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Zoom Meeting ID:	833 9258 9059
Zoom Password:	339900
Zoom Call in:	+1 646 876 9923

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## VIRTUAL MEETING

**Due to Coronavirus, in the interest of keeping our board, staff, and public safe this meeting is being held via Zoom video conference. Please do not attend in person.**

### **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.
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 Committee is 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.

## MEETING AGENDA

### IDENTIFICATION AND INTRODUCTION OF ANY UNIDENTIFIED CALLERS

### APPROVAL OF MINUTES

Approval of the Minutes of the 7/13/20, Executive Committee meeting.

<b>RECOMM</b>	Approval
<b>ACTION</b>	Motion for Approval
<b>EXHIBIT</b>	Minutes of the Meeting

Pages 12 – 17

### NEW BUSINESS

#### 1. Membership Renewals

Consideration of membership renewals of Broward Workforce Development Board members whose terms will expire in September 2020 and who are eligible for renewal for a two-year term. The renewal of their terms is through September 2022. The ten members are 1) Bob Swindell 2) Zac Cassidy 3) Gina Alexis 4) Kristen Cavallini-Soothill 5) Heiko Dobrikow 6) Kevin Kornahrens 7) Dawn Liberta 8) Ismael Martinez 9) Jim Ryan and 10) Pam Sands. CareerSource Broward Council of Elected officials appoints board members by a vote of the Council following a recommendation from the Board.

<b>RECOMM</b>	Approval
<b>ACTION</b>	Motion for Approval
<b>EXHIBIT</b>	Memo #01 – 20 (Exec)

Pages 18 – 19

**2. One-Stop Center Hours of Operation and Holiday Schedule**

The Master Agreement between CareerSource Broward (CSBD) and the State Department of Economic Opportunity (DEO) requires the governing boards' annual approval of the hours of operation and holiday schedule. The State requires us to align our holidays with a federal, state, or county authority. In the past, we have generally aligned our holidays with the County. Consideration to approve 1) one-stop center hours of operation and 2) the CSBD holiday schedule, which includes President's Day and an additional Personal Day to align with the County to meet DEO compliance. Approved at the 9/1 One Stop Services Committee meeting.

**RECOMM**                      Approval  
**ACTION**                      Motion for Approval  
**EXHIBIT**                      Memo #21 – 20 (OPS)

**Page 20**

**3. Move Annual Planning Session and Conduct Board Workshops in December**

Consideration to approve 1) rescheduling the annual Board planning session from December to March/April to better align it to a) the program year b) the timing of decisions regarding our resource investments as reflected in the approval of our budget and to c) allow more time for the pandemic to subside so we can meet in person and 2) schedule virtual workshops for the Board following the December meeting to update the members on all the programs and services offered by CareerSource Broward. This will be reviewed at the Audit Committee which meets directly prior to the Executive meeting the recommendations will be presented at the Executive meeting.

**RECOMM**                      Approval  
**ACTION**                      Motion for Approval  
**EXHIBIT**                      Memo #05 – 20 (LS)

**Pages 21 – 22**

**4. New Course and New Training Provider - Apex Training Center**

Consideration to 1) approve Apex Training Center to become an eligible training provider and 2) add HVAC Mechanic Assistant to our Individual Training Account list. CareerSource Broward reviewed the application for completeness and to ensure that Board mandated criteria are met for the training program and related occupational title. Approved at the 9/1 One Stop Services Committee meeting.

<b>RECOMM</b>	Approval
<b>ACTION</b>	Motion for Approval
<b>EXHIBITS</b>	Memo #02 – 20 (OPS) ITA Course Summary Spreadsheet

**Pages 23 – 25**

**5. Continued Eligibility for AAA School of Dental Assisting and Florida National University**

The Workforce Innovation and Opportunity Act requires eligible training providers submit new applications every two years to remain on the Eligible Training Provider List. CareerSource Broward recommends renewal of Continued Eligibility status for 1) AAA School of Dental Assisting for the period 10/28/20 thru 10/27/22 and 2) Florida National University for the period 11/14/20 thru 11/13/22. Both providers have met the requirements for renewal. Approved at the 9/1 One Stop Services Committee meeting.

<b>RECOMM</b>	Approval
<b>ACTION</b>	Motion for Approval
<b>EXHIBIT</b>	Memo #09 – 20 (OPS)

**Pages 26 – 27**

**6. CareerSource Florida (CSF) Network Cooperative Outreach Program**

CSF has announced the PY 20/21 Network Cooperative Outreach Program, a communications outreach initiative designed to assist local workforce boards with advertising, outreach and messaging efforts. The goal of the program is to assist local workforce boards by offsetting communication costs associated with employer and job seeker outreach. There is \$48,854 available that we recommend using towards 1) the development of up to three (3) videos showcasing a day in the life of an apprentice in CareerSource Broward-funded registered apprenticeship programs and 2) creation and execution of a digital and social media “Help Is Here” marketing campaign designed to inform employers and job seekers of the local services available to them during the pandemic. Approved at the 9/2 Employer Services Committee meeting.

<b>RECOMM</b>	Approval
<b>ACTION</b>	Motion for Approval
<b>EXHIBIT</b>	Memo #01 – 20 (CBR)

**Pages 28 – 29**

**REPORTS**

**1. Performance Update on WIOA Youth Program Activities – Program Year 19/20**

This is to report on CareerSource Broward (CSBD) youth providers’ program performance through the end of June, 2020. Last year CSBD had five (5) out-of-school youth program contracts for the delivery of WIOA services to the youth of Broward County. The two (2) full service and three (3) navigator OSY programs provide services to youth who have barriers to employment and need assistance with career development. Youth have actively participated in program services with some exiting into post-secondary education and unsubsidized employment. Reviewed at the 9/1 One Stop Services Committee meeting.

<b>ACTION</b>	None
<b>EXHIBIT</b>	Memo #14 – 20 (OPS)

**Pages 30 – 34**

**2. CareerSource Broward Response to Mass Layoffs in Hospitality**

In July CareerSource Broward convened a workgroup to develop strategies for assisting hospitality workers laid off or furloughed due to the pandemic. We have 1) launched a dedicated web page with resources to assist the impacted workers find a job 2) reserved specific days and times of the week for them to visit the career centers and receive one-on-one assistance and 3) held information sessions so they can learn about our services including financial assistance for training. Reviewed at the 9/1 One Stop Services and 9/2 Employer Services Committee meetings.

**ACTION**                      None  
**EXHIBIT**                      Memo #02 – 20 (CBR)

**Pages 35 – 37**

**3. CareerSource Broward’s Efforts to Assist SNAP Customers When Participation Waiver Ends**

On 3/30/20 the Governor directed the Department of Children and Families to waive work requirements for the Supplemental Nutrition Assistance Program (SNAP). The waiver was expected to end 8/30/20 but has been extended to 10/31/20. During the waiver, CareerSource Broward (CSBD) is encouraging customers, who are able to virtually volunteer in the program, to take advantage of services such as online/virtual job recruitments, educational fairs, occupational training, and community resources. CSBD is prepared for the waiver lift so that SNAP customers are able to meet their work requirements without the need to come into the career centers. Reviewed at the 9/1 One Stop Services Committee meeting.

**ACTION**                      None  
**EXHIBIT**                      Memo #24 – 20 (OPS)

**Pages 38 – 39**

**4. Outreach to Distressed Communities**

CareerSource Broward continues to provide critical job placement and training services to individual that reside in zip codes with the highest unemployment in the county. A quarter of all customers we've placed into employment have been from these targeted zip codes and 77 residents have been enrolled into occupational training programs. In addition, over 450 customers residing in these zip codes have attended our professional workshops such as resume preparation, telephone/video interviewing skills, essential job search tips, and more. Reviewed at the 9/1 One Stop Services Committee meeting.

