos were well done and very representative of apprenticeship programs. She requested to have the videos sent to her so she can share them with her network. Carol indicated that we would send the links to the videos that are posted on our You Tube channel.

Carol Hylton acknowledged Kevin Kornahrens and Lynn Goldman for their contributions with the apprenticeship videos.

APPROVAL OF MINUTES

Approval of the minutes of 5/27/21 Partnership Meeting #234.

On a motion made by Heiko Dobrikow and seconded by Mayor Dean Trantalis, the Broward Workforce Development Board, Inc./CareerSource Broward Council of Elected Officials unanimously approved the minutes of the 5/27/21 Partnership meeting #234.

CONSENT AGENDA

Consent Agenda items are items that may not need individual discussion and may be voted on as one item. Any member wishing to discuss an item may move to have it considered individually.

ACCEPTANCE OF CONSENT AGENDA

On a motion made by Mayor Dean Trantalis and seconded by Commissioner Tim Ryan, the Broward Workforce Development Board, Inc./CareerSource Broward Council of Elected Officials unanimously approved the Consent Agenda of 6/24/21.

1. Committee Summary

Summary of actions taken at the following meetings:

One Stop Services Committee	6/8/21
Executive Committee	6/14/21

2. Monthly Performance Report

April's data reflects that within the Big 7 Regions CSBD ranks 1st in Wagner Peyser and Veterans Entered Employment Rate (EER), and ranks 2nd in WTP EER, WTP Two Parent Participation, and WTP All-Family Participation.

REGULAR AGENDA

These are items that the Council and Board will discuss individually in the order listed on the Agenda. Individuals who wish to participate in these discussions may do so merely by raising their hands during the discussion and being recognized by the Chair. The Chair will determine the order in which each individual will speak and the length of time allotted.

NEW BUSINESS

1. Region 22 Targeted Occupations List (TOL) for Program Year 21-22

Considered approval of the TOL for PY 21-22. We sent the preliminary TOL for PY 21-22 provided by the state to local education and business stakeholders to get input and gather additional labor market data. We also held a publicly noticed meeting on 5/25 to review the occupational changes to Region 22's TOL and gather additional information. Based upon our review and community input, CSBD recommends 1) retaining 13 occupations proposed by the State for removal and 2) adding 20 new occupations. Approved at the 6/8 One Stop Services and 6/14 Executive Committee meetings. *(This is in alignment with the Board goal to maintain our role as workforce development leaders through advocacy by the board, collaboration, and providing information and intelligence to stakeholders with feedback from the community).*

Carol Hylton advised that the TOL is used to determine how we may spend training funds.

We researched the list and compared it to the Board-approved criteria. Over 50 individuals from eligible training providers, community partners, business leaders, and industry intermediaries attended the TOL meeting on 5/25. We are recommending the retention of 13 occupational titles that the State proposed for removal and the addition of 20 new occupations proposed by the state.

Carol pointed out that one of the occupations on the list we are recommending to retain is in Avionics. Sam Robbin, and the President of the Greater Miami Aviation Association, previously indicated that before the pandemic, these occupations were in high demand and they anticipate the demand will be back once the pandemic ends.

On a motion made by Pam Sands and seconded by Janet Wincko, the Broward Workforce Development Board, Inc./CareerSource Broward Council of Elected Officials unanimously approved Region 22 TOL for PY 21 – 22.

2. Accept Reemployment Services and Eligibility Assessment Program Funds

Considered the acceptance of \$220,314 in Reemployment Services and Eligibility Assessment (RESEA) funds. The funds will be used to provide mandatory career center services for the expected increase in RESEA customers. With the additional funding, the total amount received for RESEA is \$838,303. Approved at the 6/8 One Stop Services and 6/14 Executive Committee meetings. *(This is in alignment with the Board goal to align Broward County community services (social services and education) to maximize employment and work opportunities for targeted populations (veterans, youth, individuals with disabilities, older workers, and ex-offenders).*

Ron Moffett advised that RESEA customers are mandated to participate in the services of the program to continue receiving reemployment assistance. The funds will be used to support the staff, overhead, rent, office supplies, and equipment needed to increase operational capability.

On a motion made by Heiko Dobrikow and seconded by Dr. Lisa Knowles, the Broward Workforce Development Board, Inc./CareerSource Broward Council of Elected Officials unanimously approved the acceptance of the RESEA Program Funds.

3. Accept City of Dania Beach Summer Youth Funds

Considered the acceptance of \$22,114 from the City of Dania Beach to serve 7 economically disadvantaged youth ages 16-18 years old in the PY 20-21 Summer Youth Employment Program. Youth will receive three days of employability skills training and an eight-week meaningful summer work experience. Approved at the 6/8 One Stop Services and 6/14 Executive Committee meetings. *(This is in alignment with the Board goal to align Broward County community services (social services and education) to maximize employment and work opportunities for targeted populations (veterans, youth, individuals with disabilities, older workers, and ex-offenders)).*

Ms. Hylton stated that we are excited to be collaborating with the city of Dania Beach. This is the first year the city has partnered with us for the summer youth program. Their program will serve seven economically disadvantaged youth who reside within the boundaries of the city of Dania Beach. We look forward to growing our partnership.

On a motion made by Commissioner Tim Ryan and seconded by Marjorie Walters, the Broward Workforce Development Board, Inc./CareerSource Broward Council of Elected Officials unanimously approved the acceptance of the City of Dania Beach Summer Youth Funds.

4. Accept Children's Services Council Funds for Summer Youth Program

Considered the acceptance of \$2,772,408 from the Children's Services Council (CSC) to serve 817 economically disadvantaged youth ages 16-18 years old in the PY 21-22 Summer Youth Employment Program. These funds will allow us to maintain the same number of youth we served this year and offset the anticipated increase in the minimum wage. Youth will receive three days of employability skills training and an eight-week meaningful summer work experience. Approved at the 6/8 One Stop Services and 6/14 Executive Committee meetings. *(This is in alignment with the Board goal to align Broward County community services (social services and education) to maximize employment and work opportunities for targeted populations (veterans, youth, individuals with disabilities, older workers, and ex-offenders)).*

Ms. Hylton also provided an update on this year's SYEP Program. She noted that it has been a challenging year, as employers did not provide the same amount of jobs as they have in past years. She asked our partners, the chambers, municipalities, and current employers to see if they had additional positions for the youth. Ms. Hylton advised that she spoke to Sandy McDonald, Broward County Office of Economic and Small Business Development, asking if they could take additional youth this summer, and they agreed.

Ms. Hylton also thanked Board Member James Payne for assisting us with the use of two schools for our three days of employability skills training.

Mayor Dean Trantalis inquired how we allocate the job slots for the youth. Ms. Hylton explained that we do not allocate the slots, but rather we advertise for employers in Broward County to become a worksite. Youth are then matched to worksites aligned with their interests and in close proximity to their residence.

Mayor Trantalis asked whether the worksites are needed to be able to spend the funds? Ms. Hylton responded, yes but that we are confident we will be able to secure sufficient worksites for youth to expend the dollars.

Frank Horkey mentioned that several years ago Dr. Ben Chen went out and solicited cities to get additional funding. He further indicated that the cities are currently working on their budgets right now and inquired if we wanted board members to reach out for additional funding? Mayor Trantalis agreed that the cities are in their budget cycle right now, but they just do not have their final budget numbers yet. Ms. Hylton indicated she will meet with Dr. Ben Chen on the issue.

Heiko Dobrikow suggested we should reach out to the League of Cities for assistance with the SYEP. Mr. Horkey replied that Carol or he could attend one of their meetings and get on their agenda. Mayor Trantalis responded that he could find out when the next board meeting is for them.

Dawn Liberta declared a conflict and abstained from voting, as she is the chair of the Children's Services Council.

On a motion made by Marjorie Walters and seconded by Mayor Dean Trantalis, the Broward Workforce Development Board, Inc./CareerSource Broward Council of Elected Officials unanimously approved the acceptance of the Children's Services Council Summer Youth Program funds.

REPORTS

1. Apprenticeship Awareness Campaign

At the request of the Board, CareerSource Broward 1) created three (3) apprenticeship videos and 2) a digital and social media advertising campaign to increase awareness, targeting employers and those interested in exploring apprenticeship opportunities. Board members Rick Shawbell and Zac Cassidy reviewed a draft of the videos and provided feedback, which was incorporated. Apprenticeships are a proven training method benefitting both apprentices and businesses.

2. City of Dania Beach Referrals Partnership

Dania Beach Commissioner, Lori Lewellen, approached CSBD to see how we could work together to increase awareness and provide additional opportunities for Dania Beach residents to pursue marine-related careers. The city plans to utilize \$75,000 in general fund revenues to provide supportive services to ten (10) Dania Beach residents enrolled in marine-related training programs through CSBD. Each individual could receive up to \$7,500 in support to assist with items, such as transportation (to include rideshare or car purchase), childcare, and/or elderly care. We have 1) created a referral form that was approved by Dania Beach 2) trained staff on this new initiative and 3) started referring customers for additional support.

Ron Moffett stated that this is a good partnership and an example of how we can leverage funds.

Frank Horkey inquired if the city was going to administer the money themselves. Mr. Moffett responded, yes.

3. Report on Marine and Health Care Industry Employer Forums

CSBD held two (2) virtual employer forums, 1) the marine industry on 3/24 and 2) the healthcare industry on 4/27 to better understand the impacts of the COVID-19 pandemic. Each forum had a guest speaker followed by a panel discussion and open dialogue, allowing for

those in attendance to participate and share their experiences and insights. Based on the information shared at the forum, we developed specific strategies and action steps to assist employers in each of these targeted industries.

Ron Moffett stated that this is in alignment with our role as conveners for workforce services. We periodically have targeted industry meetings with employers here in Broward County. Both the Marine and Health Care Forums were very well attended. The Industries were able to share with us some of the difficulties that they have as a result of the pandemic and skill gaps they are seeing. We were able to provide employers with our solutions and to make sure they were aware of our services such as work based training like OJT. Mr. Moffett thanked the board members who attended the forums for their support.

4. Survey on In-Person Board Meetings

The survey results indicated only two (2) members wanted to begin in-person Board meetings prior to September. Additional comments indicated that virtual attendance should continue to be an option, and masks and other safety protocols should be encouraged when in-person meetings begin. Both WIOA and the Florida Statutes allow for virtual or teleconference attendance so we can meet the board members' requests.

Ms. Hylton advised that we sent a survey to the board to obtain their preference of when they would like to begin in-person meetings. The majority of members stated they would like to begin in September. Ms. Hylton indicated that members also noted that Zoom or teleconference should be available also.

Ms. Hylton indicated that both WIOA and the Florida Statutes allow for virtual or teleconference attendance so we can meet in person and also accommodate members who wish to attend the meetings remotely.

5. Janitorial Services

Our current janitorial services contract for the Administrative Office expires on 8/4. In accordance with our procurement policy, we obtained quotes from five (5) vendors, including our current provider. Our current service provider, AK Building Services, was the lowest bidder and we have been very pleased with their service. The new contract will begin on 8/5 at a cost of \$44,352, a slight increase of \$2,112 over the previous year. Because it is a single purchase of over \$10,000, it is being reported to the governing boards.

6. City of Lauderhill's Return 2 Work Week

CSBD participated in the City of Lauderhill's Return 2 Work Week that included multiple events to inform employers, job seekers, and the community of employment resources. CSBD staff conducted job-readiness workshops such as resume writing, interviewing, and professional networking. We also took part on a panel along with the Alliance to discuss challenges in the workforce and resources available to residents and business owners. Commissioner Melissa Dunn followed up to thank us for assisting in making the week a success and for our ongoing collaboration to get people back to work.

Mr. Ash advised that we participated in the City of Lauderhill's Return 2 Work Week with Commissioner Melissa Dunn. We held a virtual job fair, conducted a job-readiness workshop, and participated in a hybrid virtual town hall event.

Mr. Horkey inquired if any other cities in the targeted zip codes have asked us to assist them with returning their residents to work. Ms. Hylton responded no, but we are reaching out to them to explain the benefits of the initiative. Ms. Hylton further noted that the City of Lauderhill has employed some of the youth from our summer youth program.

7. Broward County Unemployment

The unemployment rate in Broward County was 5.2 percent in May 2021. This rate was 12.2 percentage points lower than the region's year-ago rate. In May 2021, Broward County's unemployment rate was 0.3 percentage point lower than the national rate (5.5 percent). Out of a labor force of 1,044,242, there were 54,271 unemployed Broward County residents.

Ms. Hylton stated that overall; we're continuing to see a downward trend in the unemployment rate since the height of the pandemic. This rate is roughly 12% lower than the region's year ago unemployment rate of 17.4%, which reflects the current recovery being seen in the labor market.

DEO indicated during the media call that they are seeing steady job gains in the hospitality and tourism industry across the state.

Ms. Hylton noted that The Ft. Lauderdale-Pompano and Deerfield Beach Metro Division had the second fastest annual job growth rate compared to all the metro areas in the state in leisure and hospitality (up 45%).

Mayor Trantalis asked Mr. Dobrikow if he was still having issues with hiring workers. Mr. Dobrikow responded, yes. Mr. Dobrikow stated that in his field the labor deficit is 54,300. He further stated that over the next three years a number of hotels will be built adding an additional 7,500 new rooms in the tri-county area. We are going to need a lot more workers. Lastly, he indicated that the apprenticeship program is very important as this can help fill the shortage of employees.

Ms. Hylton stated that the 54k is the need throughout the Palm Beach, Broward and Miami. The state was not able to break down the data to the individual county.

MATTERS FROM THE CAREERSOURCE BROWARD COUNCIL

None

MATTERS FROM THE BOARD

None

MATTERS FROM THE FLOOR

None

MATTERS FROM THE PRESIDENT/CEO

We are conducting an onsite, recruitment event at the Margaretville Beach Resort in July. This is one of the strategies of the hospitality task force to go on-site, to showcase the property, and perks to jobseekers. Heiko Dobrikow has also recommended that we, along with Palm Beach and Miami regions join the South Florida Business Council Tourism Embassy Board.

Ms. Hylton reminded the board members to submit their Financial Disclosure forms to the Supervisor of Elections as they are due July 1. There is a \$25 per day late fee.

We have seen a 54% uptick in foot traffic in the centers. We went from 3,588 monthly visits to over 5,500 visits. Not including the virtual services, we provide.

Broward College has received a transformational gift of 30 million from Mackenzie Scott and her husband. The gift will support the Broward Up program.

Dr. Mildred Coyne stated they are overwhelmed and very excited.

ADJOURNMENT 1:00 PM

<p><i>THE NEXT BROWARD WORKFORCE DEVELOPMENT BOARD/CAREERSOURCE BROWARD COUNCIL MEETING IS SCHEDULED FOR 7/22/21 AT 12:00 P.M. to 2:00 P.M.</i></p>
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Memorandum #02 – 21 (Exec)

To: Broward Workforce Development Board, Inc./CareerSource Broward Council of Elected Officials

From: Carol Hylton, President/CEO

Subject: Board Committee Summary

Date: July 13, 2021

SUMMARY

This memorandum provides a summary of the Board Committees activity for July 2021.

DISCUSSION**Employer Services (ES) Committee – 7/6/21**

ES Committee Goal: To provide a broad range of workforce information, job matching and employee training services customized to meet industry demands; develop initiatives that educate employers on best practices critical for maintaining a strong; stable workforce; foster collaborative partnerships with the business community.

Chair: Jim Ryan

On 7/6/21, the ES Committee met to discuss and approve:

- Minutes of the 5/3/21 ES Committee meeting
- PY 21 – 22 CareerSource Broward Marketing and Communications Plan
- Employer Seminars; and,
- PY 21 – 22 Employer Services Strategic Planning Matrix.

Reports presented to the committee included: Technology and Construction Industry Employer Forums, Hospitality Industry Survey Results, Employer Services Info graph May 2021 – June 2021, Apprenticeship Awareness Campaign and Broward County and Florida Unemployment Information.

The next ES Committee meeting is scheduled for Wednesday. 9/1/21.

Audit Committee Meeting – 7/12/21

Audit Committee Goal: To discuss and recommend audit monitoring protocols, establish policies and procedures, provide monthly update and trend reports.

Chair: Kevin Kornahrens

On 7/12/21, the Audit Committee met to discuss and approve:

- Minutes of the 2/8/21 Audit Committee meeting
- Renewal of Audit Agreement with Anthony Brunson, P.A.; and,
- PY 21 – 22 External Monitoring contract renewals.

Reports presented to the committee included: Budget vs. Expenditure Report, Taylor Hall Miller Parker, PA, Program Monitoring Report #1 PY 20-21 Issued 2/21, Taylor Hall Miller Parker P.A. Program Monitoring Report #2 PY 20-21 Issued 4/21, Cherry Bekaert LLP Fiscal Monitoring Report #2 PY 20-21 Issued 4/21, and Department of Economic Opportunity Program and Fiscal Monitoring Reports issued 3/31/21.

The next Audit Committee meeting is TBD.

Executive Committee Meeting – 7/12/21

Executive Committee Goal: Responsible for oversight of all functions including membership nomination, bylaws, officers, Board structure and functions, and CSBD human resource policy. Membership is made up of the Board officers, Chairs of each of the committees, and recent past chairs.

Chair: Frank Horkey

On 7/12/21, the Executive Committee met to discuss and approve:

- Minutes of the 6/14/21 Executive Committee meeting
- Renewal of Audit Agreement with Anthony Brunson, P.A.
- PY 21 – 22 External Monitoring contract renewals
- PY 21 – 22 CareerSource Broward Marketing and Communications Plan; and,
- One-Stop Center Hours of Operation and Holiday Schedule.

Reports presented to the committee included: Hospitality Task Force Survey Results, General Fund Balance, Budget vs. Expenditure Report, Cherry Bekaert LLP Fiscal Monitoring Report #2 PY 20-21 Issued 4/21, Taylor Hall Miller Parker, PA, Program Monitoring Report #1 PY 20-21 Issued 2/21, Taylor Hall Miller Parker P.A. Program Monitoring Report #2 PY 20-21 Issued 4/21, Department of Economic Opportunity Program and Fiscal Monitoring Reports issued 3/31/21, and Technology and Construction Industry Employer Forums.

The next Executive Committee meeting is scheduled for Monday, 9/13/21.

RECOMMENDATION

None. For informational purposes only.