**ACTION**                      None  
**EXHIBIT**                      Targeted Community Infograph

**Page 40**

**5. Individual Training Account (ITA) Virtual Enrollment Fair**

CareerSource Broward determined new ways to interact with our customers safely in light of the pandemic. On 8/7 we hosted the first Virtual ITA Enrollment Fair using Zoom. Five (5) providers were invited to discuss their short training programs on our ITA list. The five providers were 1) Broward College 2) Atlantic Technical College 3) Sheridan Technical College 4) New Horizons and 5) The Academy of South Florida. One-hundred and three (103) potential WIOA eligible customers who were interested in learning about our training programs and how to apply to them attended the Zoom meeting.

**ACTION**                      None  
**EXHIBIT**                      Memo #20 – 20 (OPS)

**Page 41**

**6. Individual Training Account (ITA) Performance Report**

All ITA providers are contractually required to have a minimum 70% training-related placement rate for graduates who complete their programs within 180 days of graduation. We conducted the bi-annual analysis of ITA provider performance in August and found that PC Professors' Computer Software Applications training program did not meet the required performance measure. As this is an administrative function based on criteria previously approved by the Board, we suspended WIOA customer referrals to this training program until receipt of evidence showing the attainment of a 70% or better graduate training-related placement rate. All other providers met or exceeded the placement threshold. Reviewed at the 9/1 One Stop Services Committee meeting.

**ACTION**                      None  
**EXHIBIT**                      ITA Performance Report

**Pages 42 – 68**

**7. General Fund Balance**

On 12/31/19 the General Fund balance was \$569,126. Since then, we have realized revenues of \$178,108 and expenditures of \$102,249 resulting in a balance of \$644,985 as of 6/30/20. We expect to see continued revenues through Ticket To Work. This will be reviewed at the 9/14 Audit Committee which meets directly prior to the Executive Committee meeting. Comments will be brought to the Executive Committee meeting.

**ACTION**                      None  
**EXHIBIT**                      Memo #01 – 20 (FS)

**Pages 69 – 70**



**8. Budget vs. Expenditures Report**

The Budget vs. Expenditure Report is divided into 2 charts. The first is for funding streams awarded on July 1st in accordance with the WIOA program year and our other funding streams awarded on October 1st in accordance with the federal fiscal year. In general we are on target to meet projected expenditures. We are working with our youth providers to increase expenditures and have provided them with additional staff for work experience and job development. We have received additional funds for Veterans and have a plan to spend those funds. This will be reviewed at the 9/14 Audit Committee which meets directly prior to the Executive Committee meeting. Comments will be brought to the Executive Committee meeting.

**ACTION**                      None  
**EXHIBIT**                      Memo #02 – 20 (FS)

**Pages 71 – 72**

**9. Cherry Bekaert, LLP Fiscal Monitoring Report #2 PY 19/20 Issued 4/20**

Cherry Bekaert conducted fiscal monitoring for the period 10/1/19 through 1/31/20. Cherry Bekaert reviewed a total of 913 elements during the review period. There were no findings or observations which reflects an error rate of 0%. This will be reviewed at the 9/14 Audit Committee which meets directly prior to the Executive Committee meeting. Comments will be brought to the Executive Committee meeting.

**ACTION**                      None  
**EXHIBITS**                      Memo #03 – 20 (QA)  
    Chart of Findings

**Pages 73 – 74**

**10. Cherry Bekaert, LLP Fiscal Monitoring Report #3 PY 19-20 Issued 8/20**

Cherry Bekaert conducted fiscal monitoring for the period 2/1/20 through 5/31/20. Cherry Bekaert reviewed a total of 1,040 elements during the review period. There were no findings or observations which reflects an error rate of 0%. This will be reviewed at the 9/14 Audit Committee which meets directly prior to the Executive Committee meeting. Comments will be brought to the Executive Committee meeting.

**ACTION** None  
**EXHIBITS** Memo #05 – 20 (QA)  
Chart of Findings

**Pages 75 – 76**

**11. Taylor Hall Miller Parker (THMP), P.A. Program Monitoring Report #1 – PY 19/20 – Issued 3/20**

THMP conducted program monitoring for the period 8/1/19 through 11/21/19. They reviewed a total of 180 files consisting of 7,743 elements. There were 6 findings and 30 observations. The findings equate to a .078% error rate. All findings and observations were corrected except where cases were closed and no further action could be taken. This will be reviewed at the 9/14 Audit Committee which meets directly prior to the Executive Committee meeting. Comments will be brought to the Executive Committee meeting.

**ACTION** None  
**EXHIBIT** Memo #01 –20 (QA)

**Pages 77 – 89**

**12. Taylor Hall Miller Parker (THMP), P.A. Program Monitoring Report #2 – PY 19/20 – Issued 8/20**

THMP conducted program monitoring for the period 11/21/19 through 4/2/20. They reviewed a total of 176 files consisting of 7,001 elements. There were 17 findings and 22 observations. The findings equate to a .24% error rate. All findings and observations were corrected except where cases were closed and no further action could be taken. This will be reviewed at the 9/14 Audit Committee which meets directly prior to the Executive Committee meeting. Comments will be brought to the Executive Committee meeting.

**ACTION** None  
**EXHIBIT** Memo #04 –20 (QA)

**Pages 90 – 102**

**13. DEO Program Monitoring Report issued 12/6/19**

The Florida Department of Economic Opportunity issued their Program Monitoring Report for the period 4/18 through 3/19, on 12/6/19. They reviewed a total of 241 files consisting of 9,653 elements. There were seven (7) findings and seven (7) non-compliance issues. The findings equate to an error rate of approximately .15%. All the findings, and non-compliance issues were corrected and the observations were addressed. Our Corrective Action Plan was accepted on 4/18/20. This will be reviewed at the 9/14 Audit Committee which meets directly prior to the Executive Committee meeting. Comments will be brought to the Executive Committee meeting.

<b>ACTION</b>	None
<b>EXHIBIT</b>	Memo #02 – 20 (QA)

**Pages 103 – 114**

**MATTERS FROM THE EXECUTIVE COMMITTEE**

**MATTERS FROM THE FLOOR**

**MATTERS FROM THE PRESIDENT/CEO**

**ADJOURNMENT**

**NEXT EXECUTIVE COMMITTEE MEETING WILL BE HELD ON OCTOBER 12, 2020.**



Zoom Meeting ID: 840 1813 3535  
Zoom Password: 025802  
Zoom Call in: +1 646 876 9923

## MEETING MINUTES

**The Committee is 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.**

Attendees VIA Zoom/phone: Gary Arenson, Michael Carn, Dr. Ben Chen, Paul Farren, Dr. Lisa Knowles, Pam Sands, Dr. Steve Tinsley, and Janet Wincko

Staff VIA Zoom/phone: Carol Hylton, Ron Moffett, Rochelle Daniels, and Amy Winer

Guest VIA Zoom/phone: Charlene Talbot, New Horizons

### APPROVAL OF MINUTES

Approval of the Minutes of the 6/15/20, Executive Committee meeting.

**On a motion made by Gary Arenson and seconded Michael Carn the Executive Committee unanimously approved the minutes of the 6/15/20 meeting.**

### NEW BUSINESS

1. **Master Agreement between the Department of Economic Opportunity (DEO) and CareerSource Broward (CSBD)**

Consideration to approve entry into a Master Agreement with DEO. The Agreement sets forth the terms and conditions under which the State is sub-granting the Workforce Innovation and Opportunity Act (WIOA) formula grants to the local workforce areas. Although there is an item that will need to be clarified, we recommend signing to meet the state deadline.

Carol Hylton informed the members that in the past the Master Agreement was signed by the President/CEO and was not required to be brought to the governing boards for approval. Recently the state and several local areas came under the scrutiny of the United States Department of Labor (USDOL). As a result, DEO is requesting that the local elected officials and workforce boards approve the Master Agreement. Ms. Hylton noted there are several concerns as DEO included language not required under WIOA and also waived the local area's right to a hearing if a region is going to have their funds suspended for noncompliance. She went over several of the other areas of concern such as special rules that require us to post on our website any contracts exceeding 35k, and single audits. They are also requiring anyone who has access to positions of trust to obtain a level- two background screening. The

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problem with this requirement is the Florida Department of Law Enforcement (FDLE) does not view the local workforce boards as being in the category to allow for level-two background screening. The State is pursuing a change of policy with the FDLE.