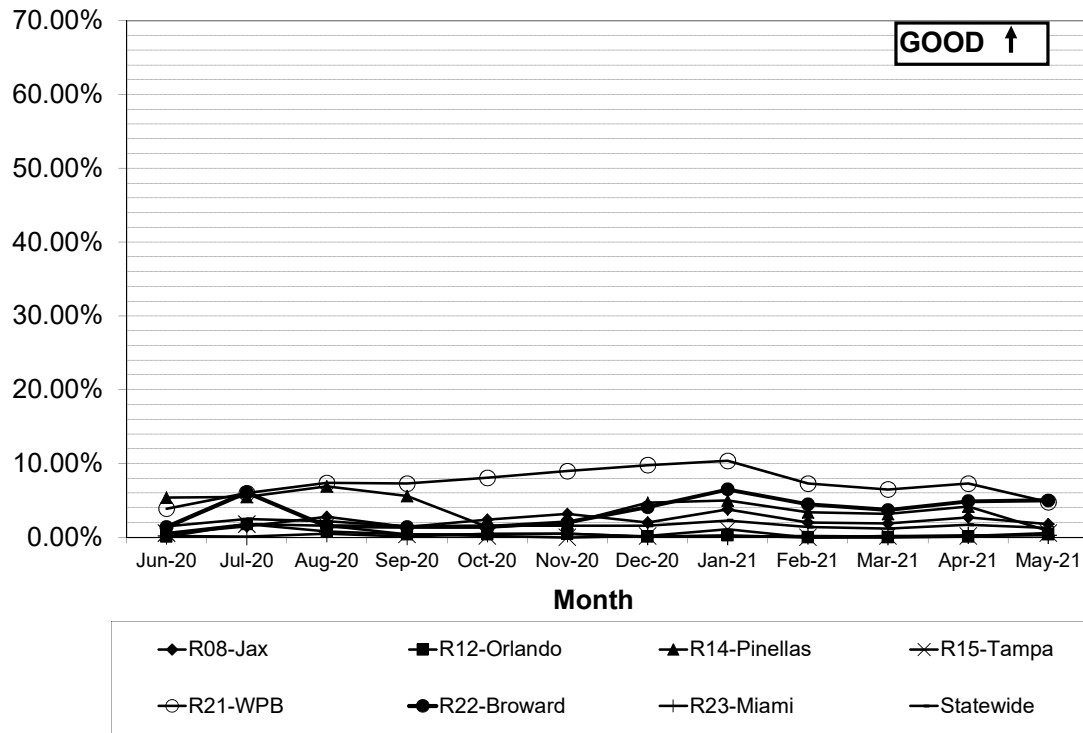
Performance Report

**Month-to-Month Rolling 12 Month Period &
Program Year-to-Date as of May 2021**

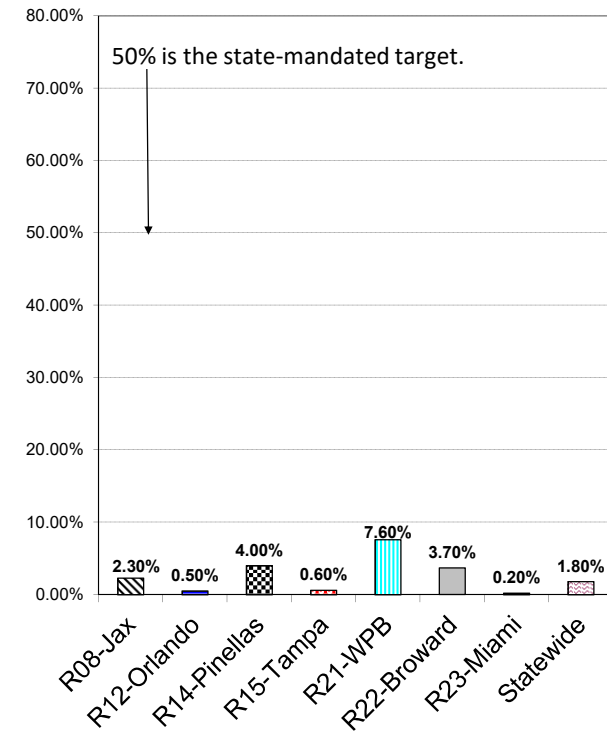
Entered Employment Rate for the Month of May 2021 across all Big Seven Regions								
	WTP		Wagner-Peyser		Veterans		WIOA Adult/DW	
Region 8 - Jacksonville	41.30%	↓	25.30%	↓	21.70%	↓	65.40%	↓
Region 12 - Orlando	42.70%	↓	30.50%	↓	37.50%	↑	66.10%	↑
Region 14 - Pinellas	55.60%	↑	23.00%	↓	20.00%	↓	100.00%	—
Region 15 - Tampa	24.80%	↓	24.80%	↓	31.30%	↑	52.00%	↓
Region 21 - WPB	47.20%	↓	34.50%	↓	33.30%	↓	58.50%	↑
Region 22 - Broward	58.20%	↑	73.50%	↑	72.70%	↑	74.70%	↑
Region 23 - Miami	44.20%	↓	20.60%	↓	10.50%	↓	43.20%	↓
Statewide	44.30%	↓	26.30%	↓	28.20%	↓	44.00%	↑
Note: Arrows indicate direction of change since previous month's figures. Flat line indicates no change.								
Legend / Abbreviation Key		WTP	Welfare-Transition Program		DW	Dislocated Worker		
		WIOA	Workforce Innovation and Opportunity Act					

Welfare Transition Program (WTP) All-Family Participation Data for the Big 7 Regions

Month-to-Month Participation Rate for Rolling 12 Month Period

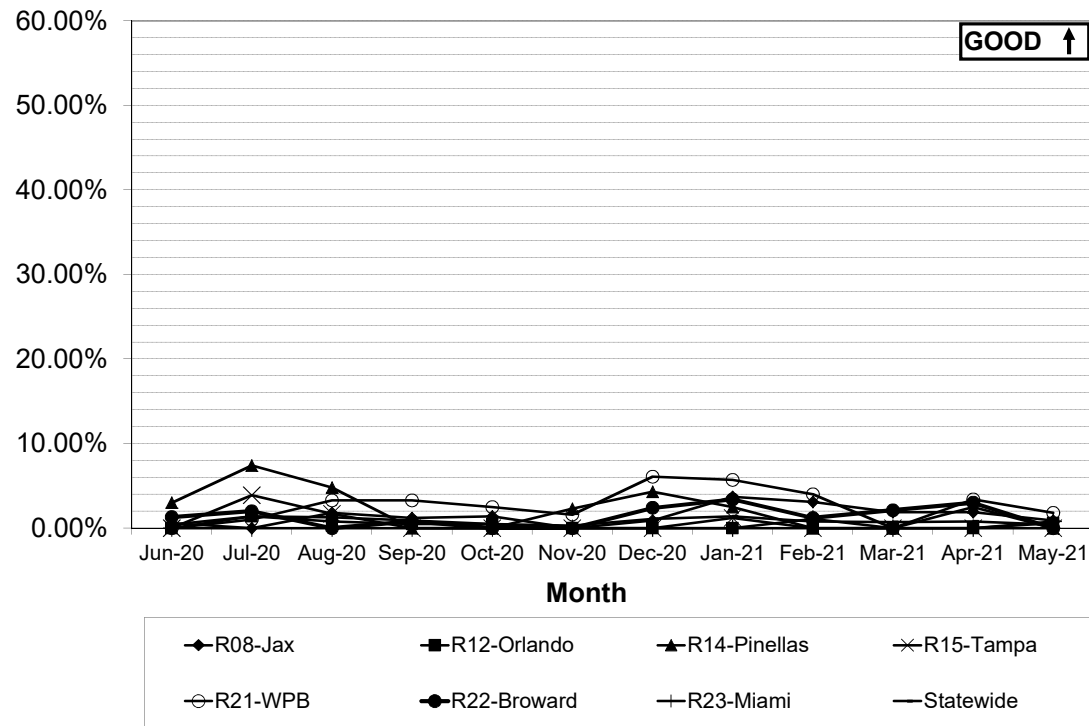


**Program Year-to-Date (YTD)
Participation Rate as of May 2021**

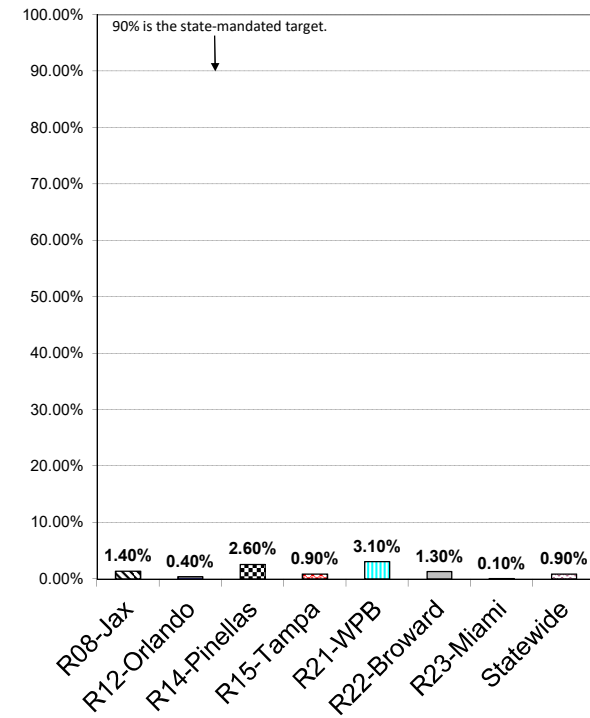


Welfare Transition Program (WTP) Two-Parent Family Participation Data for the Big 7 Regions

Month-to-Month Participation Rate for Rolling 12 Month Period

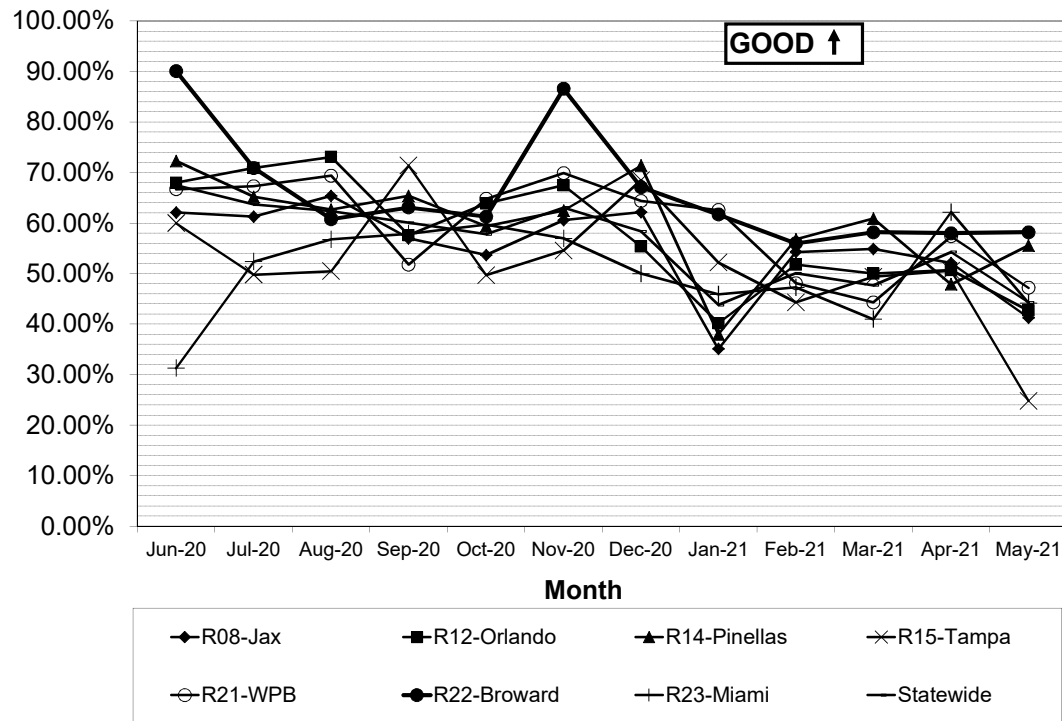


Program Year-to-Date (YTD) Participation Rate as of May 2021

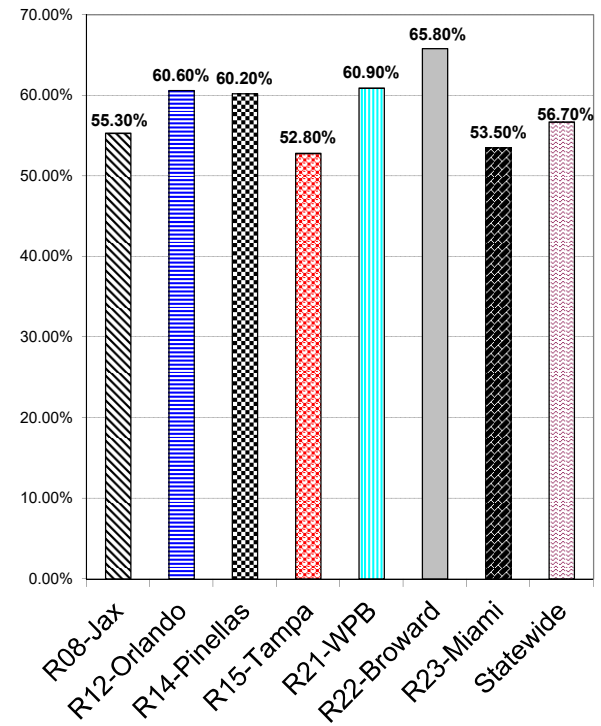


Welfare Transition Program (WTP) Entered Employment (EE) Data for the Big 7 Regions

Month-to-Month EE Rate for Rolling 12 Month Period



Program Year-to-Date (YTD) EE Rate as of May2021

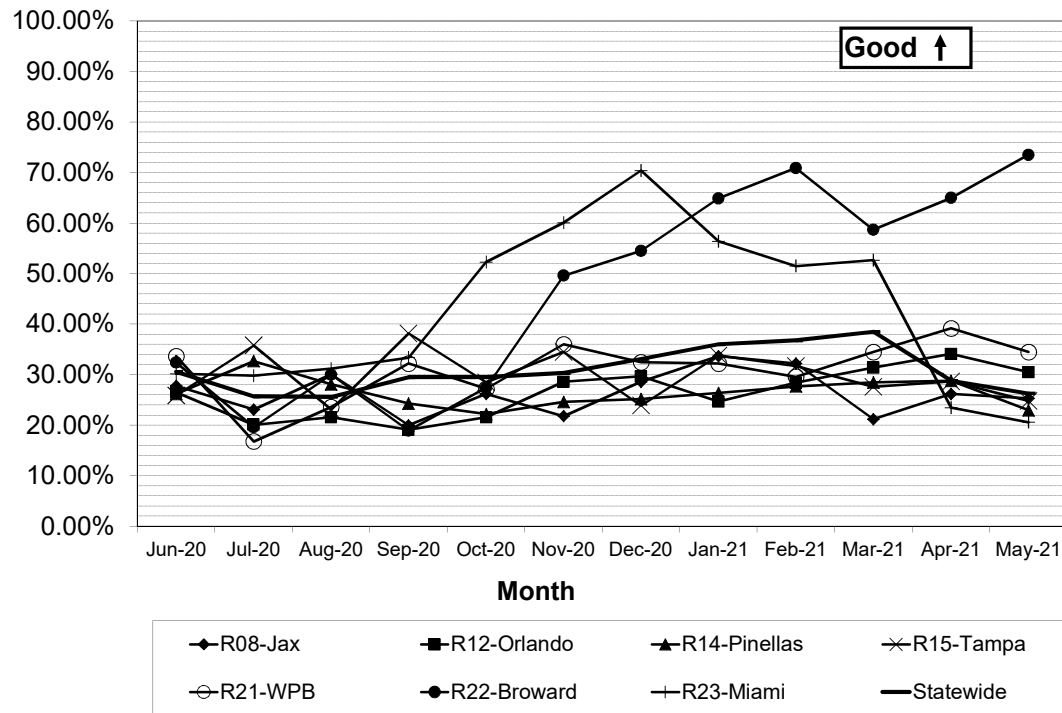


Analysis of Welfare Transition Program (WTP) Performance

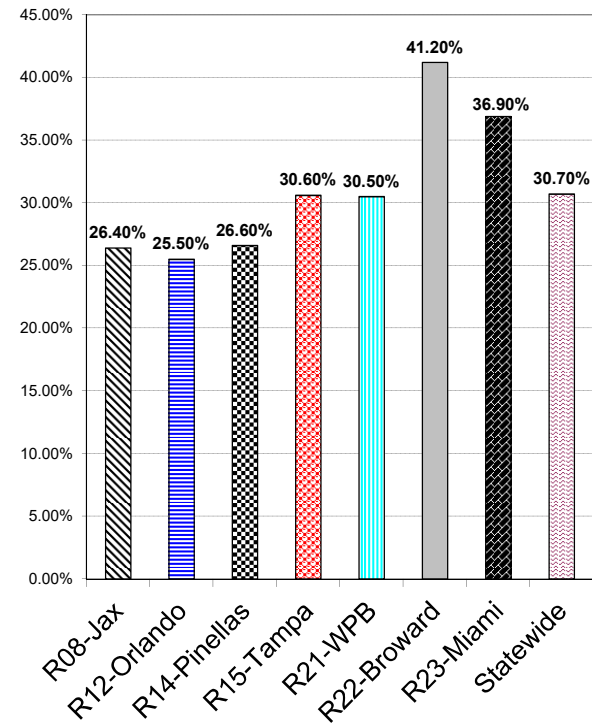
WTP Program Performance At-A-Glance	Measure	Goal	Month (May)	PYTD
	All Family Participation	50%	5.0%	3.7%
	Two-Parent Family Participation	90%	0.0%	1.3%
	Entered Employment Rate (EER)	39%	58.2	65.8
Current Situation and Performance Summary	<p>WTP is ranked 1st year to date for the Entered Employment Rate.</p> <p>Because of the Covid-19 Pandemic, participation in mandatory work activity requirements was waived for WTP participants. The waivers ended on 5/31/21.</p>			
Strategies and Action Steps	<ul style="list-style-type: none"> We are planning a WTP focused job fair for August. To ensure the event is a success, we are starting by assessing the WTP customers' skills and employment goals. Next we will invite employers who match this population's needs. Our goal is to get customers employed quickly so that they do not exhaust the cash assistance time limit. We have purchased a new tool through The Dan Marino Foundation to offer virtual mock interviews to our WTP job seekers. Although, in the past we have assisted customers with mock interviews in-house, customers will now have the ability to practice interviewing through virtual scenarios with avatars exhibiting varied attitudes and operating in several different worksite environments. This will help many job seekers build confidence in their interviewing skills and assist with gaining employment. 			

Wagner-Peyser (WP) Program Entered Employment (EE) Data for the Big 7 Regions

Month-to-Month EE Rate for Rolling 12 Month Period



Program Year-to-Date (YTD) EE Rate as of May 2021

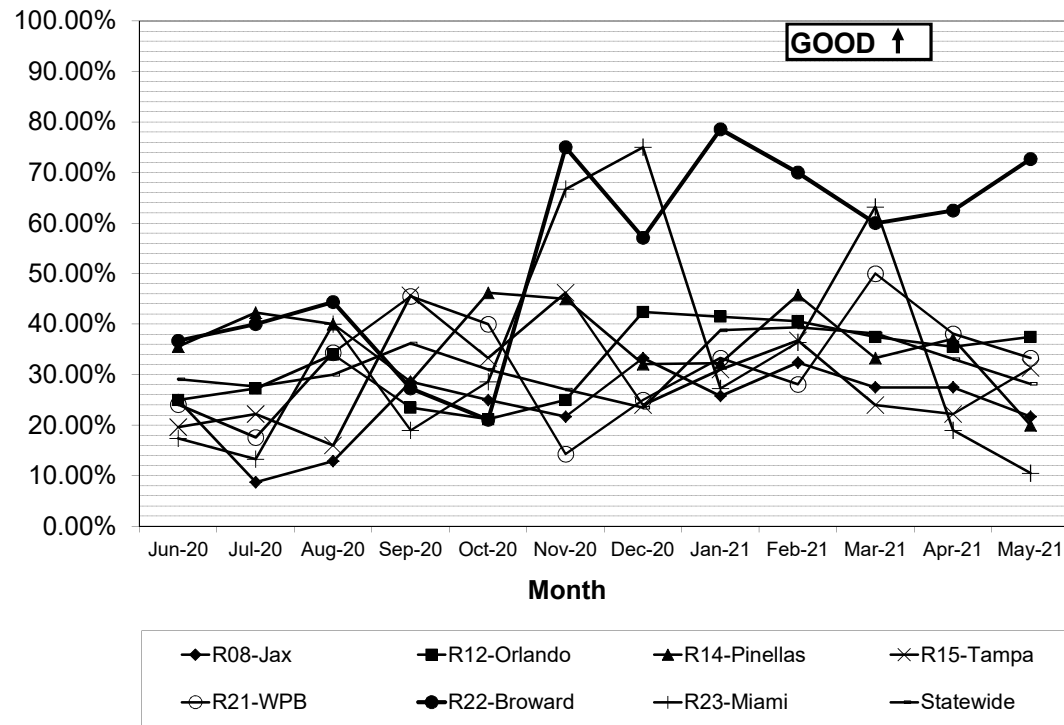


Analysis of Wagner-Peyser (WP) Performance

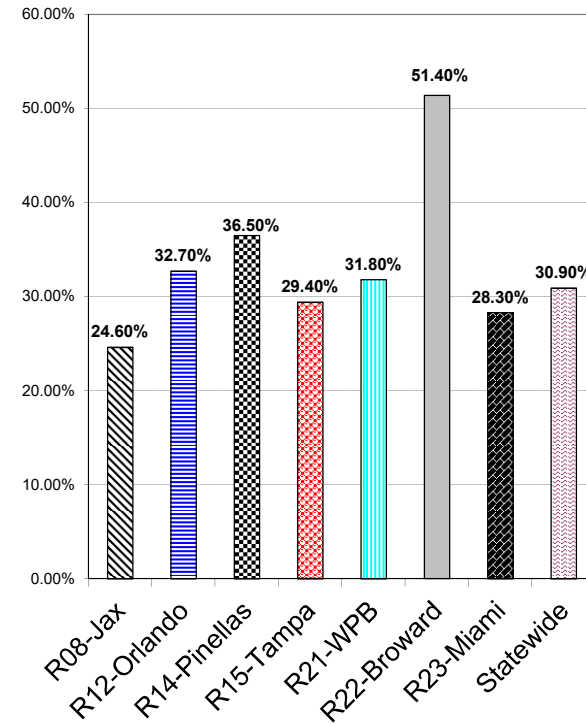
WP Program Performance At-A- Glance	<u>Measure</u>	Performance*	
		Month (May)	PYTD
	Entered Employment Rate (EER)	73.5%	41.2%
	*Please note: The performance detail is based on the Monthly Management Report (MMR). Due to lagging data, our true YTD rate will adjust at the end of the program year.		
Current Situation and Performance Summary	In May, CareerSource Broward was ranked 1 st out of the big 7 regions for the month and also moved into 1 st place, year-to-date, including exceeding Florida's average year-to-date entered employment rate.		
Strategies and Action Steps	<p>To increase services to job seekers and to improve our entered employment rate, we implemented the following:</p> <ul style="list-style-type: none"> • We have streamlined the process to match job seeker skill sets and their target occupational goals to employers that are conducting employer recruitment events that are held both virtually and in person. • In order to strengthen the customer and Placement Specialist relationship, customers are now assigned to a specific specialist for the duration of their job search. As a result customers are more inclined to keep in contact with us. • Coordinating the Margaritaville Hollywood Beach Resort Job Fair. Job seekers will have the opportunity to apply for immediate openings in the Hospitality Industry. The event will be held at the employer's site on July 21st. 		

Veterans' Entered Employment (EE) Data for the Big 7 Regions

Month-to-Month EE Rate for Rolling 12 Month Period



Program Year-to-Date (YTD) EE Rate as of May 2021

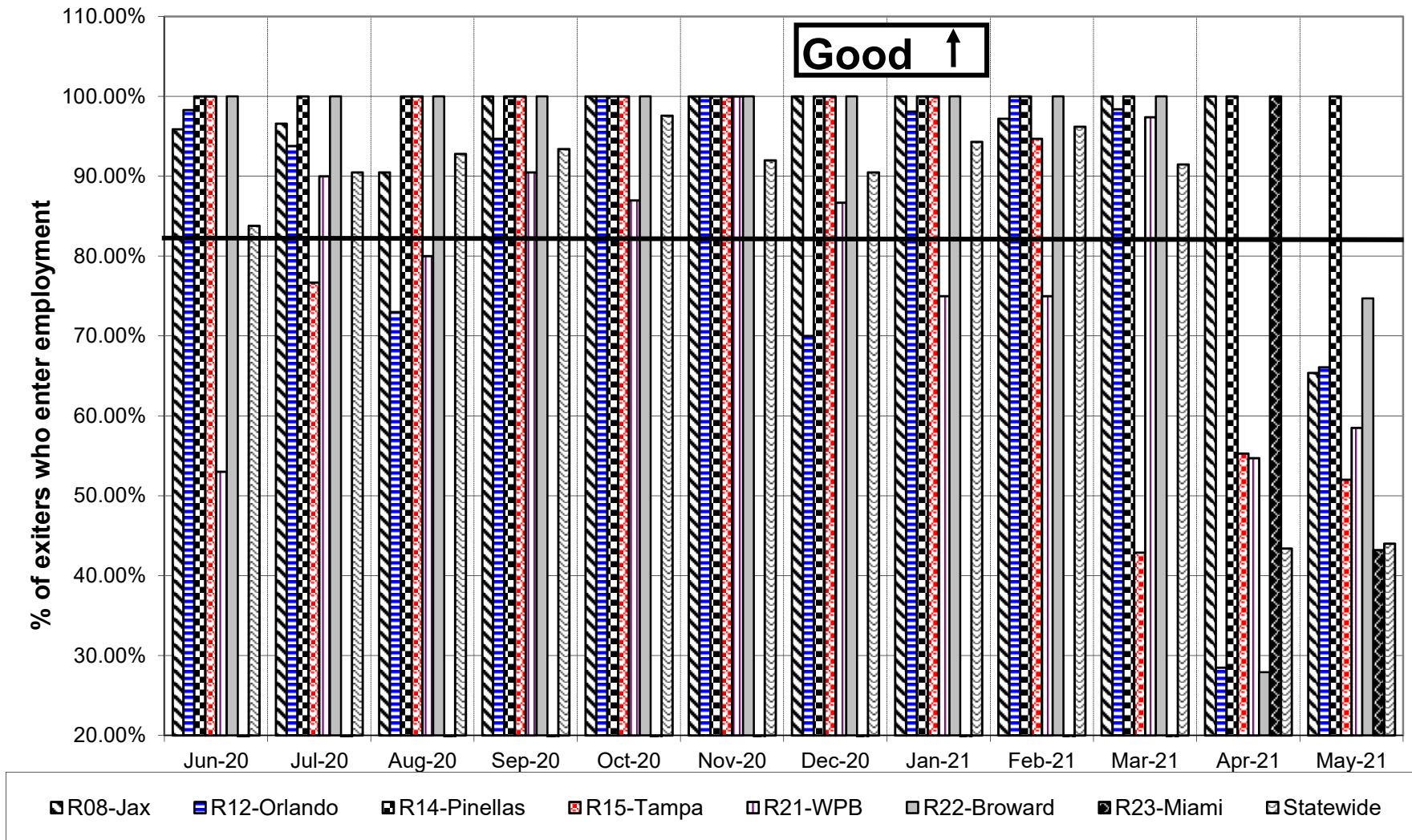


Analysis of Veterans' Performance

Veterans' Program Performance At-A- Glance	Measure	Performance	
		Month (May)	PYTD
	Entered Employment Rate (EER)	72.7%	51.4%
Current Situation and Performance Summary	In relation to the big 7 regions, CareerSource Broward ranks 1 st for the month and is 1 st Program Year-To-Date for Entered Employment Rate.		
Strategies and Action Steps	<p>To increase our outreach to veterans in the community and entered employment rate, we have implemented the following:</p> <ul style="list-style-type: none"> • Created a strong social media presence by engaging veterans through our CSBD Veterans Services Twitter account. This was established during the Covid-19 pandemic to educate veterans and employers on job opportunities, workshops, share success stories and available resources. Being able to engage customers on our social media platforms has caused a positive increase in veterans requesting services. • CSBD held a meeting with the Top Gun Fighters Foundation to discuss strategies to educate veterans on CSBD's services prior to the veterans exiting the armed services. The Top Gun Fighters Foundation works with all of the 6 branches of the military and assists veterans' re-entry back to civilian life. Creating a referral process with this foundation will allow the veterans to receive information on CSBD services early and thus increase our pool of job ready veterans to match with job opportunities. 		

Comparison of the Workforce Innovation and Opportunity Act (WIOA) Entered Employment Rate for Adult & Dislocated Workers across the 7 largest Regions in Florida for the Rolling 12 Month Period

.Note: Data presented as bar graph due to strong overlap of all regions in the near-100% range



Analysis of Workforce Innovation and Opportunity Act Adult and Dislocated Worker Performance

WIOA Program Performance At- A- Glance	<u>Measure</u>	Performance	
		Month (May)	PYTD
	Entered Employment Rate	74.7%	74.4%
Current Situation and Performance Summary	<p>For the month of May CSBD's average placement wage was \$29.24 per hour for Dislocated Workers and \$22.82 per hour for Adults, which is 188% and 147% respectively of our goal.</p> <p>Program year-to-date, CSBD has enrolled 453 WIOA Adult and DW customers into training programs. This includes traditional classroom training and work-based training via Internships and On-the-Job Training.</p>		
Strategies and Action Steps	<p>To increase our entered employment rate, ITA completion rate and customer engagement:</p> <ul style="list-style-type: none"> • Staff is working with our training providers to establish a Success Coach Desk Guide that will outline the resources available at the schools and in the community should the customer find they are struggling academically. This can include tutoring, special classes, labs, and mentorship. • Informed education partners about the skill gaps we learned from the industries forums to allow them to determine what additional steps they can take to address the gaps. We are also working with the providers to refer their skilled graduates to the employers • To increase engagement we prepared for the anticipated increase in traffic at the centers due to the waiver lift by cross training staff in all departments so they are able to better guide customers to the appropriate program within the centers. 		



CareerSource Broward Administrative Office
2890 West Cypress Creek Road • Fort Lauderdale, FL 33309 • (954) 202-3830

June 23, 2021

CareerSource Florida, Inc.
PO Box 13179
Tallahassee, FL 32317

Re: Letter of Support for Berkowitz Pollack Brant Advisors + CPAs

CareerSource Broward supports the Berkowitz Pollack Brant Advisors + CPAs' Quick Response Training grant application. The grant will assist Berkowitz Pollack Brant in the creation of 51 new jobs over the next 12 months with an average yearly salary of \$85,471. The training will be in Accounting, Audit & Attest Services, Tax, Business and Financial Accounting.

CareerSource Broward supports job creation while ensuring that Broward County's workforce is prepared to meet today and tomorrow's challenges.

Sincerely,

Carol Hylton

Carol Hylton
President/CEO
CareerSource Broward

Dean Trantalis
Mayor, City of Fort Lauderdale
Chair
CareerSource Broward
Council of Elected Officials

Tim Ryan
Commissioner
Board of County Commissioners
Vice-Chair
CareerSource Broward
Council of Elected Officials

Josh Levy
Mayor, City of Hollywood
Chair Pro Tem
CareerSource Broward
Council of Elected Officials

Frank Horkey
Chair
Broward Workforce
Development Board Inc.

Carol Hylton
President/CEO
CareerSource Broward

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All voice telephone numbers on this document may be reached by persons using TTY/TDD equipment via the Florida Relay Service at 711.



CareerSource Broward Administrative Office
2890 West Cypress Creek Road • Fort Lauderdale, FL 33309 • (954) 202-3830

June 23, 2021

CareerSource Florida, Inc.
PO Box 13179
Tallahassee, FL 32317

Re: Letter of Support for Stryker Orthopedics

CareerSource Broward support the Stryker Orthopedics' Quick Response Training grant application. The grant will assist Stryker Orthopedics in the creation of 146 new jobs over the next 12 months with an average yearly salary of \$102,844. The training will be in the robotics design, build and manufacturing processes.

CareerSource Broward supports job creation while ensuring that Broward County's workforce is prepared to meet today and tomorrow's challenges.

We thank you in advance for your consideration to this proposal.

Sincerely,

Carol Hylton

Carol Hylton
President/CEO
CareerSource Broward

Dean Trantalis
Mayor, City of Fort Lauderdale
Chair
CareerSource Broward
Council of Elected Officials

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Memorandum #01-21 (LS)

To: Broward Workforce Development Board, Inc./CareerSource Broward
Council of Elected Officials

From: Carol Hylton, President/CEO

Subject: Renewal of the Agreement with Anthony Brunson, PA for Audit Services

Date: July 13, 2020

SUMMARY

Consideration of renewal of the Agreement between CareerSource Broward (CSBD) and Anthony Brunson, PA, at a fee of \$33,000 for the conduct of the Fiscal Year 20 - 21 audit. Staff was satisfied with their services last year. This will be the third of four renewals under their contract. Approved at the 7/12 Audit and Executive Committee meetings.

BACKGROUND

Our current agreement with Anthony Brunson PA, the firm we engaged to perform our annual audit expires in September.

DISCUSSION

CSBD staff and its governing boards were satisfied with the conduct of the audit last year by Anthony Brunson, PA. Mr. Brunson agreed to complete this year's Audit for \$33,000, the same rate as last year. This will be the third of four renewals under their contract.

RECOMMENDATION

Consideration to renew the agreement for audit services with Anthony Brunson, PA for the Fiscal Year 20 - 21 audit at a cost of \$33,000 the same rate as last year.

Memorandum #02 – 21 (LS) Revised

To: Broward Workforce Development Board, Inc./CareerSource Broward Council of Elected Officials

From: Carol Hylton, President/CEO

Subject: Renewal of External Monitoring Contracts for PY 21 - 22

Date: July 13, 2021

SUMMARY

Consideration to renew the contracts with Taylor Hall Miller Parker, P.A. (THMP) and Cherry Bekaert, LLP (CB) for PY 21 - 22 program and fiscal year monitoring respectively. The cost of the renewal for 1) THMP for 3 visits at \$28,000 per visit will be \$84,000 and 2) CB for 3 visits at \$22,500 per visit will be \$67,500, both at the same cost as last year. Members of the Audit and Executive Committee supported continuing the current number of monitoring visits as it has had a positive effect on improving our performance in State and annual audits. Approved at the 7/12 Audit and Executive Committee meetings.

BACKGROUND

CSBD contracts for external monitoring to execute the oversight responsibilities of the governing boards. The cost of the services required CSBD solicit quotes in accordance with its procurement policy. We received 2 quotes and it was decided to split the monitoring services into two (2) separate contracts one for program and the other for fiscal monitoring between the two responders THMP and CB.

CSBD entered into a contract for program monitoring with 1) THMP at a cost of \$28,000 per visit for 3 visits for a total of \$84,000 per year and for fiscal monitoring with 2) CB at a cost of \$22,500, per visit for 3 for a total of \$67,500 per year. The contracts were written for one year, renewable for 4 one year periods. October 1, 2021 – September 30, 2022 is the last renewal period under the original procurement for these services.

DISCUSSION

THMP and CB have been conducting program and fiscal monitoring pursuant to their contract. The reports are timely and in a format approved by staff and the Audit Committee. Over the past few years, the reports indicate a low level of findings. DEO State reports have also had a low level of findings and other non-compliance issues.

The Audit Committee indicated a desire to discuss whether to continue monitoring at the current level of 3 program and 3 fiscal monitoring visits per year. To assist the committee a chart was provided summarizing the findings over the past few years. Staff also did some research on cause and effect. We determined that number and frequency of the monitoring visits is a direct contributor to fewer findings based on the "Hawthorne" effect.

The “Hawthorne” effect refers to how an individuals’ behavior is impacted when they know they are being observed. This leads to the conclusion that because staff knows their files will be monitored they respond by being more careful in their data entry. Staff takes great pride in the clean monitoring reports.

Members of the Audit and Executive Committee supported continuing the current number of monitoring visits as it has had a positive effect on improving our performance in State and annual audits. During discussion at the Executive Committee, members expressed that eliminating one of the monitoring’s would be detrimental to our ability to quickly spot and provide corrective actions and approved a motion to continue with the same number of visits as in previous years.

RECOMMENDATION

Approve the renewal for 1) THMP for 3 visits at \$28,000 per visit for a total of \$84,000 and 2) CB for 3 visits at a cost of \$22,500 per visit for a total of \$67,500, both at the same cost as last year.

Attachment to Memo #02 – 21 (LS)

Program and Fiscal Monitoring Over the Past 3 Years

PROGRAM MONITORING

Program Year	Monitor	# of Visits	# Files Reviewed	# of Elements	# Findings	Error Rate
18-19	THMP	3	533	17,731	13	.07%
19-20	THMP	3	528	22,224	30	.14%
20-21	THMP	2	360	14722	24	.16%

DEO PROGRAM MONITORING

Program Year	Monitor	# of Visits	# Files Reviewed	# of Elements	# Findings /Non Compliance	Error Rate
18 - 19	DEO	1	241	9,653	7 / 7	.15%
19 - 20	DEO	2	218	5852	9 / 7	.27%
20 21	DEO	No Report	Issued Yet			

FISCAL MONITORING

Program Year	Monitor	# of Visits	# Files Reviewed	# of Elements	# Findings	Error Rate
18-19	CB	3			0	
19-20	CB	3			0	
20-21	CB	2			0	

Note: THMP and CB will conduct another visit for PY 20-21.

DEO FISCAL MONITORING

Program Year	Monitor	# of Visits	# Files Reviewed	# of Elements	# Findings /Non Compliance	Error Rate
18-19	DEO	1			0	
19 - 20	DEO	1			0	

As can be seen from the above the THMP and CB monitorings have contributed to very few findings in the DEO Reports.

Memorandum #01 – 21 (Exec)

To: Broward Workforce Development Board, Inc./CareerSource Broward Council of Elected Officials

From: Carol Hylton, President/CEO

Subject: One Stop Center Hours of Operation and Holiday Schedule

Date: July 13, 2021

SUMMARY

The Master Agreement (MA) between CareerSource Broward (CSBD) and the Florida Department of Economic Opportunity requires the governing boards' annual approval of the 1) one-stop center hours of operation and 2) the CSBD holiday schedule. There are no changes to our hours of operation or our holidays. Approved at the 7/12 Executive Committee meeting.

BACKGROUND

The Master Agreement with the State requires us to get our governing board's approval for our hours of operation and holiday schedule at the start of each program year.

DISCUSSION

Below is our One-Stop Center hours of operation and our holiday schedule.

One-Stop Centers – Hours of Operation For PY 21-22

M-TH 8:00 a.m. – 6:00 p.m.

FRI 8:00 a.m. - 5:00 p.m.

The CSBD Holiday Schedule

The state requires that we align our holidays with a federal, state, or county authority. Our holidays are aligned with Broward County.¹

The Broward County Holiday Schedule		
New Year's Day	Independence Day	Day After Thanksgiving
Martin Luther King, Jr. Day	Labor Day	Christmas Day
Presidents' Day	Veterans Day	2 Personal days (regular employees)
Memorial Day	Thanksgiving Day	

RECOMMENDATION

Approval of 1) The One-Stop Centers hours of operation and 2) alignment of the CSBD holidays with Broward County's Holiday schedule.

¹ As many of our governing board members are aware the federal government has declared Juneteenth a new federal holiday. At this time the County has not added Juneteenth to its holiday schedule. If it does we will bring the holiday schedule back to the governing boards for consideration.



Marketing & Communications Strategic Plan

Program Year 21/22

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Exhibit: Examples of Marketing Tactics in PY 20/21	10 – 14

Executive Summary

CareerSource Broward (CSBD), the administrative entity of the Broward Workforce Development Board, is committed to adapting its services to changing economic climates, identifying and capitalizing on business trends and perhaps, most importantly, serving as a successful business model for regional partners and the community as a whole.

The marketing & communications strategic plan for PY 21/22 focuses on specific efforts that support 1) recovery 2) restructuring and 3) resilience when it comes to Broward County's labor force and economy.

Strategies include enhanced community outreach and educational campaigns, targeted marketing to distressed communities and collaboration with core partners such as industry associations, chambers of commerce, local municipalities and additional key stakeholder groups.

Messaging centered on available workforce services for employers and job seekers will be delivered through established media relations, print marketing, social media and the agency's website. These effective forms of communication give CSBD the opportunity to increase its brand awareness throughout the region, while also ultimately achieving the vision and mission of the organization and improving performance.

Vision

To be the premier workforce agency facilitating better jobs and providing quality workers that enhances the quality of life and builds a sustainable economy for Broward County.

Mission

To provide innovative solutions through the professional delivery of quality services, which consistently and effectively meet workforce needs.

Organizational Goals

The organizational goals identified for CSBD by our governing boards are:

1. Improve the sustainability of the workforce system through increased funding, efficiency, technology, and relevancy.
2. Maintain our role as workforce development leaders through advocacy by the board, collaboration, and providing information and intelligence to stakeholders with feedback from the community.
3. Encourage employers by engaging and identifying their needs, and educating and connecting them to the workforce system to produce innovative workforce solutions.
4. Encourage job seekers to choose CSBD for comprehensive employment, education and training services, and to connect them to the workforce system using the state's job bank.

5. To align Broward County community services (social services and education) to maximize employment and work opportunities for targeted populations (veterans, youth, individuals with disabilities, older workers, and ex-offenders).
6. Develop and utilize a legislative agenda to improve employment services and opportunities in Florida.
7. To anticipate political, environmental, and economic changes in the near and long-term future and prepare for those changes.