Michael Carn asked what is driving DEO for wanting us to put all this information on the website. Ms. Hylton responded she believes it is because other regions have had issues over the past year. Rochelle Daniels added that she spoke with the State and their comment to her was that USDOL is driving the changes to the Master Agreement.

Ms. Hylton stated that failure to sign the agreement will result in the state holding up our funds. Dr. Lisa Knowles stated that it seems we don't have a choice and need to move forward.

**On a motion made by Gary Arenson and seconded by Paul Farren, the Executive Committee unanimously approved the Master Agreement between DEO and CSBD.**

**2. Memorandums of Understanding (MOU) Between CSBD and the One-Stop Partners**

Consideration to enter into MOUs with One Stop Partners. Pursuant to WIOA, the governing boards are required to enter into MOUs regarding the delivery and coordination of statutory one-stop partner programs through the one-stop career system.

Carol Hylton explained these MOUs enable the alignment of the diverse workforce programs available to job seekers and employers through the CSBD Career Centers. She noted WIOA requires all one-stop partners to provide access, which may be technological, to their programs through the one-stop system. The partners must also support the infrastructure and operating costs of the one-stop proportionate to their use, as a part of the MOU.

**On a motion made by Michael Carn and seconded by Paul Farren, the Executive Committee unanimously approved entering into MOUs with the One-Stop Partners.**

**3. Renewal of Audit Agreement with Anthony Brunson, P.A.**

Consideration of renewal of the agreement between CSBD and Anthony Brunson, PA, at a fee of \$33,000, which is an increase of \$4,000 from the cost last year of \$29,000, for conducting the Fiscal Year 2019-2020 audit. The staff was satisfied with their services last year. This will be the second renewal under their contract. As the Audit Committee did not meet this month, this memo was emailed to the committee members and any comments will be brought to the Executive Committee meeting.

Carol Hylton stated this renewal is for the 3<sup>rd</sup> one-year term of our agreement. She noted that the fee did not increase either of the first two years and that the fee increased slightly by \$4,000 for this renewal. Michael Carn inquired as to why CSBD is recommending the increase. Carol indicated that staff was satisfied with their services in the last two years and the increase would remain constant for the balance of their engagement, another 2 years.

Rochelle Daniels added that this increase is the same fees we have paid to our previous audit firm over 5 years ago and is reasonable for the services they provide.

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**On a motion made by Gary Arenson and seconded by Dr. Steve Tinsley, the Executive Committee unanimously approved the renewal of the audit agreement with Anthony Brunson, P.A.**

**4. New Courses for Existing Eligible Training Provider – Sheridan Technical College**

Consideration to approve current Eligible Training Provider Sheridan Technical College's applications to add 1) Accounting 2) Diesel Mechanic 3) Electrocardiograph Technician 4) Medical Billing and 5) Pharmacy Technician programs to the Individual Training Account (ITA) list. CSBD reviewed the applications for completeness and to ensure that Board mandated criteria are met. Because James Payne is a board member and is employed by Broward County Public Schools, this recommendation must be approved a 2/3 vote of the board members present at a meeting with an established quorum. As the One Stop Services Committee did not meet this month, this memo was emailed to the committee members and any comments will be brought to the Executive Committee meeting.

Carol Hylton stated that Sheridan Technical College is a long-standing training provider with us and that each of these programs prepares students for in-demand occupations that pay good wages.

Michael Carn inquired if the accounting course leads to a Bachelor's degree. Ms. Hylton responded no, this is a short term program that earns a certificate once completed. Mr. Carn requested that we put the wording of what is earned into the memo for the board meeting. Ms. Hylton responded that we will add it.

**On a motion made by Gary Arenson and seconded by Janet Wincko, the Executive Committee unanimously approved new courses for existing eligible training provider – Sheridan Technical College.**

**5. New Courses for Existing Eligible Training Provider - Broward College**

Consideration to approve current Eligible Training Provider Broward College's applications to add 1) Certified Information Security Manager 2) Certified Information Systems Auditor and 3) Information Security Training programs to the ITA list. CSBD reviewed the application for completeness and to ensure that Board mandated criteria are met for the training programs and related occupational titles. Because board member, Dr. Mildred Coyne, is employed at Broward College and board member, Francois LeConte, serves on the Broward College Business Advisory Committee, this recommendation must be approved a 2/3 vote of the board members present at a meeting with an established quorum. As the One Stop Services Committee did not meet this month, this memo was emailed to the committee members and any comments will be brought to the Executive Committee meeting.

**On a motion made by Michael Carn and seconded by Gary Arenson, the Executive Committee unanimously approved new courses for existing eligible training provider – Broward College.**

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6. **New Courses for Existing Eligible Training Providers - Florida Atlantic University and City College**

Consideration to approve the addition of six programs available through FAU 1) Computer Technology 2) Dental Assistant 3) Hemodialysis Technician 4) Inpatient Auditing 5) Pharmacy Technician and 6) Physical Therapy Office Professional to the WIOA ITA list and two programs 7) Patient Care Technician and 8) Veterinary Assistant to the WTP list as well as the addition of three programs available through City College 1) Broadcasting 2) Healthcare Administration and 3) Surgical Technology to the WIOA ITA list. CSBD reviewed the applications for completeness and to ensure that Board mandated criteria are met for the training programs and related occupational titles. As the One Stop Services Committee did not meet this month, this memo was emailed to the committee members and any comments will be brought to the Executive Committee meeting.

Carol Hylton stated that six FAU courses are for our WIOA ITA list and two courses are for our WTP list. She explained that while some of the programs are costly to attend that we cannot take the tuition cost of the program into account in recommending a course to the ITA list.

Dr. Steve Tinsley asked if regardless of the cost if we still limit the amount of our commitment. Ms. Hylton responded yes and if the program exceeds our cap, the customer has to pay the difference by accessing financial aid, loans, or through some other means.

Dr. Ben Chen asked if we limit our commitment to \$6,000. Ms. Hylton responded that we pay up to \$12,000 towards tuition and books.

**On a motion made by Pam Sands and seconded by Dr. Ben Chen, the Executive Committee unanimously approved new courses for existing eligible training providers - Florida Atlantic University and City College.**

7. **Acceptance of Funds from Bank of America for Summer Youth Employment Program (SYEP)**

Consideration to accept \$17,500 in SYEP funds from a Bank of America (BOA) grant. The funding was initially targeted for this year's SYEP. However, due to the COVID-19 pandemic, our plans for the summer program changed. BOA decided to provide funding that would be held for next year's 2021 SYEP so we may serve additional economically disadvantaged Broward County youth. As the One Stop Services Committee did not meet this month, this memo was emailed to the committee members and any comments will be brought to the Executive Committee meeting.

**On a motion made by Michael Carn and seconded by Dr. Steve Tinsley, the Executive Committee unanimously approved the acceptance of funds from BOA for the SYEP.**

8. **Acceptance of Funds From City of Hollywood for the Bridging the Digital Divide for the Economically Disadvantaged**

Consideration to accept \$7,000 from the City of Hollywood to fund an initiative called Bridging the Digital Divide for the City of Hollywood residents in WIOA training programs. The funding was initially targeted for the Summer Youth Program (SYEP). However, due to the COVID-19

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pandemic, our plans for the summer program changed. The City and CSBD have agreed to use the funds to assist the City of Hollywood residents in our WIOA training programs who could benefit from being given a laptop to make it easier for them to participate in their studies remotely. As this item would normally go to One Stop Services Committee and the committee did not meet in July, this memo was emailed to the committee members and any comments will be brought to the Executive Committee meeting.

Carol Hylton stated that the City of Hollywood normally contributes funds to our SYEP. Since we did not have an SYEP this year, the City of Hollywood still wanted to give us funding. The funding is being used to help 10 Hollywood adult and youth residents participate in classes remotely by providing them laptops.

Gary Arenson inquired if we solicited the funds from the City of Hollywood. Ms. Hylton responded no; for the past several years the City of Hollywood contributed funds towards our SYEP. She further noted that when we advised them we weren't hosting our SYEP, the City of Hollywood still wanted to contribute funds.

Rochelle Daniels stated that other than Children's Services Council of Broward County (CSC), the funds we receive are block grant funds and the cities are not able to carry forward the funds. The City of Hollywood asked us if we could spend the money in another way.

**On a motion made by Gary Arenson and seconded by Dr. Ben Chen, the Executive Committee unanimously approved the acceptance of funds from the City of Hollywood for the bridging of the digital divide for the economically disadvantaged.**

## REPORTS

### 1. Congresswomen Debbie Wasserman Schultz Résumé & Interview Workshop with CSBD

Congresswomen Debbie Wasserman Schultz conducted a résumé and interview workshop in a Q&A format. She requested two subject matter experts from CSBD to join her to highlight best practices and resources available to get south Florida residents back to work. The workshop was posted on Rep. Wasserman Schultz's Facebook page and we added it to our social media platforms. Rep. Wasserman Schultz wrapped up the session by expressing her appreciation to us and the work we do every day "for helping to make sure that we can get people connected with the right type of employment."

### 2. Janitorial Services

In August 2019, we procured janitorial services for our building on W. Cypress Creek Rd. and entered into a one-year contract with the low bidder, AK Building Services. We have been very pleased with their service. The contract is set for renewal in August 2020 at the same price as last year \$42,240. Because it is a single purchase of over \$10,000, a report is required to the CSBD governing boards.

Dr. Ben Chen inquired if CSBD provides the materials to the cleaning company. Carol Hylton responded that the cleaning company provides the materials. She further noted that the cleaning company did a deep cleaning of our centers before we reopened to the public.



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## **MATTERS FROM THE EXECUTIVE COMMITTEE**

Pam Sands stated that McKinsey & Company put out a report last Friday discussing recovery for different industries. She stated she would send it to us so we can read it and share further.

Dr. Ben Chen inquired if we have any customers in our programs that are eligible for us to pay for Wi-Fi? Ms. Hylton indicated that customers can come into our centers to use our computers if needed. Ms. Hylton stated that we did send an e-blast out to our customers at the beginning of the pandemic letting them know that companies like Xfinity were offering free/reduced pricing on Wi-Fi.

Dr. Ben Chen stated that the Leisure and Hospitality industry in all three counties are leading the unemployment numbers. He inquired if the number of jobs lost in the report are accumulated unemployed persons in that industry as compared to the same month last year or just the number lost in that month. Ms. Hylton stated that she would need to see what Dr. Chen was looking at and would give him a call to discuss.

## **MATTERS FROM THE FLOOR**

None

## **MATTERS FROM THE PRESIDENT/CEO**

Carol Hylton stated that at the last board meeting there was a request for us to have a meeting with Board members and interested stakeholders to develop strategies for rapid re-employment for the hospitality industry. We had the meeting and several strategies were developed and we are in the process of implementing them.

We have arranged specific days and times for those job seekers to come to the center for assistance with enrolling in Employ Florida, to set up their online recruiter, and to assist them with developing their resumes. We also updating the workshops on our website in several languages to assist these customers. Tony Ash will be scheduling a virtual job fair with employers that have jobs that match the qualifications of the laid-off workers.

Ms. Hylton stated that we are currently working with 17 municipalities and nonprofits to help place temporary employees using our COVID-19 grant. Furthermore, our One Stop Operator has reached out to our providers including the Urban League to provide the details of the COVID-19 grant, especially in the distressed communities.

Ms. Hylton stated that we have reached out to SunServe to discuss our services and found out they have an adult program in addition to their youth program. They have since referred several people to our programs.

**ADJOURNMENT: 12:47 p.m.**

<p><b>NEXT EXECUTIVE COMMITTEE MEETING WILL BE HELD ON SEPTEMBER 14, 2020.</b></p>
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**Memorandum #01 – 20 (Exec)**

**To:** Executive Committee  
**From:** Carol Hylton, President/CEO  
**Subject:** Membership Renewals  
**Date:** September 10, 2020

**SUMMARY**

There are ten members of the Broward Workforce Development Board, Inc. (BWDB) whose terms expire in September 2020 and who are eligible for renewal. They are 1) Bob Swindell 2) Zac Cassidy 3) Gina Alexis 4) Kristen Cavallini-Soothill 5) Heiko Dobrikow 6) Kevin Kornahrens 7) Dawn Liberta 8) Ismael Martinez 9) Jim Ryan and 10) Pam Sands. It is recommended that all the above members be renewed through September 2022.

**BACKGROUND**

As per the BWDB by-laws, members serve a two-year term beginning with the date of their appointment. There is no limit to the number of terms that a member can serve. The by-laws state that once a member is appointed, even if their term of office has expired, the member shall continue to serve as a Board member until they resign, they are reappointed or a new member is selected to fill the position. CareerSource Broward Council of Elected officials appoints board members by a vote of the Council following a recommendation from the BWDB.

Historically, the Organizational Resources Committee considered renewal recommendations. However, at the 5/23/19 BWDB meeting, the Board and the elected officials unanimously approved combining the Organizational Resources and Executive Committee as both committees are comprised of the same members.

**DISCUSSION*****Membership Renewals***

The by-laws allow for members to be removed from the Board after three consecutive unexcused absences. From July 2019 through June 2020 there were a total of 9 meetings including the annual planning session in December 2019. The table below provides additional information and attendance information regarding the BWDB members recommended for re-appointment.

**TERMS EXPIRING AS OF SEPTEMBER 2020**

	NAME	Attendance 7/25/20– 6/25/20				Committee(s)	Category
		P	E	U	PS-19		
1	Bob Swindell	7	1	1	Y	Audit Committee	GRED
2	Zac Cassidy	8	1	0	Y	N/A	WOLO
3	Gina Alexis	7	2	0	Y	Executive Committee	BU
4	Kristen Cavallini-Soothill	9	0	0	Y	Employer Services Committee and Strategic Planning Policy Development Legislative Advocacy & Regionalism Committee	BU
5	Heiko Dobrikow	9	0	0	Y	Strategic Planning Policy Development Legislative Advocacy & Regionalism Committee	BU
6	Kevin Kornahrens	5	3	1	N	N/A	BU
7	Dawn Liberta	8	1	0	Y	N/A	WOD
8	Ismael Martinez	8	1	0	Y	N/A	WOY
9	Jim Ryan	7	2	0	Y	N/A	BU
10	Pam Sands	5	4	0	Y	Executive Committee and Strategic Planning Policy Development Legislative Advocacy & Regionalism Committee	BU

The Legend for the chart above is as follows:

P	Present	Y	Yes
E	Excused Absence	N	No
U	Unexcused Absence	BU	Business, Private Sector Member
PS	Attended BWDB, Planning Session	WOLO	Workforce Labor- organization
GRED	Government Representative – Economic Development	WOY	Workforce-Community bases organizations representing youth (optional)
WOD	Workforce-Community bases organizations representing individuals with disabilities (optional)		

**RECOMMENDATION**

That the Executive Committee recommends membership renewal for the (10) ten members of the BWDB listed above whose terms expires in September 2020. The renewal of their terms is through September 2022. They are all eligible for renewal. The CSBD Council of Elected officials appoint board members by a vote of the Council following a recommendation from the BWDB.

## Memorandum #21 – 20 (OPS) Revised

**To:** Executive Committee

**From:** Carol Hylton, President/CEO

**Subject:** One Stop Center Hours of Operation and Holiday Schedule

**Date:** September 10, 2020

### SUMMARY

The Master Agreement (MA) between CareerSource Broward (CSBD) and the Florida Department of Economic Opportunity requires the governing boards' annual approval of the hours of operation and holiday schedule. In the past, we have generally aligned our holidays with the County. Consideration to approve 1) one-stop center hours of operation and 2) the CSBD holiday schedule, which include President's Day and an additional Personal Day to align with the County to meet DEO compliance. Approved at the 9/1 One Stop Services Committee meeting.

### BACKGROUND

At CSBD, holidays and hours of operation are matters we have always brought to the governing boards' for approval. After the schedules have been approved, we only come to you when there is a change. DEO is now requiring annual approval for these items.