Communications Strategy

1. Be responsive to changing communication trends.
2. Ensure all marketing and communication material is in compliance with the guidance defined in the CSBD Brand Standards Manual.
3. Expand our use of the media through press releases, pitching human interest stories, and public service announcements.
4. Responsibly incorporate social media, video, and digital outreach.
5. As the Broward County's workforce development agency, be consistent and intentional in disseminating information and content relevant to workforce-related topics to the local community.
6. Maximize the website as CSBD's electronic storefront, incorporating testimonials to tell the story of what the organization stands for and offers its key stakeholders and general public.

Target Audiences

1. CEOs and Business Owners
2. Human Resources Professionals
3. Job Seekers
4. Broward Workforce Development Board Members
5. CSBD Employees
6. Elected officials and the legislative delegation
7. Trade and Industry Representatives
8. Media

9. Chambers of Commerce
10. WIOA Core Partners
11. Municipalities
12. Veterans Groups
13. Community and education partners

Key Messages

The key messages we want CSBD's target audiences to hear as a result of the activities in this plan are:

1. CSBD is Broward County's premiere workforce agency and has a diverse pipeline of talent in its job seeker pool including veterans, white-collar, blue-collar, etc.
2. Ongoing programs and resources are available for Broward County job seekers and employers to assist with pandemic-related recovery efforts.
3. CSBD's portfolio of workforce solutions are designed to support employers with their recruiting and work-based training needs, such as on-the-job training and registered apprenticeships.
4. Success stories experienced between CSBD and Employers/Job Seekers/Community Partners

Communications Tactics

1. Media Relations: Continuous engagement with local media outlets is absolutely crucial for helping to brand and promote any organization. News releases and media alerts will be distributed through CSBD's communications office, with the senior communications manager taking the lead of drafting, writing and distributing releases for events. This tactic also allows the organization to pitch newsworthy stories to members of the media and general public – giving more positive exposure related to the service and resources CSBD provides.
2. Digital / Online Marketing Initiatives: Digital marketing is a cost-effective method for reaching a wide audience. An email or social media campaign, for example, can transmit a marketing message to consumers for the smallest fraction of the cost of a TV ad or print campaign, and potentially reach a wider audience. Through the use of electronic eBlasts, Google Ads, social media ads, digital invitations, video and more, CSBD will be able to position itself for success, as it relates to spreading the word.

3. **Social Media:** Social media continues to be a major focus and growing component of the Internet, with more users signing up for social media accounts every day. CSBD can use its existing social media outlets (Facebook, Twitter, Instagram, YouTube, LinkedIn) as an opportunity to reach its stakeholders and target audience to promote news, events, programs and other resources, as part of a larger communications effort.
4. **Website:** In today's ever-changing business climate, it is imperative that organizations have a user-friendly website in order to distribute, post and make public information that will benefit its stakeholders and target audience. CSBD's website (www.careersourcebroward.com) will be the main source of general information related to the organizations' programs, services and initiatives. The website will be relevant and SEO-friendly, making CSBD easier to find in online search results.
5. **Print Marketing Materials:** Along with a solid online presence, print design will be essential to CSBD's success. Print is still an effective, widely used form of marketing and will continue to be so for years to come. CSBD will continue to create visually pleasing marketing materials (flyers, brochures, invitations, infographics, etc.) that will help tell the value of the organization to stakeholders and the community.
6. **Photography / Video:** Having good-quality and high-resolution photos gives CSBD the tool it needs to showcase events, staff and other important subjects related to ongoing services in the community. We plan to use more photography and video testimonials in our digital marketing initiatives.

Key Focus Areas and Objectives

- A. Media Relations:** Continue to strengthen relationships with the media.
 - Proactive and interactive media relations initiatives that result in increased exposure of CSBD programs and services.
 - Maintain timely response to media inquiries.
- B. Marketing Campaigns:** Execute timely marketing campaigns through print, radio, digital and social media platforms.
 - Create and implement marketing campaigns that reach CSBD's targeted audience promoting CSBD's various programs and/or services. In addition to marketing our standard services, campaigns will be developed:
 - targeting customers in the distressed communities
 - to employers about the benefits of serving as a worksite for the Summer Youth Employment Program
 - to help local municipalities recognize the opportunity to partner with us to assist their unemployed and underemployed residents with employment and occupational training using funds from the American Rescue Plan.

C. Social Media: Intentional and consistent use of social media platforms to expand awareness.

- Use Twitter, Facebook, Instagram, and LinkedIn for distributing relevant and timely information.
- Continue to increase the number of Twitter, LinkedIn and Instagram followers and Facebook “Likes.”
- Use YouTube for video distribution of information about our programs and services.

D. Staff Engagement: Keep all CSBD staff informed and engaged in organizational priorities.

- Disseminating and sharing information, stories and material with CSBD employees.

E. Partnerships: Leveraging community and private sector partnerships to expand CSBD exposure.

- Increase awareness through marketing with our partners in public education, local chambers of commerce, industry associations and other community-based organizations.
- Partner with Broward County to develop videos about virtual recruitment and hiring tips to employers and job seekers.

F. Professional Development: Identify educational and training opportunities to keep pace with the rapidly changing communications industry.

- Seek out additional learning opportunities for marketing and communications staff in order to create and promote effective and sustaining integrated campaigns and public information.

A. Media Relations: Continue to strengthen relationships with the media

Objective 1: A proactive and interactive media relations program that results in increased exposure of CSBD programs and services		
	Action Item	Timeframe
1	Consistent and intentional dissemination of press releases, media alerts, public service announcements and human interest stories related to CSBD.	Ongoing
2	Maintain an online press room on the CSBD website that includes a media kit, links to press releases, fact sheets, and positive story ideas.	Ongoing
3	Cultivate positive relationships with media contacts that cover areas of workforce development, while also making targeted follow-up calls to media on news releases of particular interest.	Ongoing
4	Expand awareness outreach to include national and state organizations, professional associations, and business groups.	Ongoing
Objective 2: Maintain timely response to media inquiries		
	Action Item	Timeframe
1	Make a presentation in the career center meetings about the agency's procedures for handling media requests.	August 2021 and March 2022

B. Marketing Campaigns: Execute timely marketing campaigns through print, radio, electronic and social media platforms

Objective 1: Create and implement marketing campaigns that reach CSBD's targeted audience promoting CSBD's various programs and/or services.		
	Action Item	Timeframe
1	Develop an internal marketing and communications calendar for Program Year 2021/2022. Include marketing campaigns to a) customers in the distressed communities, b) target employers for SYEP, c) local municipalities assisting them with helping their barrierred residents with funds from the American Rescue Plan Act.	July 2021
2	Deploy marketing campaigns in Spanish and Haitian-Creole when applicable to the targeted audience.	Ongoing

C. Social Media: Intentional and consistent use of social media platforms to expand awareness

Objective 1: Use Twitter, Facebook, Instagram, and LinkedIn for distribution of information about our programs and services		
	Action Item	Timeframe
1	Use CSBD's Twitter, Facebook, Instagram, and LinkedIn platforms during marketing campaigns and dissemination of CSBD announcements and updates.	Ongoing
Objective 2: Increase the number of Twitter "followers" & "likes", Facebook "followers" & "likes" and Instagram "followers".		
	Action Item	Timeframe
1	Increase the number of Twitter followers & likes by 15 percent. Currently, CSBD has 1,992 "followers."	June 2022
2	Increase the number of Facebook followers & likes by 15 percent. Currently CSBD has 4,522 "followers" & 4,083 "likes."	June 2022
3	Increase the number of Instagram followers by 15 percent. Currently CSBD has 1,539 "followers."	June 2022
Objective 3: Use YouTube for distribution of information about our programs and services via quarterly podcasts.		
	Action Item	Timeframe
1	Record and post at least three (3) podcasts and/or videos to the CSBD YouTube channel.	June 2022
2	Market CSBD's YouTube channel to the public through eBlast and information on the centers' digital monitors.	Ongoing

D. Staff Engagement: Keep all CSBD staff informed and engaged in organizational priorities.

Objective 1: Disseminating and sharing information, stories and material with CSBD employees.		
	Action Item	Timeframe
1	Continue to gather, store and disseminate relevant news clippings related to CSBD's vision and mission.	Ongoing
2	Continue to include CSBD staff to the distribution list of all press releases, media alerts, general communications and relevant information.	Ongoing
3	Encourage CSBD staff to follow the organization's current social media platforms (Facebook, Twitter, Instagram, LinkedIn, and YouTube).	July 2021 January 2022

E. Partnerships: Leveraging community and private sector partnerships to expand CSBD exposure.

Objective 1: Increase awareness through marketing with our partners in public education, local chambers of commerce, industry associations and other community-based organizations.		
	Action Item	Timeframe
1	Continue to partner with Broward libraries to provide information about CSBD services to customers of the libraries.	Ongoing
2	Continue to provide workforce-related content and editorials for industry association newsletters (SFHHA, SFMA, GFLA, NAWIC, Chambers).	Ongoing
3	Increase CSBD's presence on Chamber websites by 50 percent.	October 2021
4	Explore regional opportunities for joint media outreach with CareerSource Palm Beach County and CareerSource South Florida.	Ongoing

F. Professional Development: Identify educational and training opportunities to keep pace with the rapidly changing communications industry.

Objective 1: Seek out additional learning opportunities for marketing and communications staff in order to create and promote effective and sustaining integrated campaigns and public information.		
	Action Item	Timeframe
1	Research professional marketing, public relations, advertising and graphic design associations that provide training and education to expand the skillsets and understanding among current staff.	Ongoing
2	Incorporate training and professional development into staff goals in the performance evaluation.	Varies depending on the applicable staff member's evaluation period

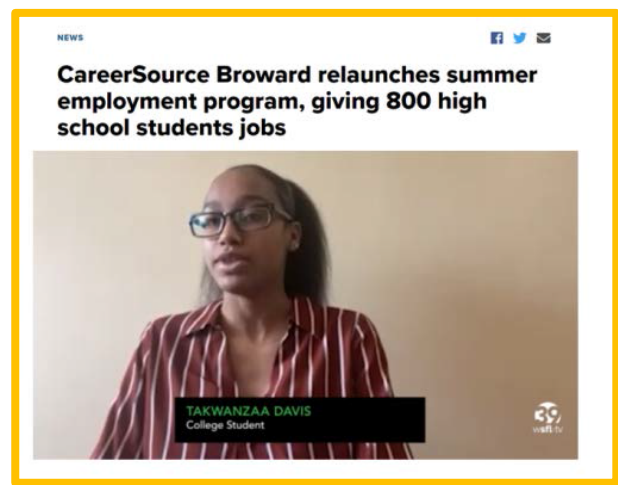
Marketing & Communications Strategic Plan Exhibit

Below are examples of previous marketing and communications efforts completed in PY 20/21.

A. Media Relations

CareerSource Broward (CSBD) has a well-established, professional relationship with local, state and national media outlets. These connections will continue to be strengthened in order to pitch newsworthy stories that are then viewed by Broward County job seekers, employers and the general public. Examples of completed media relations include:

- CSBD President/CEO Carol Hylton featured on MSNBC, where she discussed ongoing recovery efforts to assist Broward County job seekers and employers.
- Numerous media interviews conducted by CSBD's senior communication manager, Javon Lloyd, with media outlets such as WPLG Local10 News, WSVN, NBC 6 South Florida, WLRN Public Radio, WIOD News Radio 610AM and the South Florida Business Journal.
- Summer Youth Employment Program being aired on WSFL-South Florida's The Rebound television show; news story featured a former youth who participated in the program, as well as an employer who spoke about the benefits of serving as a worksite during the summer.
- Successful placements of op-eds in news print and online editions of the Sun-Sentinel and El Sentinel newspaper.
- Below are examples of successful story placements with media outlets.



B. Marketing Campaigns

Through the use of Google Ads, social media ads, print ads, radio PSAs, mass emailing and more, CSBD increased awareness of our services and available workforce programs. Examples of marketing efforts taken include:

- Targeted digital marketing campaign through the Sun-Sentinel promoting Employ Florida and job seeker resources to workers whose employment was impacted due to the pandemic; ads were featured on well-known websites, including CNN, Yahoo!, ESPN and The New York Times.
- Digital monitor ads in several Florida Department of Motor Vehicles locations throughout Broward County marketing CSBD's job placement services and scholarship program.
- Over 2 million email blasts sent to employers, job seekers, community partners, public information officers and religious groups highlighting upcoming job fairs, recruitment events and on-the-job training opportunities.
- Print and digital ad placements in minority-owned and culturally diverse publications, including the Le Floridien, El Sentinel and Westside Gazette, resulting in increased traffic to CSBD's website.
- Below are examples of successful marketing campaigns.

Save While U Train!

**TRAIN YOUR EMPLOYEES.
SAVE THOUSANDS OF \$\$\$.
IT'S THAT SIMPLE!**

Our Work-Based Learning Programs Include:

- On-the-Job Training (OJT)
- Upgrade OJT
- Apprenticeships
- Paid Internships
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Contact us today to get started!
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Map Chache yon travay nan Broward County?

EMPLOY FLORIDA

Enskri nan Employ Florida kounye a:

- Gen Dè santèn travay ki afiche gen anpil opòtinite
- Le ou anrejistre wap resevwa yon notifikasyon otomatik sou travay wap cheché ya
- Zouti pou kreye rezime pwofesyonèl ak lèt kouvéti sou entènèt
- Evalyasyon ak kapasite pou ede w deside ki travay ki pi bon pou ou

Vizite www.EmployFlorida.com

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¡Busque CIENTOS de trabajos al alcance de su mano!

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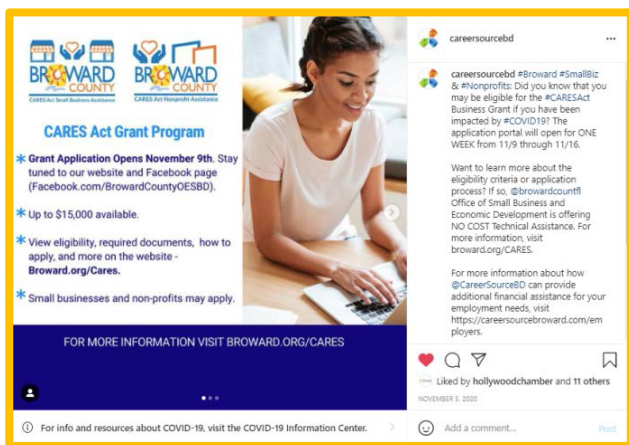
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C. Social Media

Social media is an important component to CSBD's overall outreach strategy. Key stakeholders and the general public are able to receive real-time information regarding the latest agency news, workforce initiatives, upcoming events and available resources. Examples of completed social media outreach include:

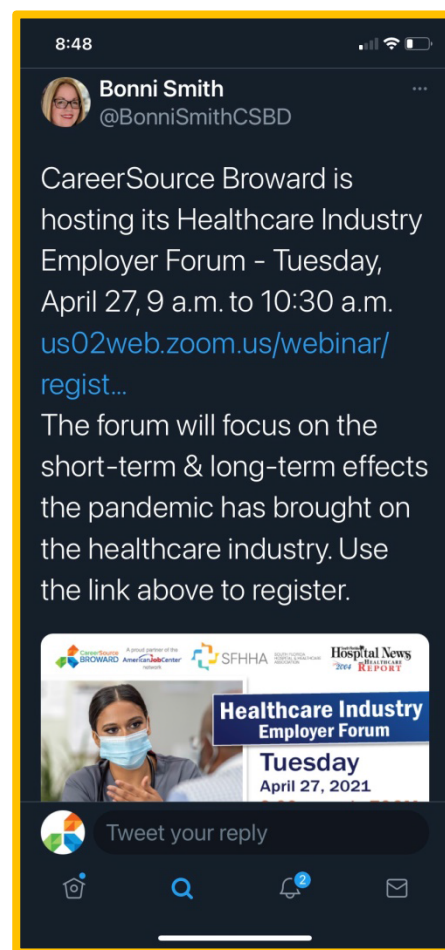
- More than 11,800 followers on CSBD's social media platforms, which include Facebook, Instagram, LinkedIn, Twitter and YouTube.
- A general awareness social media campaign through the state's co-op program promoting the benefits of participating in apprenticeships; results of the campaign included 758K video ad views and more than 4,000 individuals visiting the dedicated apprenticeship landing page.
- Local community partners and municipalities such as City of Hollywood, Broward College, Broward County Office of Economic and Small Business Development and various chambers of commerce sharing CSBD's social media posts highlighting customer success stories, employer testimonials and career training programs.
- Below are examples of social media posts by CSBD.



D. Staff Engagement

Staff routinely receives press releases, media alerts, general communications and relevant information that are disseminated through the communications department. This allows continuity of messaging, especially with frontline staff who works directly with customers and employers at the career centers. Examples of staff engagement include:

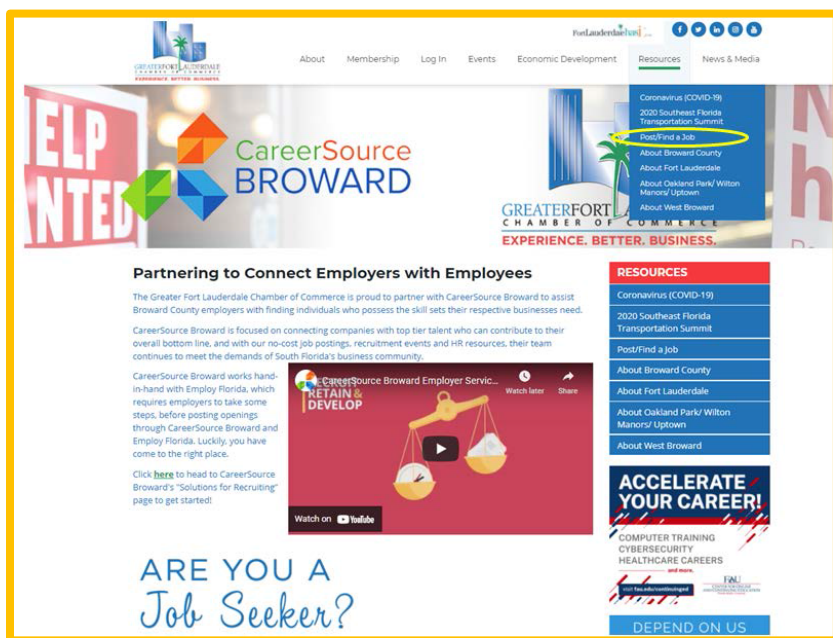
- Gathering, storing and sharing daily news clippings within the agency related to CSBD's vision and mission, as well as workforce development.
- Establishing the CBSD Twitter Ambassadors Program comprised of outreach staff who share and repost information about the agency through Twitter.
- Presentations made by the senior communications manager at the career centers covering how to handle media requests and community outreach procedures.



E. Partnerships

Leveraging public and private sector partnerships allows CSBD to communicate its value to the community. Examples of completed partnership action items include:

- An increased presence on chambers of commerce websites, including the Greater Fort Lauderdale Chamber of Commerce, Greater Hollywood Chamber of Commerce, Coral Springs Coconut Creek Regional Chamber of Commerce and the Greater Dania Beach Chamber of Commerce.
- A business resource section included on the Broward County Office of Economic and Small Business Development's website; section includes two links to CSBD's employer services webpage and outreach video.
- Information related to CSBD services featured in industry association newsletters (SFHHA, SFMA, GFLA, NAWIC, chambers of commerce).



Memorandum #21-20 (CBR) Revised

To: Broward Workforce Development Board, Inc./CareerSource Broward Council of Elected Officials

From: Carol Hylton, President/CEO

Subject: Hospitality Industry Survey Results

Date: July 16, 2021

SUMMARY

CareerSource Broward (CSDB) distributed a survey to hospitality workers registered in Employ Florida regarding their intention to return to their jobs. The number of responses was not statistically sufficient to extrapolate reliable conclusions. However, the responses were aligned with the larger FAU study. We therefore shared the anecdotal information we collected with the Broward County Tourism Coalition Council on 7/16 to help employers strategize on how to encourage employees to come back to work.