### DISCUSSION

#### The One-Stop Centers – Hours of Operation

The One-Stop Hours are: M-TH 8:00 a.m. – 6:00 p.m. & FRI 8:00 a.m. - 5:00 p.m. We are seeking approval of our center hours to satisfy the state MA requirement.

#### The Broward County Holiday Schedule

The state requires us to align our holidays with a federal, state, or county authority. We have always aligned with the County. Many years ago the County merged the two Presidents' days into one Presidents' Day Holiday and added a second personal day. In accordance with the MA requirement, we are requesting approval to align with the County by adding President's Day and another personal day.

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.

## Memorandum #05 – 20 (LS) Revised

**To:** Executive Committee

**From:** Carol Hylton, President/CEO

**Subject:** Move the Annual Planning Session to March/April and Schedule a Board Workshop for December

**Date:** September 3, 2020

### SUMMARY

Consideration to approve 1) rescheduling the annual Broward Workforce Development Board, Inc. (Board) planning session from December to March/April to better align it to a) the program year b) the timing of decisions regarding our resource investments as reflected in the approval of our budget and to c) allow more time for the pandemic to subside so we can meet in person and 2) schedule virtual workshops for the Board following the December Meeting to update the members on all the programs and services offered by CareerSource Broward (CSBD). This will be reviewed the Audit Committee meets directly prior to the Executive Committee meeting, the recommendations will be presented at the Executive Committee meeting.

### BACKGROUND

The Board traditionally holds its annual planning session in December. This year because of COVID-19, we will not be able to hold the planning session in person, allowing for the networking and camaraderie that is an integral component of the planning session.

To be able to fully participate in the planning session, we realize that being familiar with the various grants we receive and administer, as well as their limitations and flexibilities, is key to framing goals and objectives for the upcoming year.

To address the possibility of being able to meet in person and to add to our board members' knowledge about the programs we administer we are requesting consideration of a change to the schedule.

### DISCUSSION

The continuing persistence of COVID-19 has caused us to look at the scheduling of the annual planning session. Staff is recommending that we move the planning session to March/April in the hope that we will be able to meet in person. Another consideration in moving the meeting is that during December we must compete with all the holiday events taking place in the community, which often interfere with some of our members' ability to attend the planning session.

During the spring, the CSBD Committees review their matrices, and the governing boards prepare for the new program year. Decisions are made regarding resource investments, along with the approval and renewal of contracts and the launching of new initiatives. By moving the planning session to the spring, we can align with all of these actions as we enter the new program year.

At different times we have had requests from board members to provide information about our programs and initiatives so that they can achieve a more thorough understanding of the grants and how they work together to create the workforce system. This knowledge would also better prepare our governing boards for the spring planning session.

To this end, we are also recommending that following the December board meeting our members proceed to virtual breakout rooms in Zoom, where staff experts will present a detailed overview of the services we offer from our various grants in segments of 20 – 30 minutes each. The specific topics would be determined by the responses to a short survey we would send to the Board. Members will be able to attend the Zoom breakout rooms of interest to them and gain a more thorough understanding of the services and programs offered to the public and our local business community.

## **RECOMMENDATION**

Approval to 1) reschedule the annual Board planning session from December to March/April and 2) offer virtual workshops for the Board following the December board meeting to update the members on all the programs and services offered by CSBD.

## Memorandum #02 – 20 (OPS) Revised

**To:** Executive Committee  
**From:** Carol Hylton, President/CEO  
**Subject:** New Course for New ITA Provider- Apex Training Center  
**Date:** September 2, 2020

### SUMMARY

Consideration to 1) approve Apex Training Center to become an eligible training provider and 2) add HVAC Mechanic Assistant to our ITA list. CSBD reviewed the application for completeness and to ensure that the Broward Workforce Development Board (Board) mandated criteria are met for the training program and related occupational title. Approved at the 9/1 One Stop Services Committee meeting.

### BACKGROUND

The Workforce Innovation and Opportunity Act (WIOA) requires classroom or online training to be provided through ITAs at schools and for courses approved by the local workforce board. Additionally, all occupational training must prepare students for in-demand occupations appearing on the Targeted Occupations List (TOL) and meet the Board established minimum evaluation criteria. This includes but is not limited to, licensure, accreditation, and issuance of an industry-recognized credential, and reporting to the Florida Education and Training Placement Information Program (FETPIP). All of our current ITA training providers meet these criteria.

### DISCUSSION

Apex Training Center (ATC) has been in Miami since 2008 and provides training and employability skills in the growing field of HVAC technology.

ATC has a 70% training-related placement rate according to the placement data submitted for the HVAC Mechanic Assistant program. The provider does not currently submit data to FETPIP but understands and commits to submitting FETPIP data going forward. Whereas ATC will be a new provider, they will be under initial eligibility status with CSBD and we will also limit enrollment of customers to 10 in the training program until performance can be established for our customers.

ATC is licensed by the State's Department of Education, Commission for Independent Education for their HVAC Mechanic Assistant Program. They offer an industry-recognized Environmental Protection Agency license, which is the same credential offered by CSBD's existing eligible provider - South Florida Academy of AC.

This training course prepares students for jobs in the Heating, Air Conditioning, and Refrigeration Mechanics and Installers occupation, which is on the current Targeted Occupations List (TOL), paying entry wages between \$15.78 – \$21.79 per hour.

As of 8/24/20, using tools such as JOBS EQ and Employ Florida, CSBD was able to validate that within the past ninety days there have been at least 25 job openings in these occupations in Broward County. As we do with all new applicants and new campuses, CSBD conducted an on-site review of ATC's training facilities. Our review verified the location, equipment, classrooms, and school amenities.

A cross-functional CSBD review team comprised of staff from Finance, Operations, Management Information Systems, and Quality Assurance evaluated the application. The committee has determined that all Board mandated criteria have been met for the training program and related occupational title and recommends ATC and its HVAC Mechanic Assistant training program be added to the ITA list.

#### **RECOMMENDATION**

Approve 1) Apex Training Center to become an eligible training provider and 2) add HVAC Mechanic Assistant to our ITA list.



Attachment to OPS Memo #02-20  
ITA Course Summary Spreadsheet

School Name / Location	Accreditation / State Agency Approval	Is School Enrolled in Florida Education and Training Placement Information Program?	FL DOE License	Course Title	Type of credential offered	Length of Program	Entry Wage	Course Offering	Tuition Cost	Supply costs (Books, Tools, Uniforms, etc.)	Certification Costs	Program Total Costs
<b>APEX Training Center</b>	Commision for Independent Education	N	Y	HVAC Mechanic Assistant	Environmental Protection Agency HVAC 608 License	500 clock hours	\$15.78	100% Classroom	\$7,550.00	\$500.00	\$0.00	\$8,050.00

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**Memorandum #09 – 20 (OPS) Revised**

**To:** Executive Committee

**From:** Carol Hylton, President/CEO

**Subject:** Continued Eligibility for AAA School of Dental Assisting and Florida National University

**Date:** September 2, 2020

**SUMMARY**

The Workforce Innovation and Opportunity Act (WIOA) requires eligible training providers submit new applications every two years to remain on the Eligible Training Provider List. Currently, AAA School of Dental Assisting and Florida National University, have met the requirements for renewal. CSBD recommends renewal of Continued Eligibility status for 1) AAA School of Dental Assisting for the period 10/28/20 thru 10/27/22 and 2) Florida National University for the period 11/14/20 thru 11/13/22. Approved at the 9/1 One Stop Services Committee meeting.

**BACKGROUND**

In 2014, WIOA changed the way in which schools could continue on the ETPL by requiring recertification of their eligibility to receive participant individual training account (ITA) funds, every two (2) years. All schools on our ETPL must reapply to be on the ETPL 3 months before their eligibility expires. The intent is for local areas to review the performance of the providers. Locally we have policies in place to do this in addition to the statutory requirements.

As the eligibility period for AAA School of Dental Assisting and Florida National University is expiring in October and November, they were required to submit their continued eligibility applications by 7/28/20 and 8/14/20, respectively.

**DISCUSSION**

The information required by the state for continued eligibility is information we have required from our providers for many years. This includes:

1. Verification of licensure, accreditation, or other State authorization to provide training programs.
2. Issuance of an industry-recognized credential.
3. Whether the credential can be stacked with other credentials as part of a sequence to move an individual along a career pathway or up a career ladder,

4. Information on cost, attendance, tuition, and fees, for participants.
5. A description of how the provider will ensure access to training services programs, including serving individuals who are employed and individuals with barriers to employment and through the use of technology (if applicable); and,
6. Reporting to the Florida Education and Training Placement Information Program (FETPIP), which includes data on enrollment, graduation rates, and employment.

To ensure there was no disruption in referrals, we developed a streamlined application form and sent it along with instructions to both of these training providers with the deadline for filing.

Current ETPs 1) AAA School of Dental Assisting and 2) Florida National University submitted their renewal applications timely and each included all the mandated criteria.

CSBD is recommending for approval for 1) AAA School of Dental Assisting for the next two-year period 10/28/20 thru 10/27/22 and 2) Florida National University for the next two-year period 11/14/20 thru 11/13/22.

The courses offered have already been approved by the CSBD governing boards and continue on the list as long as:

- a. The programs continue to be on the State and local ETPL
- b. The courses continue to be on the targeted occupation in-demand list; and,
- c. Their performance meets our local policy and contract provisions.

## **RECOMMENDATION**

Approve the continued eligibility status for 1) AAA School of Dental Assisting for the period 10/28/20 thru 10/27/22 and 2) Florida National University for the period 11/14/20 thru 11/13/22.

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## Memorandum #01 – 20 (CBR) Revised

**To:** Executive Committee  
**From:** Carol Hylton, President/CEO  
**Subject:** PY 20/21 CareerSource Florida Cooperative Outreach Program  
**Date:** September 10, 2020

### SUMMARY

CareerSource Florida (CSF) has announced the PY 20/21 CSF Network Cooperative Outreach Program, a communications outreach initiative designed to assist local workforce boards with advertising, outreach, and messaging efforts. The goal of the program is to assist local workforce boards by offsetting communication costs associated with employer and job seeker outreach. There is \$48,854 available that we recommend using towards 1) the development of up to three videos showcasing a day in the life of an apprentice in CSBD-funded registered apprenticeship programs and 2) creation and execution of a digital and social media “Help Is Here” marketing campaign designed to inform employers and job seekers of the local services available to them during the pandemic. Approved at the 9/2 Employer Services Committee meeting.

### BACKGROUND

Since 2016, CSF has provided marketing and outreach assistance to local workforce boards through their cooperative outreach program. The goals of the program are to:

1. Promote local-state collaboration while strengthening and supporting growth in awareness of the CSF network brand statewide.
2. Inspire action among Florida businesses and job seekers to obtain resources and services from the CSF network to advance their business or career.
3. Assist local workforce development boards in connecting business with talent.
4. Offset program outreach costs and support local efforts to increase awareness of network resources and services available to Florida businesses and job seekers.
5. Build upon past successes and efficiencies of co-op deliverables for each board to maximize program outreach effectiveness.

Through previous participation in the co-op program, CSBD has:

- A. Created web-based landing pages in support of grant programs, such as On-the-Job Training, the Disaster Recovery Program, and the WIOA scholarship program.
- B. Developed and launched the new CSBD website.
- C. Developed marketing videos focused on job seeker and employer services.
- D. Executed digital marketing campaigns.

The funding was provided in the form of “credits” that could be applied toward marketing services from a pre-determined menu of options provided by CSF and Moore Communications Group (MCG), the public relations firm of record for CSF.

## **DISCUSSION**

Recently, CSF announced another round of available “credits” to the local workforce boards. Each local board is eligible for funding credits based on board size:

- Group 1 (Regions 2, 3, 4, 5, 6, 7, 9, 19) - \$34,322 each
- Group 2 (Regions 1, 10, 11, 13, 16, 17, 18, 20) - \$41,822 each
- Group 3 (Regions 8, 12, 14, 15, 21, **22**, 23, 24) - \$48,854 each

Same as before, the allocated credits must be applied toward items from a pre-determined menu of options created by CSF and MCG. Local boards will not be billed for services provided under the co-op program up to the credit limit. The workforce board and MCG will agree on a program of work and, once it is completed, MCG will invoice CSF for payment. The communication tactics listed in the program of work must be completed by May 30, 2021.

Based on the current marketing objectives of CSBD and leveraging the funding assistance, staff is recommending that this year’s marketing co-op be used for the following:

1. Up to three videos showcasing a day in the life of an apprentice participating in CSBD-funded registered apprenticeship programs.
2. Creation and execution of a digital and social media “Help Is Here” marketing campaign designed to inform employers and job seekers of the local services available to them during the pandemic. The campaign will include paid advertisement on Google, Facebook, LinkedIn, and Instagram.

The staff recommended options are aligned with the direction set by the Broward Workforce Development Board, which is to expand the use of social media and digital marketing and to increase the awareness of registered apprenticeships.

## **RECOMMENDATION**

It is recommended that CSBD participate in the PY 20/21 CareerSource Florida Network Cooperative Outreach Program by using the available funding credits towards 1) the development of up to three videos showcasing a day in the life of an apprentice in CSBD-funded registered apprenticeship programs and 2) creation and execution of a digital and social media “Help Is Here” marketing campaign designed to inform employers and job seekers of the local services available to them during the pandemic.

## Memorandum #14 – 20 (OPS) Revised

**To:** Executive Committee

**From:** Carol Hylton, President/CEO

**Subject:** WIOA Youth Performance for program year (PY) 19 – 20

**Date:** September 2, 2020

### SUMMARY

CareerSource Broward (CSBD), funds five (5) Out-of-School Youth (OSY) programs. The OSY receive education and employability skills training through case management and career pathway planning. The PY 19 – 20 program performance is provided in this report. Reviewed at the 9/1 One Stop Services Committee meeting.

### BACKGROUND

CSBD funded 2 full service and 3 navigator OSY programs that provide support to youth who have barriers to education and employment. The performance for the providers follows under discussion.

### DISCUSSION

Through case management, referrals to WIOA funded services, career pathway planning, employability skills training, and paid internships each program serves youth between the ages of 17 to 24. Generally, youth providers have met their performance targets. Provider staff continues to work with youth carried forward from previous program years to ensure their success in the program.

In program year 19-20 the USDOL added measureable skills gain (MSG) to the measures. It was considered a baseline year for gathering data. We have been told that the measure will not count towards our performance for PY 19 - 20. However because of the USDOL methodology of using “rolling quarters” in their calculation there may be some youth who are included in the PY 20- 21 calculation. We are working with our providers to make sure that all youth who meet the measure this year are properly recorded in the state’s data base so that we and our providers receive credit for youth who are progressing.

The Broward County School Board OSY GED PROGRAM (HS DROP OUTS)			
Contract Deliverables	Due Date	Current Performance	CSBD Comments
Enroll 135 youth May over-enroll up to 195 youth.	6/30/20	203 youth were enrolled in the program.	Of the 203 youth: <ul style="list-style-type: none"> <li>• 57 new youth were enrolled in PY 19-20.</li> <li>• 146 youth were carried forward.</li> </ul>
80% of youth enrolled in GED must achieve an MSG.	6/30/20	<b>Not Met</b> - Of the 203 OSY <ul style="list-style-type: none"> <li>• 131 were enrolled in GED.</li> <li>• 54 of the 131 OSY in training or 41% received an MSG.</li> <li>• 77 youth remain in training and working towards achieving a gain.</li> </ul>	77 youth are attending GED or waiting for schools to re-open so they can take their test. <p><u>Of 77 youth who were carried forward:</u></p> <ul style="list-style-type: none"> <li>• 35 obtained their GED but have not moved on to post-secondary or found employment.</li> <li>• 42 are not responding to their case managers.</li> </ul>
75% of youth enrolled must complete their GED and obtain their high school credential.	6/30/20	<b>Not Met</b> - Of the 131 youth enrolled in GED training 54 of 131 or 41% of the youth have obtained their GED.	77 youth are still in training and working towards their credentials. <p>Most of these youth were on target to achieve their GED but could not take their GED test because of the School closures in the last quarter of PY 19-20.</p>
90% of youth enrolled shall exit the program into military, post-secondary education or unsubsidized employment.	6/30/20	<b>100%</b> – 43 of 43 of youth who exited were employed or enrolled in post-secondary education.	This measure is based on youth as they exit the program. <p>We are working with the SBBC to develop a corrective action plan to address the 159 youth still active:</p> <ul style="list-style-type: none"> <li>• Who have received their GED but are not moving to employment or post-secondary school because of COVID-19.</li> <li>• Youth who are disengaged and have not received their GED and need to return to the program.</li> <li>• Note: there was 1 youth who was exited as a neutral – which will not impact the performance measure in accordance with the rules.</li> </ul>