BACKGROUND

Earlier this year, in response to a need voiced by the hospitality industry, CSBD convened an employer task force to share information on solutions to the shortage of workers in restaurants, hotels, motels and other service industries. The task force asked CSBD to reach out to the 4,000 individuals registered in Employ Florida (EF), who had identified themselves as hospitality workers, and to query them regarding their future employment plans. The survey, which was available in English, Spanish, and Haitian Creole, was also shared with various hotel and restaurant managers to distribute to former employees.

DISCUSSION

As our committee and board members are aware we can survey registrants in Employ Florida, but responses are voluntary. The number of responses received, 125, did not provide a statistically sufficient sample from which we can draw data based conclusions.¹

Listed below are individual responses taken from the surveys returned. The responses provide insight into the workers' perspectives as follows:

¹ We shared the anecdotal information with the Broward County Tourism Coalition Council at their meeting on 7/16, which they considered together with the FAU survey results.

1. 86 of the total responses received indicated the workers would return to work. The balances of the respondents do not intend to return to their jobs. Below are some of the comments from those saying they would not return:
 - ❖ “I will not be going back to work with my previous employer. I plan on moving on with another employer who treats their employees better”
 - ❖ “I can get better pay and benefits elsewhere, ” and in the same vein, “The salary is not good and I do not have free time to go to school”
 - ❖ “Not returning now. Employees are testing positive for COVID every week and that worries me”
 - ❖ “I don’t want to touch customers’ used silverware, napkins, or glasses”
 - ❖ “Time for a career change”
 - ❖ Lack of social distancing
 - ❖ Unhappy with the work schedules
2. 50 of the employees identified in #1 above, who intend to return to work, say they will do so between July and September.
3. About 31 of the respondents not immediately returning to work stated that they would reconsider if the pay was better or if there was more schedule flexibility.
4. Regardless of whether the employees were returning to work, 91 of the respondents said they would not return to their previous employer. In some instances, they cannot because the business closed. However, wages continues to come up as an issue and some employees took exception to their working conditions and their perception that they were not treated well.

While the number of responses received did not represent a statistically sufficient sample, our survey results aligned with the Florida Atlantic University survey. Employers can review the detail provided in connection with the employees’ responses and consider possible changes they may want to implement in their workplace.

RECOMMENDATION

None. For information only.



Florida Atlantic University
Division of Public Affairs
777 Glades Road, ADM 101
Boca Raton, FL 33431

MEDIA CONTACT: Paul Owers
561-221-4090, powers@fau.edu

FAU Poll Tells Disturbing Tale of Hospitality and Tourism Employment in Wake of COVID-19

Coveted Entry-Level Workers Planning to Leave Industry

BOCA RATON, Fla. (May 4, 2021) – The world’s battered hospitality and tourism industry has a long way to go to rebound from the devastating effects of the COVID-19 pandemic, according to a survey of workers conducted by Florida Atlantic University.

Roughly 70 percent of the more than 4,000 respondents felt COVID-19 would have a negative long-term impact on the industry, while 65 percent said they felt the industry did not protect its employees better than other sectors.

More than one-third of respondents indicated they would be seeking employment outside the industry over the next year. Meanwhile, desperately needed entry-level workers are more likely than not to leave the industry or their organizations, the poll showed.

Even as hotels, restaurants and other places of employment ramp back up to full staffing, they face a severe shortage of workers, and U.S. colleges and universities can expect a one- or two-year decline in hospitality and tourism enrollment, said [Peter Ricci](#), Ed.D., director of [FAU’s hospitality and tourism management program](#).

“These programs are the largest pipeline of future workers for the hospitality and tourism industry in America,” Ricci said. “For years, the industry has struggled with a public relations problem of long hours, low pay and demanding guests. Now those who work in the business have an even more tarnished image from the pandemic’s impacts. The industry needs more than just a PR campaign. It needs a full overhaul in its staffing levels, pay rates and employee treatment.”

FAU researchers Ricci, [Soyoung Park](#), Ph.D., [Anil Bilgihan](#), Ph.D., and [Ye Zhang](#), Ph.D., conducted the survey in March and April, with responses coming from 46 countries, including all U.S. states and territories. Respondents made up all the major industry segments: lodging; food service; tourism and transportation; events; and leisure, recreation and sports.

In Florida alone, hospitality and tourism is a \$111.7 billion annual business with about 1.5 million employees, according to the [Florida Restaurant and Lodging Association](#) trade group.

Results of the FAU survey mirrored those from a poll conducted by the [American Hotel and Lodging Association](#). Respondents to the FAU survey said employers were too quick to fire or furlough them and that employers cared more about stock value than the workers themselves.

In March 2020, with COVID-19 starting to disrupt nearly every aspect of American life and many employees out of work, FAU decided to help hospitality workers continue their education by offering a [free hospitality and tourism management certificate](#) through the [College of Business Executive Education department](#). More than 77,000 people worldwide registered for the certificate, which normally costs \$900.

“The overwhelming response showed that workers wanted to stay engaged during the pandemic,” Ricci said. “But the results of this poll clearly indicate that employees now are fed up and are looking at moving on to other industries. That’s a huge concern.”

Ricci posts 500 to 1,000 entry-level to senior-management job openings a week. He said employers are desperate to attract talent, with some offering \$500 signing bonuses for new employees as well as fast-track promotion opportunities.

Just prior to the pandemic, industry leaders were attempting to hold off on raising the minimum wage to \$15 an hour, according to Ricci. Now the average starting wage for entry-level hotel workers has regularly surpassed that mark.

“The shortage in hospitality workers cannot continue if the industry is to sustain long-term growth and profitability,” he said.

-FAU-

About Florida Atlantic University:

Florida Atlantic University, established in 1961, officially opened its doors in 1964 as the fifth public university in Florida. Today, the University serves more than 30,000 undergraduate and graduate students across six campuses located along the southeast Florida coast. In recent years, the University has doubled its research expenditures and outpaced its peers in student achievement rates. Through the coexistence of access and excellence, FAU embodies an innovative model where traditional achievement gaps vanish. FAU is designated a Hispanic-serving institution, ranked as a top public university by U.S. News & World Report and a High Research Activity institution by the Carnegie Foundation for the Advancement of Teaching. For more information, visit www.fau.edu.

Memorandum #10 – 20 (FS) Revised

To: Broward Workforce Development Board, Inc./CareerSource Broward Council of Elected Officials

From: Carol Hylton, President/CEO

Subject: General Fund Balance

Date: July 13, 2021

SUMMARY

On 1/1/21 the General Fund balance was \$739,486 which includes the reserves in Chart 1. Since then, we have realized revenues of \$212,078, which includes depreciation of \$111,511 and expenditures of \$124,253 resulting in a balance of \$827,311 as of 5/31/21. The general fund balance available for expenditure is \$178,202.

BACKGROUND

CSBD reserves a portion of the General Fund to:

1. Assure that funds are available in the event of a questioned or disallowed cost. While we carry D&O insurance, we reserve funds, as not every type of expenditure is covered by our insurance.
2. Cover principal payments for the CSBD 2890 W. Cypress Creek Blvd. building. Our grants pay for the interest on the mortgage and straight-line depreciation based on 25 years. The depreciation is paid into the General Fund and is used to pay for the mortgage principal. As is true of most mortgages, payments in the earlier years are mostly interest and are covered by the grants. In later years as the majority of the payment is made up of the principal the depreciation collected and paid to the General Fund will be applied to pay for the principal.

The governing boards have approved the reserve of the depreciation payments each year until we have sufficient funds collected to pay the principal as the mortgage ages. Fiscal has calculated the amount that will be needed to pay the principal and tracks it on a monthly basis.

Fiscal has updated the General Fund Memo so the governing boards will be apprised of the payments toward the principal as it increases over time and will also be able to see expenditures and revenues related to our other activities.

Chart 1- General Fund Reserves

Category	Dollar Amount
Contingency reserve	\$250,000
Depreciation collected (cumulative to date)	\$399,109
Total	\$649,109

Chart 2, below is the budgeted list of projected expenditures approved by the CSBD Council that can be charged against the General Fund. Actual expenditures fluctuate and are reported each year.

Chart 2- Board Approved Annual Budget Items

Category	Dollar Amount
Food	\$23,500
Ticket to work Staff Salary/Benefits & Overhead	\$98,500
Application of our Indirect Cost Rate	\$18,281
Total	\$140,281

DISCUSSION

The beginning balance as of 1/1/21 in the General Fund was \$739,486. During the reporting period of 1/1/21 - 5/31/21, revenues received were \$212,078 and expenditures were \$124,253 as shown in Chart 3. The ending balance of the General Fund as of 5/31/21 was \$827,311 including the reserves. Chart 3, below is a list of current revenue and expenditures.

Chart 3- Revenues and Expenditures for the period 1/1/21 – 5/31/21

Category	Revenues	Expenditure	Comments
Investment Interest	\$277		
Reimbursement to CSBD	\$100		Restitution of funds
FDOT Grant	\$1,000		Grant has ended
Ticket to Work (TTW)	\$99,190	\$19,254	Net Income \$79,936
Depreciation collected from grants prior period (10/20-12/20)	\$41,527		This is a one-time adjustment
Depreciation collected from grants (1/21-5/21)	\$69,984		
FY 20-21 Building Principal paid		\$73,638	Since inception of mortgage Principal paid is \$470,997
Former President salary above the federal cap		\$23,039	Amount paid to former President in 2020 in excess of salary cap but not reimbursed by General Fund until 2021
Food per Board approval		\$3,262	
Indirect Costs		\$5,060	
Total	\$212,078	\$124,253	

The General Fund balance of as of 5/31/21 of \$827,311 minus the reserves of \$649,109 is \$178,202.

RECOMMENDATION

None. For information purposes.

Attachment: General Fund Spreadsheet

CareerSource Broward
General Fund Revenues and Expenditures and Available Funds
1/1/21 to 5/31/21

Balance 1/1/2021	\$ 739,486
------------------	------------

Revenues :

Adjustment: Depreciation Collected (10/20-12/20)	\$ 41,527
Depreciation Collected (1/21-5/21)	69,984
Ticket to Work (TTW)	99,190
Florida Department of Revenue (FDOT)	1,000
Interest	277
Other reimbursements / credits	<u>100</u>

Total Revenues	212,078
----------------	---------

Expenditures :

Principal paid	(73,638)
Former President's salary over the federal cap	(23,039)
Ticket To Work (TTW)	(19,254)
Food	(3,262)
Indirect costs	<u>(5,060)</u>

Total Expenditures	<u>(124,253)</u>
--------------------	------------------

Total General Fund as of 5/31/21	<u><u>\$ 827,311</u></u>
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Less Reserves

Contingency funds	(250,000)
Funds collected for depreciation	<u>(399,109)</u>
	<u>(649,109)</u>

General Fund Balance Available for Expenditure	<u><u>\$ 178,202</u></u>
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Memorandum #11 – 20 (FS)

To: Broward Workforce Development Board, Inc./CareerSource Broward Council of Elected Officials

From: Carol Hylton, President/CEO

Subject: Budget vs. Expenditure Report

Date: July 13, 2021

SUMMARY

Detailed below is the Budget vs. Expenditure Report. We have divided the report into 2 charts because some of the funding streams are awarded on July 1st in accordance with the WIOA program year and our other funding streams are awarded on October 1st in accordance with the federal fiscal year. The report identifies some under-expenditure in WIOA largely due to participants staying home during the pandemic. Our plan for assuring expenditures in these funding streams is described below.

BACKGROUND

This report is presented in accordance with the Audit Committee's request for updates regarding the budget as compared to actual expenditures. The committee is reminded that expenditure fluctuations occur as a result of invoices from vendors/sub-recipients, OJTs, ITAs, and support services being submitted at different times.

DISCUSSION

Our budget vs expenditures are distributed between 2 charts. Chart 1 covers the funds awarded on a program year basis July 1 – June 30 (in this memo through May 31st) or 92% of the program year.¹

Chart 1

Budget vs. Actual for 7/1/20 - 5/31/21 or 92% of the Program Year

Notes	Funding Stream	Final PY 20-21 Budget	Actual Expenditures 7/1/20 - 5/31/21	% Expended
1	Welfare Transition (WTP)	4,237,809	3,518,054	83%
2	WIOA Adult / Dislocated Worker (AD / DW)	10,130,261 ²	7,963,331	79%
3	WIOA Youth	4,123,274	2,254,355	55%

¹ Our previous PY 20/21 will not be closed until August.

² Includes an additional \$28,438 accepted in May 2021.

1. Welfare Transition – We are on target to spend our allocation by 6/30/21.
2. WIOA AD / DW – We did see a rise in customers interested in training during the 4th quarter, which will increase total expenditures for the year resulting in less than a 20% carryforward.³ The funds carried forward have been projected for expenditure in the approved PY 21-22 budget.
3. WIOA Youth – As we have reported COVID-19 severely hampered the ability of our service providers to spend the required 20% youth allocation set aside for work experience. The youth funds are being carried forward into the next program year (See Footnote 3). Some of the funds carried forward are 1) dedicated to the new “Recruiter” position as well as master tutors at the School Board and 2) to cover staff increases in the navigator contracts.

We are also planning to bring a recommendation to the One-Stop Committee to fund a small in-school youth employability skills/work experience program for high school seniors as we received a bump in our youth allocation this year. This will incent high school seniors to stay engaged until graduation and will have a positive impact on our performance. We have spoken to the School Board and they are excited about being funded to support in-school WIOA eligible youth⁴ graduation rates.

Chart 2 covers the funds awarded on a federal fiscal year basis October 1 – September 30 (in this memo through May 31st) at 67% of the federal fiscal year.

Chart 2
Budget vs. Actual 10/1/20-5/31/21 at 67% of the Year

Notes	Funding Stream	Final PY 20-21 Budget	Actual Expenditures 10/1/20 - 5/31/21	% Expended
1	Wagner Peyser (WP)	1,098,644	752,278	68%
2	Veterans	285,512	150,420	53%
3	SNAP	343,495	233,321	68%

1. Wagner Peyser - On target
2. Veterans – The state has extended use of these funds to 12/31/21. We expect to fully utilize the funds by the end of the extension period.
3. SNAP – On target.

RECOMMENDATION

None. For information purposes only.

³We can carry forward 20% of the allocation, we have two years in which to spend each year's WIOA allocation and funds are accounted for on a “first in first out” basis. Therefore, we are always within the allowable carryforward limits.

⁴ WIOA in-school youth must be economically disadvantaged in accordance with the federal definition and have an additional barrier in order to be eligible.

Memorandum #03 – 21 (QA) Revised

To: Broward Workforce Development Board, Inc./CareerSource Broward Council of Elected Officials

From: Carol Hylton, President/CEO

Subject: Results of the Cherry Bekaert, LLP Fiscal Monitoring – Report #2
PY 20/21 Issued 04/21

Date: June 16, 2021

SUMMARY

Cherry Bekaert conducted fiscal monitoring for the period 10/1/20 through 2/28/21. Cherry Bekaert reviewed a total of 936 elements during the review period. There were no findings and 1 observation. An observation is a recommendation not required by policy, law or statute. Based upon the total elements reviewed, this was a 0% error rate.

BACKGROUND

Cherry Bekaert monitors fiscal activities three times a year. This was the second monitoring for the program year.

DISCUSSION

Cherry Bekaert conducted fiscal monitoring for the period 10/1/20 through 2/28/21. Cherry Bekaert reviewed a total of 936 elements during the review period. There were no findings. Based upon the total elements reviewed, this was a 0% error rate.

There was 1 observation. An observation is a recommendation not required by policy, law or statute.

Observation - Mileage Reimbursements
During the review of the mileage reimbursements, it was noted that one mileage reimbursement request was for three months of travel, instead of being submitted monthly by the 10th of the month as required by CareerSource policy. The policy allows for an exception to be made by the Executive Vice President, who in this case approved an exception in accordance with policy guidelines.

Recommendation
We recommend that CareerSource management review internal travel policy, number 320, to ensure requests are completed in accordance with policy requirements.
Agree/ Disagree
Agree
Resolution
The mileage request exception was identified at the time of approval per the Executive Vice President. Staff have been reminded regarding the proper submission of mileage requests to ensure this is not a repeat observation.

RECOMMENDATION

None. For information purposes only.

QA #03-21 ATTACHMENT A		
Cherry Bekaert Fiscal Findings - PY 20-21 Monitoring Report #2		
Procedure	Report #1 7/1/20 - 9/30/20	Report #2 10/1/20 - 2/28/21
Bank Reconciliation - Accounts Payable Master Account	0	0
Bank Reconciliation - General Fund Account	0	0
Bank Reconciliation - Operating Master Account	0	0
Bank Reconciliation - Participant Payroll Account	0	0
Bank Reconciliation - Staff Payroll Account	0	0
BOD Disclosures	N/A	0
Budget vs. Actual Grants/Programs	0	N/A
Cancelled Checks	N/A	0
Cash Draw	0	0
Cash Receipts	0	0
Cell Phone Expenditures	0	0
Customer-Related Expenditures - WIOA (ITA/DW/Adult), Youth Support & WTP	0	0
Disaster Grant Control Review	0	N/A
EmpHire Payroll	0	0
Employee Separations	0	0
Forensic Testing – Journal Entry Review	N/A	0
Indirect Cost Allocation	0	N/A
Insurance	0	0
Local Plan Review	0	0
Mileage Reimbursements (Individuals)	N/A	0
Mileage Reimbursements (Service Provider)	N/A	0
Non-Payroll Expenditures	0	0
On-the-Job Training (OJT)	0	0
Participant Payroll	0	0
P-Card Expenditures	0	0
Previous Year-end Audit Adjusting Journal Entries	0	0
Procurements - Micro Purchases	0	0
Procurements - Non-Competitive	0	0
Procurements – RFP/Bid	N/A	0
Procurements - Small Purchases	0	0
Property Management - PPE	0	N/A
S.E.R.A. Financial Reporting	0	N/A
Staff Payroll	0	0
Subawarding/Subrecipient Monitoring	0	0
Travel Reimbursement	0	0
Youth Support Payments	N/A	0
TOTAL	0	0

This chart provides a breakdown of fiscal findings by category type.

Memorandum #05 – 21 (QA)

To: Broward Workforce Development Board, Inc./CareerSource Broward
Council of Elected Officials

From: Carol Hylton, President/CEO

Subject: Acceptance of the DEO Fiscal Monitoring Report dated March 31, 2021

Date: July 13, 2021

SUMMARY

The Florida Department of Economic Opportunity (DEO) issued their 2019-2020 Financial Compliance Monitoring Report on 3/31/21 for the period 4/1/19 through 3/31/20,. There were zero (0) findings, non-compliance issues, or observations. There was 1 technical assistance item.

BACKGROUND

The DEO conducted its annual fiscal monitoring review in April through June 2020. The review covered the period 4/1/19 through 3/31/20.

DISCUSSION

The State financial monitoring was conducted by the DEO's Bureau of Financial Monitoring and Accountability (FMA) and the review covered the period 4/1/19 through 3/31/20. The State performed a remote review in April through June 2020.

There were zero (0) findings, non-compliance issues, or observations. There was 1 technical assistance item, which means technical assistance was provided to CSBD by the financial monitoring team.

Technical Assistance 22-20-01 – 6.0 Prepaid Program Items
The pre-paid inventory on hand for Gas/Incentive cards and Bus Passes was excessive considering the average monthly usage. <u>CSBD's response:</u> Prior to reordering, an analysis will be conducted to determine if the quantities ordered are reasonable and necessary considering the amounts on hand.

RECOMMENDATION

None. For information purposes only.

Memorandum #01 – 21 (QA)

To: Broward Workforce Development Board, Inc./CareerSource Broward
Council of Elected Officials

From: Carol Hylton, President/CEO

Subject: Results of the Taylor Hall Miller Parker (THMP), P.A.
Program Monitoring Report #1 – PY 20/21 – Issued 2/21

Date: July 13, 2021

SUMMARY

THMP conducted program monitoring for the period 7/30/20 through 11/19/20. They reviewed a total of 179 files consisting of 7,633 elements. There were 4 findings and 3 observations. This equates to an error rate of (.05%) less than 1%. All findings and observations were corrected except where cases were closed and no further action could be taken.