BROWARD COLLEGE – GET REAL PROGRAM			
Contract Deliverables	Due Date	Current Performance	CSBD Comments
Enroll 120 youth into post-secondary training May enroll up to 163 youth	6/30/20	123 youth are enrolled in the program	Of the 123 youth: <ul style="list-style-type: none"> <li>• 39 youth were enrolled in PY 19-20.</li> <li>• 84 youth were carried forward from previous program years.</li> <li>• 80 were enrolled in occupational training.</li> <li>• 43 youth carried forward were not in training.</li> </ul>
90% of youth enrolled in training must achieve an MSG	6/30/20	<b>Exceeded</b> – Of the 123 youth: <ul style="list-style-type: none"> <li>• 76 of 80 or 95% achieved an MSG.</li> <li>• 43 were <u>not</u> enrolled in BC training</li> </ul>	Of the 43 youth not in training who were carried forward: <ul style="list-style-type: none"> <li>• 35 completed training and have not moved on to post-secondary or found employment. Staff continues to work with the youth to ensure they exit the program positively.</li> <li>• 8 did not complete training and are disengaged.</li> </ul>
90% of the youth must attain the credential associated with their program of study.	6/30/20	Of the 80 youth enrolled in occupational training: <p>39 of 39 or 100% of the youth received a credential.</p>	Of the 39 youth who received a credential. <ul style="list-style-type: none"> <li>• 19 received an AS degree.</li> <li>• 20 received an occupational certificate or a specialized diploma in their program of study.</li> </ul>
90% of the youth enrolled shall be exited into the military, post-secondary education and unsubsidized employment.	6/30/20	11 of 11 or 100% of youth who exited secured employment or went on to post-secondary education.	This measure is based on youth as they exit the program. <p>We are working with BC to develop a corrective action plan to address:</p> <ul style="list-style-type: none"> <li>• Increasing the number of exits</li> <li>• Strategies to place the 39 youth who have completed their credentials into post-secondary education or employment.</li> <li>• Note: there was 1 youth who was exited as a neutral and will not impact performance in accordance with the rules.</li> </ul>



THE FLITE CENTER			
Contract Deliverables	Due Date	Current Performance	CSBD Comments
Enroll 25 youth into the program with the ability to enroll up to 40 youth.	6/30/20	<b>Met</b> – 30 youth were enrolled	Of the 30 youth: <ul style="list-style-type: none"> <li>• 21 new youth were enrolled in PY 19-20</li> <li>• 9 youth were carry forward</li> </ul>
75% of youth enrolled in GED preparation must complete their GED and obtain their credentials	6/30/20	<b>Exceeded</b> – 2 of 2 or 100% of the youth enrolled in GED obtained their credential.	As a result of obtaining their GED, both youth have successfully enrolled in post-secondary coursework.
90% of youth enrolled shall be exited into military, post-secondary education and unsubsidized employment.	6/30/20	<b>Exceeded</b> – 16 of 16 or 100% of youth who exited have gone on to employment or post-secondary education.	This measure is based on youth as they exit the program.  Of the youth who exited and have gone on to employment, 2 of the youth have received a salary increase based on their outstanding work performance.  Note: there was 1 youth who was exited as a neutral and will not impact performance in accordance with the rules.

HANDY – THE LIFE PROGRAM			
Contract Deliverables	Due Date	Current Performance	CSBD Comments
Enroll 25 youth into the program with the ability to enroll up to 40 youth.	6/30/20	<b>Met</b> – 31 youth were enrolled	Of the 31 youth: <ul style="list-style-type: none"> <li>• 19 new youth were enrolled in PY 19-20.</li> <li>• 12 youth were carried forward</li> </ul>
90% of youth enrolled into training leading to a degree or credential must achieve a measurable skills gain.	6/30/20	<b>Exceeded</b> – 2 of 2 or 100% of the youth enrolled in post-secondary training achieved a measurable skills gain.	<ul style="list-style-type: none"> <li>• One youth successful received a gain and continues to pursue her education.</li> <li>• One youth received a satisfactory or better report card and is meeting academic standards.</li> </ul>
75% of youth enrolled in an ITA scholarship must obtain their credential.	6/30/20	<b>Met</b> – Of the two youth enrolled in an ITA: <ul style="list-style-type: none"> <li>• One youth obtained their credential.</li> <li>• One youth's program duration exceeds the end of the program year.</li> </ul>	<ul style="list-style-type: none"> <li>• The one youth who obtained their credential secured a full-time job in her program of study.</li> <li>• As for the second youth, the youth is doing well and will be carried forward to next program year.</li> </ul>

<b>HANDY – THE LIFE PROGRAM</b>			
<b>Contract Deliverables</b>	<b>Due Date</b>	<b>Current Performance</b>	<b>CSBD Comments</b>
90% of youth enrolled shall be exited into military, post-secondary education and unsubsidized employment.	6/30/20	<b>Exceeded</b> – 12 of 12 or 100% of youth entered employment.	<p>This measure is based on youth as they exit the program.</p> <ul style="list-style-type: none"> <li>• Of the 12 youth who exited into employment two of the youth received a promotion and salary increase, where one of the promotions was to supervisory position.</li> <li>• Note: there were 4 youth who was exited as a neutral and will not impact performance in accordance with the rules.</li> </ul>

<b>CENTER FOR INDEPENDENT LIVING BROWARD - JOBS FOR YOUTH PROGRAM</b>			
<b>Contract Deliverables</b>	<b>Due Date</b>	<b>Current Performance</b>	<b>CSBD Comment</b>
Enroll 12 youth into the program with the ability to enroll up to 15 youth.	6/30/20	<b>Met</b> – 12 youth were enrolled	<p>All 12 youth were enrolled in PY 19-20.</p> <ul style="list-style-type: none"> <li>• All 12 youth completed a job readiness training to learn employment skills.</li> <li>• 5 youth were assigned to a work experience activity.</li> <li>• 3 youth were on track to be placed in work experience but as result of COVID-19, the process was delayed.</li> <li>• 4 youth completed a virtual online training for financial planning.</li> </ul>
90 % of youth enrolled shall be exited into military, post-secondary education and unsubsidized employment.	6/30/20	There have been no exits from the program.	<ul style="list-style-type: none"> <li>• One (1) youth has secured employment and staff is awaiting employment verification to exit the youth positively.</li> <li>• Due to COVID – 19, CILB experienced difficulties with the placement of youth into unsubsidized employment.</li> <li>• CILB will continue to work with the youth and assist them with meeting their employment goals.</li> </ul>

**RECOMMENDATION**

None – information only.

## Memorandum #02 – 20 (CBR) Revised

**To:** Executive Committee

**From:** Carol Hylton, President/CEO

**Subject:** CSBD Response to Mass Layoffs in Hospitality

**Date:** September 3, 2020

### SUMMARY

Last month, CareerSource Broward (CSBD) convened a workgroup to develop strategies for assisting hospitality workers laid off or furloughed due to the pandemic. This is an update on the strategies. Reviewed at the 9/1 One Stop Services and 9/2 Employer Services Committee meetings.

### BACKGROUND

In response to the mass layoffs in the hospitality industry as a result of the coronavirus pandemic, CSBD in collaboration with partners in the industry and education developed strategies to help the impacted workers.