BACKGROUND

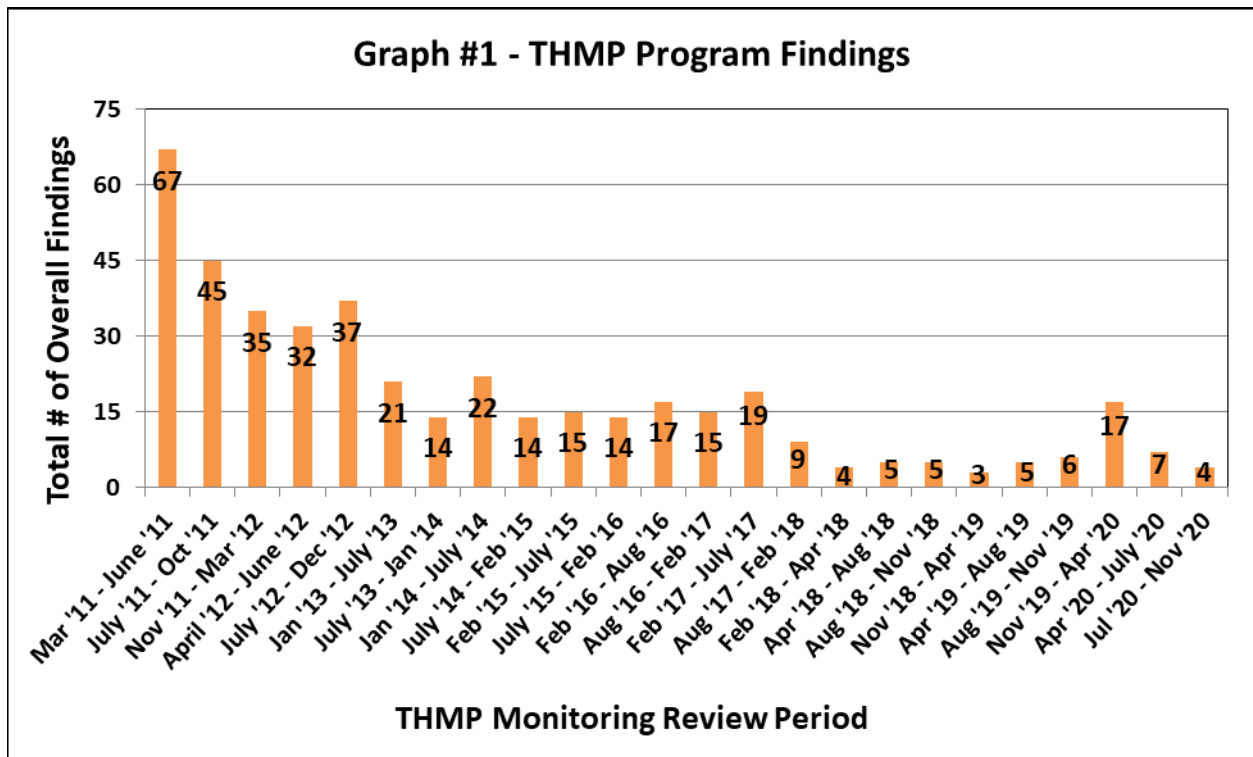
THMP monitors program activities three times a year. This was their first report for PY 20/21.

DISCUSSION

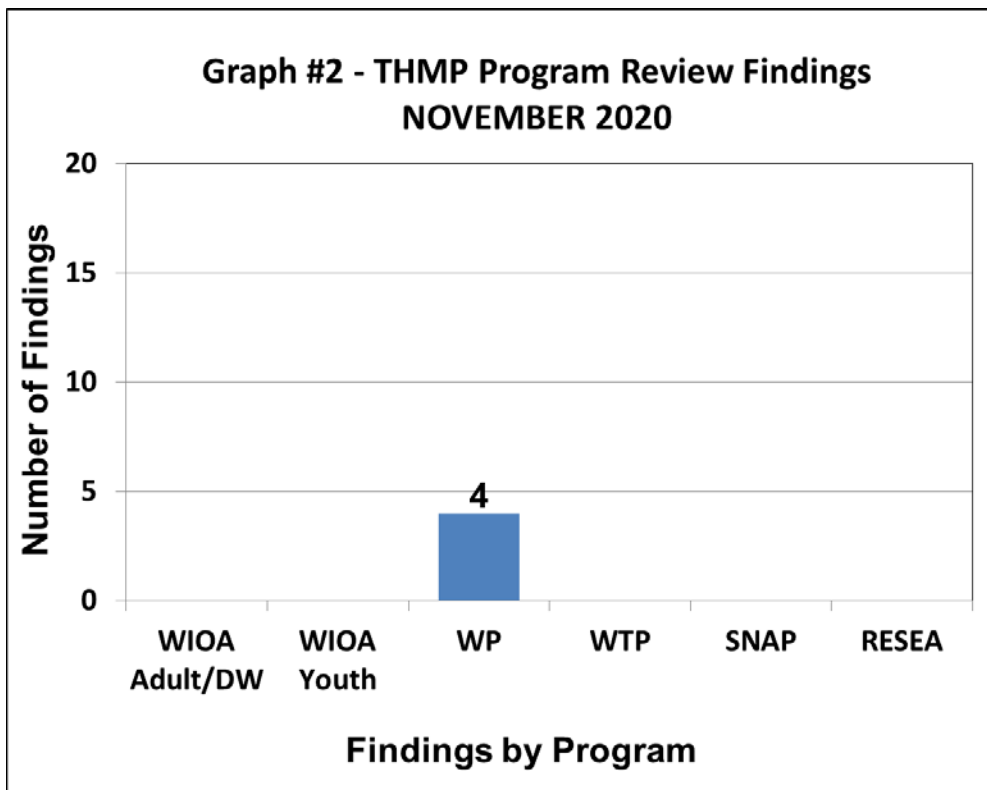
THMP identified 4 findings and 3 observations during their program monitoring visit. They reviewed a total of 179 files consisting of 7,633 elements. This equates to an error rate of (.05%) less than 1%. This monitoring covered the period through 11/19/20.

THMP Program Findings

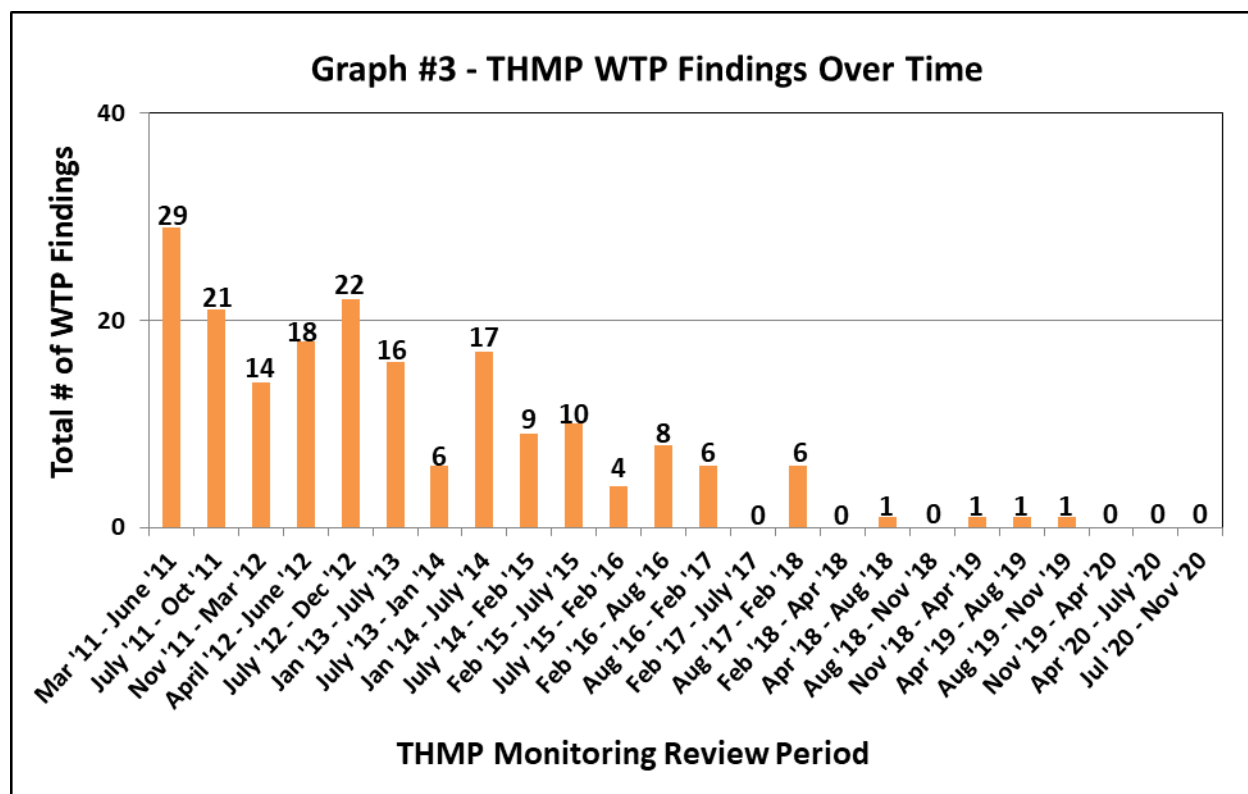
A trending chart for THMP program findings, per review period since March 2011, is represented in Graph #1, as follows:



A breakdown of findings by Program is represented in Graph #2, as follows:



A trending chart for THMP WT Program (WTP) findings per review period since March 2011 is represented in Graph #3 as follows:



THMP Program Findings for the period of July 2020 – November 2020

The findings and observations in this report were forwarded to the Career Center and Program Managers for resolution and responses. The findings and observations are presented by the funding stream, along with the corrective action taken.

I. WIOA Adult/Dislocated Worker

- A. 30 WIOA Adult and Dislocated Worker files were reviewed, 10 from each center. There were no findings or observations.
- B. 5 National Dislocated Worker Grant (NDWG) COVID-19 files were reviewed. There were no findings or observations.

II. WIOA Youth

20 WIOA Youth files were reviewed: 6 Broward College, 1 Center for Independent Living of Broward (CILB), 4 FLITE Center, 2 HANDY, and 7 School Board of Broward County. There were no findings.

There was one WIOA Youth observation.

Observation WIOA Youth
There were no recent case notes in Employ Florida documenting contact or contact attempts for one youth. (HANDY-1)
Recommendation
Staff should ensure that regular contact is maintained with each youth and documented in Employ Florida in a timely manner.
Agree/ Disagree
Agree
Resolution
A case note was entered into Employ Florida to reflect the youth's status in the program. The WIOA Youth Program Manager reminded the HANDY Success Coach that a minimum of 1 case note per month must be entered for each youth in the program.

III. Wagner-Peyser (WP)

- A. 30 WP files were reviewed, 10 from each Center. There were **2** findings and no observations.

Findings WP Services
1) Although there was documentation to create an account in Employ Florida, a case note was missing to document the customers' permission. (Central-1)
2) One customer's Employ Florida registration was missing an O*Net code and the entry of a complete background wizard or résumé. (Central-1)
Recommendation
a) Staff should ensure a customer's permission to create an Employ Florida account is documented in a case note.
b) Staff should ensure a customer's Employ Florida registration contains all elements prior to providing services.
Agree/ Disagree
Agree
Resolution

- 1) The Disability Success Coach was retrained to add the case note in Employ Florida.
- 2) The Success Coach is currently on a Performance Improvement Plan (PIP); she was provided additional training and is being closely monitored.

B. 30 WP job orders were reviewed. There were **2** findings.

Findings WP Job Orders
<ol style="list-style-type: none"> 1) One job order did not state the reason for the age restriction, "must be at least 18 years of age." (Job Order Unit -JOU -1) 2) Staff did not document the verification of a newly registered employer in Employ Florida. (JOU-1)
Recommendation
<ol style="list-style-type: none"> a) Staff should ensure that if the job order has an age restriction, the reason for the restriction is listed. b) Verification of a newly registered employer should be documented in Employ Florida.
Agree/ Disagree
Agree
Resolution
This involved a specific JOU staff member who is no longer employed.

There was 1 WP job order observation.

Observation WP Job Order
One job order's O*Net code did not match the job order description. (JOU-1)
Recommendation
Staff should review the O*Net code listed on the job order to ensure it matches the job description.
Agree/ Disagree
Agree
Resolution
This involved a specific JOU staff member who is no longer employed.

IV. Reemployment Services and Eligibility Assessment (RESEA)

10 RESEA files were reviewed, 4 from Central and 6 from South. There were no findings or observations.

V. Welfare Transition Program (WTP)

- A. 24 WTP files were reviewed, 8 from each Center. There were no findings. There was 1 WTP mandatory observation.

Observation
A wage rate less than Florida's Minimum Wage was entered into the Employment Details screen in OSST for one customer.
Recommendation
When entering employment in OSST, staff should ensure that the wage rate meets Florida's Minimum Wage.
Agree/ Disagree
Agree
Resolution
<p>The wage record was updated.</p> <p>On 1/6/21, the WTP and SNAP Program Manager trained WTP and SNAP staff on how to enter employment for individuals paid an hourly wage below \$8.65 per hour (e.g., for individuals with varied hours, receiving tips, etc.). Supervisors were reminded to pull a monthly employment report to check wages. There is also an annual contract tracker reminder for the WTP/SNAP Program Manager to address the new minimum wage with staff every September due to the recent Florida minimum wage legislation requiring changes over the next 6 years.</p>

- B. 20 WTP Transitional files were reviewed (6 from North, 7 from Central, and 7 from South). There were no findings or observations.

VI. Supplemental Nutritional Assistance Program (SNAP)

10 SNAP files were reviewed, 5 Central and 5 South. There were no findings or observations.

RECOMMENDATION

None. For information purposes only.

Memorandum #02 – 21 (QA)

To: Broward Workforce Development Board, Inc./CareerSource Broward
Council of Elected Officials

From: Carol Hylton, President/CEO

Subject: Results of the Taylor Hall Miller Parker (THMP), P.A.
Program Monitoring Report #2 – PY 20/21 – Issued 4/21

Date: July 13, 2021

SUMMARY

THMP conducted program monitoring for the period 11/19/20 through 02/26/21. They reviewed a total of 181 files consisting of 7,089 elements. There were 20 findings and 9 observations. This equates to an error rate of (.28%) less than 1%. All findings and observations were corrected except where cases were closed and no further action could be taken.

BACKGROUND

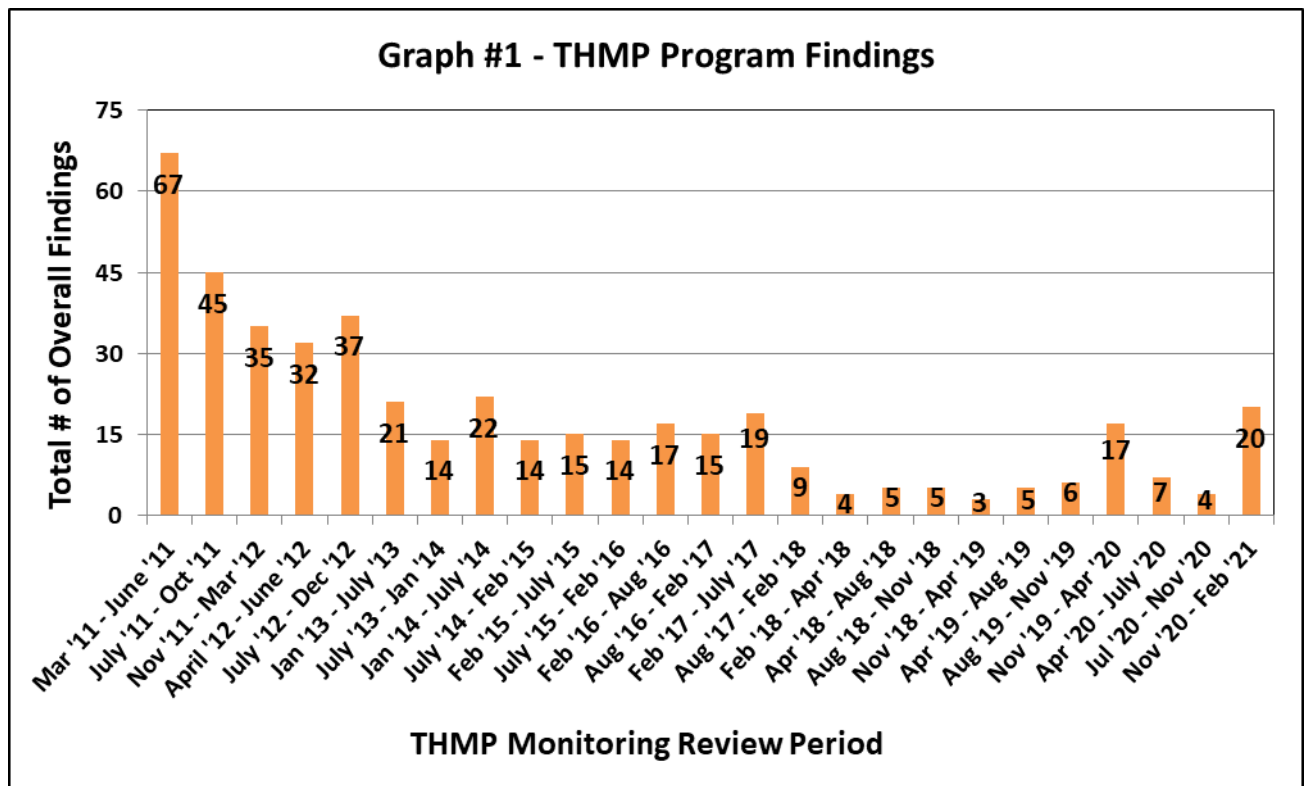
THMP monitors program activities three times a year. This was their second report for PY 20/21.

DISCUSSION

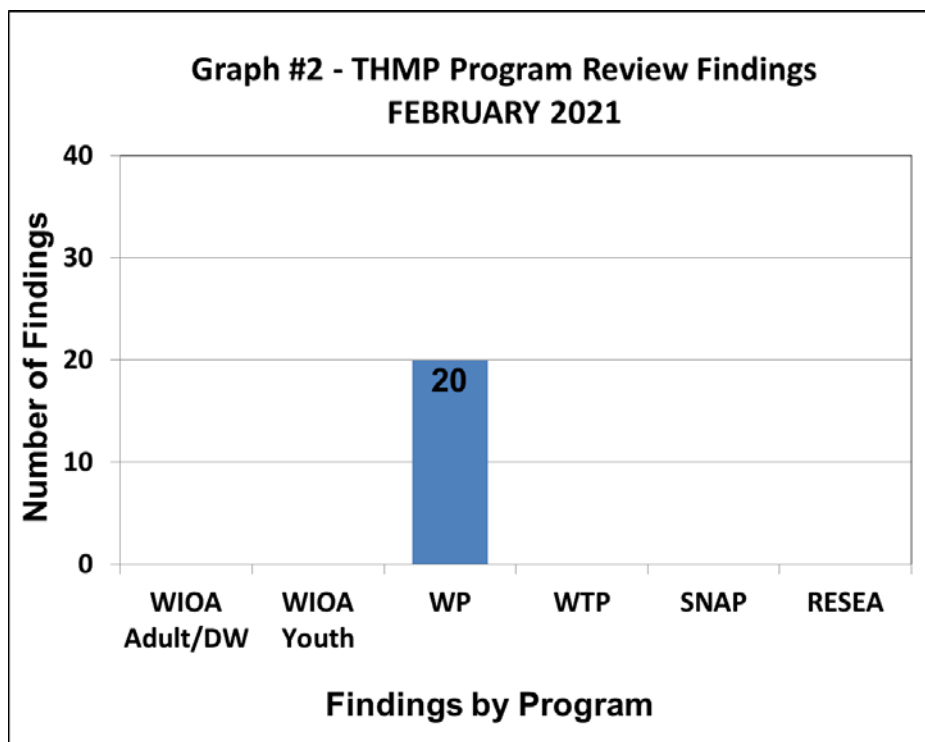
THMP identified 20 findings and 9 observations during their program monitoring visit. They reviewed a total of 181 files consisting of 7,089 elements. This equates to an error rate of (.28%) less than 1%. This monitoring covered the period through 02/26/21.

THMP Program Findings

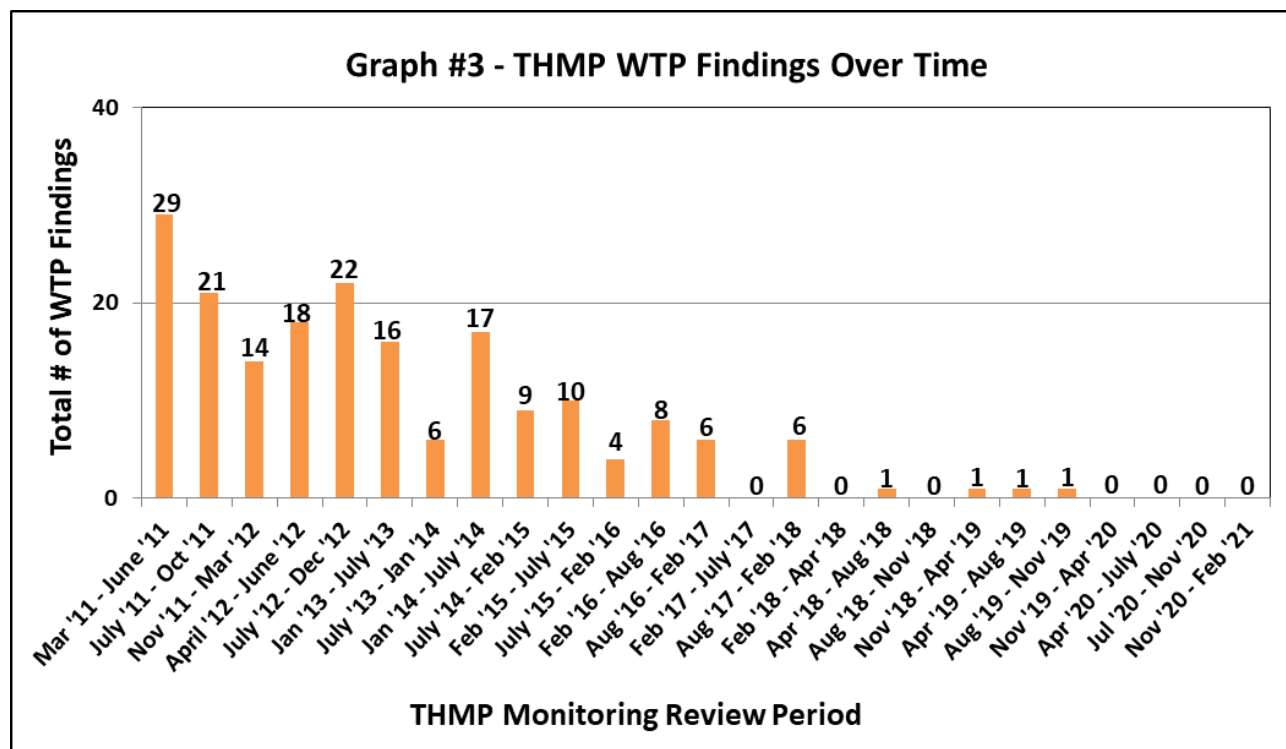
A trending chart for THMP program findings, per review period since March 2011, is represented in Graph #1, as follows:



A breakdown of findings by Program is represented in Graph #2, as follows:



A trending chart for THMP WT Program (WTP) findings per review period since March 2011 is represented in Graph #3 as follows:



THMP Program Findings for the period of November 2020 – February 2021

The findings and observations in this report were forwarded to the Career Center and Program Managers for resolution and responses. The findings and observations are presented by the funding stream, along with the corrective action taken.

I. WIOA Adult/Dislocated Worker

- A. 24 WIOA Adult and Dislocated Worker files were reviewed, 8 from each center. There were no findings or observations.
- B. 6 WIOA Adult and Dislocated Worker files that exited the program within the last 12 months were reviewed, 2 from each center. There were no findings or observations.
- C. 4 National Dislocated Worker Grant (NDWG) files were reviewed. There were no findings or observations.

II. WIOA Youth

- A. 16 WIOA Youth files were reviewed: 4 Broward College, 4 FLITE Center, 3 HANDY, and 5 School Board of Broward County. There were no findings or observations.
- B. 6 WIOA Youth files that were closed in Employ Florida within the last 12 months were reviewed: 1 Broward College, 1 Center for Independent Living (CILB), 2 FLITE Center, 1 HANDY, and 1 School Board of Broward County. There were no findings or observations.

III. Wagner-Peyser (WP)

- A. 30 WP files were reviewed, 10 from each Center. There were **3** findings.

Findings WP Services
<ul style="list-style-type: none">1) 2 staff-assisted customer registrations were missing a case note documenting the customer's permission to create the account in Employ Florida. (North-1, Central 1)2) A complete registration was not documented in Employ Florida for 1 customer prior to staff providing services. (North-1)
Recommendation
<ul style="list-style-type: none">a) Staff should ensure a customer's permission to create an Employ Florida account is documented in a case note.b) Staff should ensure a customer's Employ Florida registration contains all elements prior to providing services.
Agree/ Disagree
Agree
Resolution
<ul style="list-style-type: none">1) The Central Customer Service Liaison has been counseled and placed on a performance improvement plan that included a review of Policy 551: WP Job Referral Services, along with the supervisor's review for compliance.2) Job Club Facilitators will be trained on how to assist a customer with registration and how to properly document when doing staff-assisted registration.3) On 5/7/21, the Center Managers sent an email to all staff reminding them of staff-assisted registration requirements to check for a customer's full registration.4) A Registered Individuals Report on staff-assisted Employ Florida registrations was added to the Report Matrix for the WP Program Manager. WP Supervisors will be reminded when doing monthly desk reviews to include staff-assisted registrations by running this report.

There were 3 WP Services observations.

Observations WP Services
<ol style="list-style-type: none"> 1) The short- and long-term occupational goals listed on the EDP for 1 customer were not specific occupational goals. (North-1) 2) Case notes documenting a job development service for 2 customers were missing information. (North-1, Central-1)
Recommendation
<ol style="list-style-type: none"> a) The EDP should list a specific occupational goal for both the short- and long-term goals. b) Case notes documenting a job development service should include all of the following information: employer's name, employer's phone number, employer's address, date of contact, and the position/title of the job.
Agree/ Disagree
Agree
Resolution
<ol style="list-style-type: none"> 1) The observation regarding the lack of specific occupational goals on the EDP was an isolated incident involving a WIOA Job Developer. Staff received coaching and will review applicable policies to ensure this error is not duplicated in the future. 2) Staff copied an old Employ Florida case note template that was not in compliance with current policies and regulations. 3) A report on recent job development service codes (i.e., 123/E34) was pulled for all related staff and spot-checked for compliance. No issues were noted.

B. 30 WP job orders were reviewed. There were **17** findings.

Findings WP Job Orders
<ol style="list-style-type: none"> 1) 3 job orders listed inappropriate requirements, by not stating the reason for the age restriction or using inappropriate wording, "must pass drug test." (Job Order Unit – JOU -3) 2) There was no case note in Employ Florida documenting staff's review and verification of 11 job orders within two business days of their posting. (JOU-11) 3) Staff's verification of 3 newly registered employer's registration was not documented in Employ Florida or was not verified within two business days of the initial registration. (JOU-3)

Recommendation
<ul style="list-style-type: none"> a) Staff should ensure that appropriate requirements are listed in job orders. b) Staff should review employer-posted job orders for compliance within two business days and document this in a case note in Employ Florida. c) Staff should review new employer registrations within two business days and document this in a case note in Employ Florida.
Agree/ Disagree
Agree
Resolution
<p>This was isolated to one Job Order Unit staff member who was coached about the job order maintenance policy and its understanding. He was counseled and placed on a performance improvement plan. The staff member's job order edits were subsequently monitored for compliance. This staff is no longer working with CSBD as of 5/21/21. Additionally, biweekly peer reviews are being conducted in the Job Order Unit.</p>

There were 3 WP job order observations.

Observations WP Job Order
<ul style="list-style-type: none"> 1) The O*Net code for 1 job order did not match the job description. (JOU-1) 2) The case note verifying 1 employer registration did not document the method of contact and title of the person verifying the information. (JOU-1) 3) One job order was not reviewed by staff within 2 business days of the job order posting. (JOU-1)
Recommendation
<ul style="list-style-type: none"> a) Staff should ensure the O*Net code listed on the job order matches the job description. b) Staff should ensure the case note documenting employer registration verification includes all required information. c) Staff should review employer job order postings within two business days.
Agree/ Disagree
Agree
Resolution
<p>This was isolated to one Job Order Unit staff member who was coached about the job order maintenance policy and its understanding. He was counseled and placed on a performance improvement plan. The staff member's job order edits were subsequently monitored for compliance. This staff is no longer working with CSBD as of 5/21/21. Additionally, biweekly peer reviews are being conducted in the Job Order Unit.</p>

IV. Reemployment Services and Eligibility Assessment (RESEA)

10 RESEA files were reviewed, 4 from Central and 6 from South. There were no findings or observations.

V. Welfare Transition Program (WTP)

- A. 24 WTP mandatory files were reviewed, 8 from each Center. There were no findings. There were 3 WTP mandatory observations.

Observations WTP IRPs
Support services provided were not recorded on the IRPs for 3 customers. (North-2, Central-1)
Recommendation
Staff should ensure support services provided to customers are recorded on the IRP.
Agree/ Disagree
Agree
Resolution
The WTP Program Manager implemented opening all services at assessment as of 3/1/21. This will eliminate the oversight as services will already be open.

- B. 21 WTP Transitional files were reviewed, 7 from each Center. There were no findings or observations.

VI. Supplemental Nutritional Assistance Program (SNAP)

10 SNAP files were reviewed, 5 Central and 5 South. There were no findings or observations.

RECOMMENDATION

None. For information purposes only.

Memorandum #04 – 21 (QA)

To: Broward Workforce Development Board, Inc./CareerSource Broward
Council of Elected Officials

From: Carol Hylton, President/CEO

Subject: Acceptance of the DEO Program Monitoring Report dated March 31, 2021

Date: July 13, 2021

SUMMARY

The Florida Department of Economic Opportunity (DEO) issued their Program Monitoring Report on 3/31/21 for the period 4/1/19 through 3/31/20. They reviewed a total of 218 files consisting of 5,852 elements. There were 9 findings and 7 non-compliance issues. The findings equate to an error rate of (.27%) less than 1%. All findings and non-compliance issues were corrected except where cases were closed and the observations were addressed. Our Corrective Action Plan was accepted on 4/30/21.

BACKGROUND

The DEO conducted its annual program monitoring review in June 2020. The review covered the period 4/1/19 through 3/31/20.

The following programs were reviewed:

1. Welfare Transition Program (WTP)
2. Supplemental Nutrition Assistance Program (SNAP)
3. Workforce Innovation and Opportunity Act (WIOA)
4. Trade Adjustment Assistance (TAA)
5. Wagner-Peyser (WP)

DISCUSSION

The DEO identified 9 findings and 7 “non-compliance”, which means these, could be a finding in the future if not corrected. All the findings and non-compliance issues were corrected and the observations were addressed. They reviewed a total of 218 files consisting of 5,852 elements. The findings equate to an error rate of (.15%) less than 1%.

State Program Findings for the period of 4/1/19 through 3/31/20

The findings and observations in this report were forwarded to Career Center and Program Managers for resolution and responses. The findings and observations are presented below along with the corrective action taken.

Finding WT 22-01 – Grievance/Complaint and Equal Employment Opportunity (EEO) Form
A signed and dated Grievance/Complaint and EEO form was missing in one case file. (Central-1)
Recommendation
CSBD should ensure all participants sign and date the Grievance/Complaint and EEO form acknowledging they have been made aware of their rights.
Agree/ Disagree
Agree
Resolution
<ul style="list-style-type: none">• This was an applicant case who received upfront diversion. The Success Coach accidentally omitted the provision of the Grievance/Complaint and EEO form for the customer to sign. This was an isolated incident limited to one Success Coach who is no longer with the agency.• CSBD has updated its Upfront Diversion policy to reflect the timeliness of providing the Grievance/Complaint and EEO form.• In August 2020, the WTP Program Manager conducted a review of this monitoring with staff, which included a review of the findings and noncompliance issues.• Our QA monitoring tool includes a file sample review to assure compliance with Grievance/Complaint and Equal Employment Opportunity (EEO) Forms.

Finding WT 22-02 – Documentation of Safety Plan/Safety Plan Elements (Prior Year Issue)
A safety plan was not documented in the case file of one participant identified as a victim of domestic violence. (Central-1)
Recommendation
CSBD should complete a safety plan and include its elements on either the Individual Responsibility Plan (IRP) or the Alternative Requirement Plan (ARP) for individuals identified as victims of domestic violence.
Agree/ Disagree
Agree

Finding WT 22-02 – Documentation of Safety Plan/Safety Plan Elements (Cont.)**Resolution**

- Over the years, CSBD has disagreed with this finding because we contract with our local domestic violence agency to provide a safety plan for customers as they have the expertise to address domestic violence issues. We also received State approval to do this. However, since this continues to be a finding we have changed our processes and CSBD Career Center Success Coaches now work with the WTP customer to create a safety plan if the customer discloses that they are a victim of domestic violence.
- In November 2020, regional training was conducted with staff, which included a review of the findings and noncompliance issues of this monitoring.
- On 11/13/20, email guidance was sent to staff on the new process for assisting victims of domestic violence.
- Our QA monitoring tool includes a file sample review to check for the safety plan, where warranted.

Finding WT 22-03 – Documentation of Activity Hours Recorded on the Job Participation Rate (JPR) Screen (Prior Year Issue)

A case file did not contain documentation to support all weekly hours recorded in OSST. (South-1)

Recommendation

CSBD should ensure that documentation for participation rate hours are verified by staff prior to entering the hours in OSST.

Agree/ Disagree

Agree

Resolution

- State guidance was not clear on how to document holiday hours for employed customers. CSBD sought guidance from the State, which we received on 9/15/20, and have since trained staff on how to document these hours for employed customers.
- The case file could not be updated with timesheets or other documents to support all required hours since the case was already closed.
- On 9/23/20, email guidance was sent to staff on how to prevent issues from recurring.

Finding WT 22-03 – Documentation of Activity Hours Recorded on the JPR Screen (Cont.)

- CSBD has updated its JPR policy, which provides specific examples for staff reference to ensure this doesn't happen again.
- In October 2020, a regional review of cases with JPRs was conducted and did not reveal any additional cases that had this error.
- Our QA monitoring tool includes a file sample review to ensure compliance with the documentation of activity hours recorded on the JPR screen.

Finding WT 22-04 – Pre-penalty and Sanction Process (Prior Year Finding)

A. The Notice of Failure to Demonstrate Satisfactory Compliance form (WTP 2292) was missing in one case file. (North-1)

B. Penalties and sanctions for three participants were not requested or ended timely in the system. (North-2, South-1)

Recommendation

A. CSBD should ensure participants are made aware of what they are required to do to stay in compliance with program requirements prior to initiating the penalty.

B. If an individual does not report "good cause" for a second failure within three working days, CSBD should request a sanction.

Agree/ Disagree

Agree

Resolution

A. Missing WTP 2292 form

- The missing Notice of Failure to Demonstrate Satisfactory Compliance form (WTP 2292 form) was not scanned by the Success Coach. This was an isolated incident by a staff member who is no longer with the agency.
- CSBD has implemented a WTP Success Coach Daily Case Checklist Log to ensure required actions are taken on mandatory cases each day, which includes scanning documents into the Document Management System (DMS).

Finding WT 22-04 – Pre-penalty and Sanction Process (Cont.)**B. Timely Penalties and Sanctions**

- The State penalty and sanction policy was confusing to staff due to the different options for the dates to lift the sanction. CSBD has provided feedback to the State with recommended changes to their policy, which they are considering.
- In February 2021, staff received specialized training on this topic by our external monitors, Taylor, Hall, Miller, Parker, PA.
- CSBD has updated its WTP Case Noting Policy to include specifics regarding the pre-penalty and sanction process.
- Our QA monitoring tool includes a file sample review to ensure compliance with the pre-penalty and sanction process.

Non-Compliance Issue WT 22.00.01 – IRPs*(Prior Year Issue)*

2 IRPs did not include the assigned weekly activities participants were required to complete. (Central-1, South-1)

Recommendation

CSBD should ensure the IRP includes all required elements (i.e. employment goals, assigned weekly activities, and services provided to participants).

Agree/ Disagree

Agree

Resolution

- The IRP for one case was updated with the required components and the other case could not be updated because it was closed. Both Success Coaches are no longer employed with the agency.
- In August 2020, the WTP Program Manager conducted a review of this monitoring with staff, which included a review of the findings and noncompliance issues.
- CSBD updated its IRP policy and IRP to make it clearer for staff to ensure all required elements are completed.
- Our QA monitoring tool includes a file sample review to ensure IRP compliance.

Non-Compliance Issue WT 22.00.02 – Employment Verification (<i>Prior Year Issue</i>)
Employment dates on documentation in one case file did not match the information recorded in OSST for the participant. (North-1)
Recommendation
CSBD should ensure employment documentation in the participant's case file matches what is recorded in OSST.
Agree/ Disagree
Agree
Resolution
<ul style="list-style-type: none"> • This Success Coach incorrectly entered the information into OSST. This was an isolated incident by a Success Coach who is no longer with the agency. • In August 2020, the WTP Program Manager conducted a review of this monitoring with staff, which included a review of the findings and noncompliance issues of this monitoring. • CSBD has implemented a requirement for the WTP Supervisor to pull a monthly Employment Report from OSST and spot-check employment entries to ensure they match the Employment Verification Form. • Our QA monitoring tool includes a file sample review to assure compliance with employment verification.

Non-Compliance Issue SNAP 22.00.03 – Assignment of Activity Hours <i>(Prior Year Issue)</i>
1 SNAP participant had more than 39 Job Search (JS)/ Job Search Training (JST) hours assigned in OSST per month. (Central-1)
Recommendation
CSBD should ensure that SNAP participants are assigned to the correct number of hours when assigned to JS/JST in combination with other activities.
Agree/ Disagree
Agree
Resolution
<ul style="list-style-type: none"> • The State guidance wasn't clear that staff could not reopen activities in the same month. • The case is open with no activity due to the participation waiver; however, we cannot correct the number of assigned hours once the activity has been closed. • This Success Coach incorrectly reopened activities in the same month that it was opened. This was an isolated incident by a Success Coach who is no longer with the agency. • In September 2020, the SNAP Program Manager conducted staff training, which included a review of the non-compliance issue. • CSBD has added monthly SNAP activity review reports to its report matrix. Supervisors will pull these reports to ensure duplicates are not entered within the same month. • Our QA monitoring tool includes a file sample review to ensure compliance with the assignment of activity hours.

Non-Compliance Issue WIOA 22.00.04 – Recording of Measurable Skill Gains (MSG) <i>(Prior Year Issue)</i>
10 WIOA Adult and Dislocated Worker participants enrolled in an education or training program did not have an MSG recorded within the program year. (Central-7, South-2, North1)
Recommendation
CSBD should ensure MSGs are recorded in Employ Florida within the program year.
Agree/ Disagree
Agree
Resolution
<ul style="list-style-type: none"> • This measure was not negotiated and final guidance was not released by DEO until 12/28/20. • CSBD has created a temporary workaround report to pull all customers that require an MSG. This information is sent to staff to ensure the customer has an MSG recorded in Employ Florida. • Based on the guidance that was released in December 2020, staff is currently reviewing all applicable files to ensure MSGs were captured, recorded, and documented appropriately. • CSBD created an MSG Local Operating Procedure in July 2020. All staff had to read and acknowledge that they understood this policy. • On 2/25/21, the WIOA Program Manager conducted training for all WIOA staff, which included a review of the findings and noncompliance issues. • Our QA monitoring tool includes a file sample review to ensure the recording of MSGs.

Finding WIOA 22-05 – Follow Up Services
<p>A. Casefile documentation was missing to support that follow-up services were offered and/or provided to 1 WIOA adult participant who exited with employment. (Central - 1)</p> <p>B. Casefile documentation was missing to support that follow-up services were offered and/or provided to 5 WIOA youth special project participants who exited with employment. (Pre-Apprenticeship Youth School Board - 5)</p>
Recommendation
CSBD should ensure follow-up services are offered and/or provided to all adult and youth participants who obtain unsubsidized employment upon exit from the program.
Agree/ Disagree
Agree
Resolution
<ul style="list-style-type: none"> • CSBD was offering follow-up services however; the case manager did not properly title the activity. • In August 2020, training was provided to all staff explaining why it was important that the lead into the case note identify the activity. Staff was advised that “Follow-up Services Offered” must be the case note title for these types of services. • On 10/15/20, CSBD updated its WIOA Case Noting Policy to include sample case notes for all follow-up services offered. All staff had to read and acknowledge that they understood this policy. • A question was added on the WIOA QA Monitoring Tool to check that the title of the case note is “Follow-up Services Offered.” • Our QA monitoring tool includes a file sample review to ensure compliance with follow-up services.

Finding WP 22-06 – Migrant and Seasonal Farmworker (MSFW) Identification (Prior Year Issue)
One MSFW was incorrectly identified and coded as an MSFW. (Central-1)
Recommendation
CSBD should ensure all staff assisting jobseekers correctly identify MSFWs and accurately code them in Employ Florida.
Agree/ Disagree
Agree
Resolution
<ul style="list-style-type: none"> • Staff monitored and corrected the issues noted prior to the State's monitoring of the files. • A monthly report is completed by the Wagner-Peyser supervisors to ensure any new MSFW is documented correctly and provided support services. This report is provided to the Wagner-Peyser Program Manager. • On 10/14/20, training was provided to staff, which included a review of the findings and noncompliance issues in this monitoring. • Post-monitoring review sessions are held with staff after each review to discuss the results of the monitoring. • Our QA monitoring tool includes a file sample review to ensure compliance with the documentation of MSFW identification.

Finding WP 22-07 – Job Order Wage Rate Verification (Prior Year Issue)
3 job orders with a wage rate listed below the federal or state minimum wage had no documentation to support that staff verified the employer would pay at least the State's minimum wage. (Job Order Unit {JOU}-3)
Recommendation
If an employer chooses to list a wage rate on a job order, CSBD should ensure the wage rate is equal to or higher than the Florida minimum wage at the time the job order is displayed and enter a case note on the job order documenting the verification.
Agree/ Disagree
Agree

Finding WP 22-07 – Job Order Wage Rate Verification (Cont.)**Resolution**

- On 4/23/21, an email was sent to all Job Order Unit staff detailing the steps related to placing job orders on hold until the minimum wage verification is completed with the employer.
- CSBD policy for handling job orders on hold will be updated to state that job orders will be closed if the wage cannot be verified with the employer within three business days. This will prevent the job order's hold from being released automatically.
- Staff will acknowledge that they understand the policy once it has been updated.
- Our QA monitoring tool includes a file sample review to ensure compliance with job order wage rate verification.

Finding WP 22-08 – Job Seeker Permission for Registration, Referrals, and Requirements for Participation

- A. 5 job seekers with a staff entered registration were missing documentation of the customer's permission to create the new account in Employ Florida. (South-3, Central-2)
- B. 20 job seekers with a service entered did not have a full application documented in Employ Florida. (South-16, Central-3, North-1)
- C. 4 job seeker placements with staff-entered referrals were missing documentation of permission to refer the job seeker. (South-3, Central-1)

Recommendation

CSBD should ensure permission is granted by job seekers prior to the creation of staff entered accounts and staff assisted referrals in Employ Florida.

Agree/ Disagree

Agree

Resolution**A. Permission to Create Account**

- A monthly report is completed by the Wagner-Peyser Supervisors to ensure any new staff-created Employ Florida registration is documented correctly and staff received permission from the customer to create the account. This report is provided to the Wagner-Peyser Program Manager.

Finding WP 22-08 – Job Seeker Permission for Registration, Referrals, and Requirements for Participation (Cont.)

A., B., and C.

- CSBD updated its Wagner-Peyser Job Referral Services policy to include that prior to entering staff-assisted services; staff is required to ensure a full Employ Florida registration is completed.
- CSBD staff reviewed and acknowledged they have read and understand the CSBD policy for registration and referrals to job orders.
- In September and October 2020, training was provided to staff, which included a review of the findings and noncompliance issues of this monitoring.
- Our QA monitoring tool includes a file sample review to ensure compliance with job seeker permission for registration, referrals, and requirements for participation.

Finding WP 22-09 – Job Order Requirements

1 job order description did not contain the nature, duties, responsibilities, and requirements of the job. (JOU-1)

Recommendation

CSBD should ensure that a job order contains sufficient detail to clearly convey the nature and requirements of the job.

Agree/ Disagree

Agree

Resolution

- This was an isolated incident made by a CSBD staff member who is no longer employed with the agency.
- On 5/14/21, the current JOU staff were retrained on ensuring that job orders have the job duties listed.
- Our QA monitoring tool includes a file sample review to ensure compliance with the job order requirements.

Non-Compliance Issue WP 22.00.05 – Manual Obtained Employment <i>(Prior Year Issue)</i>
1 manually obtained employment for a job order was recorded prior to the date the job seeker started work. (Central-1)
Recommendation
CSBD should ensure manually obtained employments are recorded in Employ Florida only after a job seeker has started working.
Agree/ Disagree
Agree
Resolution
<ul style="list-style-type: none"> • CSBD updated its Wagner-Peyser Job Referral Services Policy to include CSBD manual obtained employment and proper case noting. • CSBD staff reviewed and acknowledged they have read and understand the CSBD policy for registration and referrals to job orders. • On 10/14/20, training was provided to CSBD staff, which included a review of the findings and noncompliance issues of this monitoring. • Our QA monitoring tool includes a file sample review to ensure compliance with manually obtained employment.

Non-Compliance Issue WP 22.00.06 – Job Referrals <i>(Prior Year Issue)</i>
1 job order had a staff referral with a job seeker that did not meet the minimum qualifications. (South-1)
Recommendation
CSBD should ensure the job seeker meets the minimum qualifications of the job order prior to issuing a job referral.
Agree/ Disagree
Agree
Resolution
<ul style="list-style-type: none"> • This error was made by a Welfare Transition Success Coach. CSBD provided WP training in September and October 2020, to WTP and WIOA staff. • CSBD updated its Wagner-Peyser Job Referral Services Policy to include referring a job seeker to a job and requiring that all referrals must meet the minimum requirements of the job order. • All front-line staff was required to review and acknowledge that they read and understood the CSBD policy. • Our QA monitoring tool includes a file sample review to ensure compliance of job referrals.

Non-Compliance Issue WP 22.00.07 – Staffing (Private/Temporary Employment) Agencies
1 job order from a staffing agency did not contain the phrase, “Position offered by the no-fee agency.” (JOU-1)
Recommendation
CSBD should ensure that all job orders for private/temporary staffing agencies contain the phrase, “Position offered by the no-fee agency.”
Agree/ Disagree
Agree
Resolution
<ul style="list-style-type: none"> • This error occurred with a new staff member at the time and was corrected in July 2020. • The Job Order Unit Liaison will run a monthly report of job orders posted for employers with a NAICS code for staffing agencies to check for the proper verbiage. • This report will be provided to the VP of Communications and Business Relations for compliance review. • Our QA monitoring tool includes a file sample review to ensure compliance with staffing agency job orders to include the phrase “Position offered by the no-fee agency” in the job description section.

RECOMMENDATION

None. For information purposes only.

Memorandum #19 – 20 (CBR)

To: Broward Workforce Development Board, Inc./CareerSource Broward Council of Elected Officials

From: Carol Hylton, President/CEO

Subject: Report on Technology and Construction Industry Employer Forums

Date: July 13, 2021

SUMMARY

CareerSource Broward (CSBD) held two (2) virtual employer forums for 1) the technology industry on 5/19 and 2) the construction industry on 5/26 to better understand the impacts of the COVID-19 pandemic. Each forum had a guest speaker followed by a panel discussion and open dialogue allowing for those in attendance to participate and share their experiences and insights. Based on the information shared at the forums, we developed specific strategies and action steps to assist employers in each of these targeted industries.

BACKGROUND

To better understand the impacts of the COVID-19 pandemic on our vital technology and construction industries, CSBD convened two (2) virtual employer forums. Each forum had a guest speaker followed by a panel discussion and open dialogue allowing those in attendance to participate and share their experiences and insights. Representatives from the industry, education, economic, and workforce development agencies attended each forum.

The objective of the forums was to 1) determine the impact of COVID-19 on two of our local targeted industries 2) identify the current skill gaps these industries are facing and 3) provide outreach information about CSBD services to ensure employers are aware of the advantages of utilizing CSBD's work-based training programs.

DISCUSSION**Technology Industry Forum**

The forum was held on 5/19 and attended by 27 individuals representing employers, TechLauderdale Association, Broward College, Broward County Public Schools, and the Greater Fort Lauderdale Alliance (GFLA).

Mr. Ben Dickenson, Director of Talent Acquisition with Citrix, was the guest speaker and provided details on how the pandemic affected the technology industry. He indicated:

- The pandemic exposed business continuity planning gaps for many organizations.
- There is an increased demand for technology products as remote work, online education, and social distancing became necessary.
- Cybersecurity risks increased as a result of more remote work.
- Global supply chain issues will cause long-term delivery impacts to hardware products.

During the panel discussion, Mr. Dickinson, Cecil Kidd CEO of TechLauderdale, Sanjay Deo, CEO of 24by7 Security, and Michael Goldstein, CEO of LANInfotech, provided their insight on the various obstacles the pandemic has created in the industry and how they pivoted to digital meeting platforms and remote work to conduct business. The panel identified the following short- and long-term effects of COVID-19:

Short-and Long-Term Effects of COVID 19

- Increased workload due to talent shortage.
- Increased turnover due to workers being able to expand their employment opportunities globally and work remotely.
- Lack of in-person interaction putting innovation at risk.
- Need to expand and utilize workforce development.

The panel also identified five (5) skill gaps they were experiencing.

Skill Gaps

1. Full stack and cloud platform skills.
2. Machine learning skills.
3. Artificial Intelligence skills.
4. Lack of skilled Cybersecurity Engineers.
5. Lack of Data Science Engineers.

Robert Evans, our Business Services Manager for Technology and Construction, used the opportunity to discuss CSBD's work-based training programs and services as a means to address the skills gap. Below is a chart of the strategies developed during the forum.

Strategy	Action Steps
Reduce skill gaps through work-based training.	<p>We are in the process of scheduling individual meetings with employers to identify which of the following programs will suit their needs: 1) On-the-Job Training, 2) Paid Internship, 3) Incumbent Worker Training, and/or 4) Registered Apprenticeship.</p> <p>Employers that we are working with include:</p> <ol style="list-style-type: none"> 1. 24by7Security 2. LANInfotech 3. Citrix 4. Florida Vocational Institute
Reduce skill gaps through ITA training and work-based learning.	<p>Trainings for full stack/cloud platform and cybersecurity engineers are on our training providers list. We are working with the providers to refer their skilled graduates to the employers.</p> <p>We are determining if training programs for artificial intelligence, machine learning, and data science are eligible for our training providers list. If they are not, we will focus OJT and registered apprenticeship for these skill gaps.</p>

Strategy	Action Steps
Inform education partners about the skill gaps learned to allow them to determine what additional steps they can take to address the gaps.	<p>The skill gaps will be shared with our education partners who were not in attendance with a follow-up discussion at our training providers meeting in August.</p> <p>The objective is to use this information to inform curriculum development and increase capacity to address the needed talent pipeline.</p>
Encourage industry employers to post their job orders in Employ Florida and hold recruitment events with CSBD.	<p>We are engaging employers with hiring needs to schedule recruitment events in the CSBD career centers. Graduating students from our education partners will be invited.</p> <p>We will also market the job orders using our social media and create flyers to publicize these employment opportunities.</p>

Construction Industry Forum

The forum was held on 5/26 and attended by 29 individuals representing employers, Associated Builders and Contractors-Florida East Coast Chapter (ABC-FEC), Broward County Government, Broward College, Broward County Public Schools, various trade unions, and the Greater Fort Lauderdale Alliance.

Mr. John Parker, Vice President Operations at Balfour Beatty, was the guest speaker. He shared with the group information on the Broward County Convention Center expansion project, such as:

- The Convention Center is a \$1.1 billion project.
- The project is broken down into four (4) major developments: West expansion, East expansion, Hotel development, and Plaza.
- Estimated completion date is 2024.
- There is a requirement to have 30% County Business Enterprise participation.

The panel discussion with Mr. Parker, Mr. Peter Dyga, President of ABC-FEC, James Armstrong, Vice President of Pirtle Construction, and David Lowrey, Director at Stiles Corporation, provided additional insight on the various obstacles the pandemic has created in the industry and relayed what they did to overcome them, such as implement new protocols to keep workers safe, utilize existing employees to support new projects, and rotate workers and teams in the field to reduce number of people in the field. The panel identified the following short- and long-term effects of COVID-19:

Short-and Long-Term Effects of COVID 19

- Construction companies paused their recruitment and hiring, and utilized their existing workforce due to the uncertainty.
- Increased workload for existing workers due to lack of new hires.
- Shortage of qualified entry-level construction workers.

The panel also identified three (3) skill gaps they were experiencing.

Skill Gaps

1. Shortage of entry-level laborers.
2. Lack of trained Estimators.
3. Shortage of Project Managers.

Robert Evans, our Business Services Manager for Technology and Construction, used the opportunity to discuss CSBD's work-based programs and services as a means to address the skills gap. Below is a chart of the strategies developed during the forum.

Strategy	Action Steps
Reduce the skill gaps through work-based training.	<p>We are scheduling individual meetings with employers to identify which of the following programs will suit their needs: 1) On-the-Job Training 2) Paid Internships and/or 3) Registered Apprenticeships.</p> <p>We are actively engaged with several of the employers and have started the contract process to bring work-based training programs to them.</p> <p>Some of the employers we are working with are:</p> <ul style="list-style-type: none">• Balfour Beatty• Power Designs• Pirtle Construction Company• Stiles Corporation• ABC Institute
Reduce skill gaps through ITA training and work-based learning.	<p>Training for basic carpentry is on our training providers list. We are working with the providers to refer their skilled graduates to the employers.</p> <p>We are determining if training programs for Estimators and Construction Project Managers are eligible for our training providers list. If they are not, we will focus OJT and registered apprenticeship for these skill gaps.</p>
Provide employers with skills assessment tools.	<p>We are engaging the employers and providing in-depth presentations on the various tools we use to assess both hard and soft skills (e.g., we are introducing tools such as Metrix Learning, eSkills and CTORQ).</p>
Inform education partners about the skill gaps learned to allow them to determine what additional steps they can take to address the gaps.	<p>The skill gaps discussed will be shared with our education partners, including those who were not in attendance.</p> <p>We also plan to follow up at our training providers meeting in August to see if the information impacted curriculum development.</p>

Strategy	Action Steps
Encourage industry employers to post their job orders in Employ Florida and hold recruitment events with CSBD.	<p>We are engaging employers with hiring needs to schedule recruitment events in the CSBD career centers. Graduating students from our education partners will be invited.</p> <p>We will also market the job orders using our social media and create flyers to publicize these employment opportunities.</p>

CSBD will continue to lead as conveners for workforce development to assist employers and job seekers recover, restructure and increase their resilience as our local economy continues to re-open in the post-pandemic environment.

RECOMMENDATION

None. For information purposes only.

Overview of the CareerSource Broward Region
Not Seasonally Adjusted
July 16, 2021

- The unemployment rate in the CareerSource Broward region (Broward County) was 5.7 percent in June 2021. This rate was 8.3 percentage points lower than the region's year ago rate of 14.0 percent. The region's June 2021 unemployment rate was equal to the state rate of 5.7 percent. The labor force was 1,055,676, up 33,703 (+3.3) over the year. There were 60,664 unemployed residents in the region.
- In June 2021 nonagricultural employment in the Ft. Lauderdale-Pompano Beach-Deerfield Beach Metro Division was 816,900, an increase of 34,800 jobs (+4.4 percent) over the year.
- The leisure and hospitality (+23.4 percent); other services (+9.9 percent); construction (+3.9 percent); trade, transportation, and utilities (+3.9 percent); education and health services (+3.0 percent); and government (+0.8 percent) industries grew faster in the metro area than statewide over the year.
- The Ft. Lauderdale-Pompano Beach-Deerfield Beach Metro Division was tied for the highest annual job growth compared to all the metro areas in the state in government (+800 jobs).
- The Ft. Lauderdale-Pompano Beach-Deerfield Beach Metro Division had the second fastest annual job growth rate compared to all the metro areas in the state in leisure and hospitality (+23.4 percent).
- The Ft. Lauderdale-Pompano Beach-Deerfield Beach Metro Division was tied for the third highest annual job growth compared to all the metro areas in the state in information (+500 jobs).
- The industries gaining in jobs over the year were leisure and hospitality (+16,600 jobs); trade, transportation, and utilities (+7,000 jobs); education and health services (+3,200 jobs); other services (+3,000 jobs); construction (+1,900 jobs); professional and business services (+1,600 jobs); government (+800 jobs); information (+500 jobs); and financial activities (+500 jobs).
- The manufacturing (-300 jobs) industry lost jobs over the year.

Note: All data are subject to revision.

Source: Florida Department of Economic Opportunity, Bureau of Workforce Statistics and Economic Research.

Unemployment Rates (not seasonally adjusted)	Jun-21	May-21	Jun-20
CareerSource Broward (Broward County)	5.7%	5.2%	14.0%
Florida	5.7%	5.0%	11.7%
United States	6.1%	5.5%	11.2%

Nonagricultural Employment by Industry (not seasonally adjusted)	Ft. Lauderdale-Pompano Beach-Deerfield Beach Metropolitan Division				Florida				Annualized Avg. Wages Broward County, Q4 2020
	Jun-21	Jun-20	change	percent change	Jun-21	Jun-20	change	percent change	
Total Employment	816,900	782,100	34,800	4.4	8,626,300	8,238,300	388,000	4.7	\$59,824.07
Mining and Logging	NA	NA	NA	NA	5,500	5,400	100	1.9	\$54,762.12
Construction	50,800	48,900	1,900	3.9	583,700	565,800	17,900	3.2	\$69,395.75
Manufacturing	27,000	27,300	-300	-1.1	384,100	374,300	9,800	2.6	\$69,004.88
Trade, Transportation, and Utilities	187,300	180,300	7,000	3.9	1,764,600	1,706,500	58,100	3.4	\$61,313.75
Wholesale Trade	49,400	48,800	600	1.2	348,400	338,200	10,200	3.0	\$91,809.37
Retail Trade	103,400	99,800	3,600	3.6	1,065,700	1,035,700	30,000	2.9	\$46,952.05
Transportation, Warehousing, and Utiliti	34,500	31,700	2,800	8.8	350,500	332,600	17,900	5.4	\$66,141.13
Information	18,600	18,100	500	2.8	132,200	126,000	6,200	4.9	\$108,126.00
Financial Activities	63,300	62,800	500	0.8	609,000	585,400	23,600	4.0	\$101,960.70
Professional and Business Services	143,100	141,500	1,600	1.1	1,391,500	1,319,200	72,300	5.5	\$74,640.54
Education and Health Services	108,900	105,700	3,200	3.0	1,320,000	1,283,700	36,300	2.8	\$62,298.87
Leisure and Hospitality	87,600	71,000	16,600	23.4	1,069,700	914,800	154,900	16.9	\$28,312.20
Other Services	33,400	30,400	3,000	9.9	338,300	314,200	24,100	7.7	\$42,859.03
Government	96,800	96,000	800	0.8	1,027,700	1,043,000	-15,300	-1.5	\$79,608.64

Population	2019	2018	change	percent change
CareerSource Broward (Broward County)	1,935,878	1,917,122	18,756	1.0
Florida	21,477,737	21,244,317	233,420	1.1

Average Annual Wage	2019	2018	change	percent change
CareerSource Broward (Broward County)	\$54,646	\$52,974	\$1,672	3.2
Florida	\$51,744	\$50,092	\$1,652	3.3

Note: All data are subject to revision.

Source: Florida Department of Economic Opportunity, Bureau of Workforce Statistics and Economic Research.