### DISCUSSION

Below is an update on the strategies:

#### Strategies to Assist Hospitality Workers

	Strategy	Responsible Entity	Status
1.	Develop a resource packet for the hospitality workers and post on the CSBD website. The packet will include information on virtual job readiness workshops, filing for reemployment assistance, jobs available through the Temporary Worker Disaster Relief Grant, how to use Employ Florida (EF) to search for jobs and all our occupational training scholarships, on-the-job training, and apprenticeship opportunities.	CSBD	<p><b>Completed</b></p> <p>The digital resource packet is available on CSBD's website at <a href="http://www.helpforhospitalityworkers.com">www.helpforhospitalityworkers.com</a>. Information is available in English, Spanish, and Haitian Creole.</p>

	<b>Strategy</b>	<b>Responsible Entity</b>	<b>Status</b>
2.	Distribute the digital packet and the web page link to community partners.	CSBD	<b>Completed</b> CSBD notified community partners such as Hispanic Unity, the Florida Restaurant and Lodging Association (FRLA)-Broward Chapter, School Board of Broward, and Broward College of the new web page with the digital resources.
3.	Schedule rapid response presentations via Zoom for impacted workers to educate them on CSBD services and training opportunities.	CSBD	<b>Completed</b> Held three rapid response sessions. These rapid response presentations will be ongoing weekly and the seminar schedule is posted online at <a href="http://www.helpforhospitalityworkers.com">www.helpforhospitalityworkers.com</a> .
4.	Schedule dedicated days/times in the career centers so hospitality workers can come in and use the computer labs to register in Employ Florida (EF) to conduct job searches, and get resume assistance. Registration in EF will ensure they are visible to all employers.	CSBD	<b>Completed</b> The following days/times have been reserved in each career center:  <u>North</u> Thursdays – 2 p.m. to 5 p.m. Fridays – 9 a.m. to noon  <u>Central</u> Tuesdays – 8:30 a.m. to 11:30 a.m. Thursdays – 1:30 p.m. to 4:30 p.m.  <u>South</u> Wednesdays – 2 p.m. to 5 p.m. Thursdays – 9 a.m. to noon  An announcement of the reserved days and times was sent to our industry partner, FRLA-Broward, to share with impacted hospitality workers.  The reserved days and times are also posted on our website. To date, 184 hospitality workers have visited a career center since this was launched.
5.	Translate the informational packets into Spanish and Creole.	Hispanic Unity & CSBD	<b>In progress</b> Hispanic Unity has been very helpful in assisting with translating materials such as flyers and guides in Spanish. Materials are also being translated to Creole/French. These materials are being added to our website as they are finalized.

	<b>Strategy</b>	<b>Responsible Entity</b>	<b>Status</b>
6.	Schedule a targeted job fair for the impacted hospitality workers.	CSBD	<p><b>Completed</b></p> <p>The virtual job fair was held on 7/30, which 48% of the attending job seekers received an offer on the spot or were scheduled for a second interview.</p> <p>A link to a calendar with upcoming recruitment events has been added to the web page arranged for the impacted hospitality workers.</p>

**RECOMMENDATION**

None. For information purposes only

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## Memorandum #24 – 20 (OPS) Revised

**To:** Executive Committee

**From:** Carol Hylton, President/CEO

**Subject:** CSBD's Efforts to Assist SNAP Customers When Participation Waiver Ends

**Date:** September 9, 2020

### SUMMARY

On 3/30/20 The Governor directed the Department of Children and Families (DCF) to waive work requirements for the Supplemental Nutrition Assistance Program (SNAP). The waiver was expected to end on 8/30/20, however it has been extended to 10/31/20.<sup>1</sup> While on the waiver, CareerSource Broward (CSBD) is encouraging customers, able to virtually volunteer in the program, to take advantage of services such as online/virtual job recruitments, educational fairs, online education, and community resources. CSBD is prepared for the waiver lift to ensure SNAP customers are able to meet their work requirements without the need to come into the career centers. Reviewed at the 9/1 One Stop Services Committee meeting.

### BACKGROUND

According to data from DCF, the agency which administers SNAP, there was a 62% increase in Broward residents enrolled in SNAP from March to July. Statewide, Florida has added over a million new SNAP recipients since the start of the pandemic. No other state has recorded a higher increase.

Since March, DCF has waived the requirement that SNAP applicants be employed or searching for work, and it has automatically extended food stamp users' "recertification," allowing recipients to continue receiving benefits. This waiver is expected to end on 10/31/20.

### DISCUSSION

During the waiver, CSBD is encouraging customers, able to virtually volunteer in the program, to take advantage of services such as online/virtual job recruitments, educational fairs, education, and community resources. CSBD has also used this time to proactively prepare for the waiver lift to ensure SNAP customers are able to access our services more easily and with greater efficiency to meet their work requirements and maintain their benefits without the need to come into the career centers.

When the waiver lifts in November the following activities will be mandatory for SNAP customers:

- The requirement to complete the automated Work Registration process
- The requirement to contact us and set appointments with the career center staff for orientation, intake, & follow-up
- The requirement to participate in countable activities (e.g. job search and education) for 80 hours per month

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<sup>1</sup> We received notice from the state of the extension on Tuesday, September 8, 2020 subsequent to the One Stop Services Committee meeting.

Not meeting any of these requirements will result in penalties being imposed that will affect their benefits.

CSBD has prepared for the waiver lift by implementing more virtual services for our customers so they can comply with SNAP requirements listed above. The services are listed below:

- CSBD created a new on-line SNAP Orientation that is available 24/7.
- Staff is conducting weekly intake sessions with customers via zoom.
- All SNAP forms can now be digitally executed using the Right Signature tool on a phone, tablet, or computer.
- Customers who are not employed, or in vocational training, can participate in online countable activities (e.g. online job search and online education through Metrix Learning) to meet the 80-hour work requirement. Metrix is a comprehensive career pathway and online training platform that customers can access 24/7 from any computer with the internet.
- Customers have the option to send documents to CSBD via the following:
  - Email
  - Fax
  - Text messages to staff cell phones
  - MyTess application in One Stop Service Tracking (OSST) system
  - Employ Florida
- CSBD is conducting customer's follow-up appointments via a zoom meeting or conference call with the Success Coach.
- All CSBD professional workshops are available on-line
- Food Stamp Reimbursements, for any travel the customers may occur for job search, will be requested in the OSST system so DCF can add the \$25 benefit to the customers' EBT card.

With all of these virtual services in place, we are confident that SNAP customers will be able to successfully complete work registration and activities; receive services, as well keeping virtual communication and engagement with CSBD staff to assist with getting them back to work.

## **RECOMMENDATION**

None for information only.

# CareerSource Broward (CSBD) Targeted Community Outreach: Bringing awareness and bridging the gap in the zip codes of 33023, 33069, 33311, 33313, 33319, and 33309.

January 2020 – August 2020

## JOBS

185 customers placed in jobs are from the targeted zip codes. This is 25% of all customers placed. (846 customers placed in jobs from the start of the initiative)

YOUR NAME  
YOUR ADDRESS HERE  
DATE  
1001  
PAY TO THE ORDER OF \$  
DOLLARS  
FOR  
12345678



## TRAINING

77 customers from the targeted zip codes received a WIOA scholarship or enrolled in work-based training in industries/occupations such as healthcare, information technology, HVAC and more. This is 19% of all customers that received a scholarship or work-based training. (282 customers received a scholarship or work-based training since the start of the initiative)

## PRESENTATIONS AND OUTREACH

285 customers from the targeted communities have attended CSBD presentations.

Placed print and digital advertisements in various media outlets to promote the Help Is Here campaign to workers who have been impacted by the COVID-19 pandemic.



## DIGITAL OUTREACH

Social media posts on the scholarship program placed on Facebook, Instagram and Twitter.



## CAREER SUCCESS WORKSHOPS

457 customers from the targeted communities attended our face-to-face and/or virtual job readiness workshops that focused on topics such as resume preparation, telephone interview skills, video interview skills, essential job search tips and more.

## TESTIMONIAL

*“After attending CareerSource Broward’s presentation I feel more motivated than ever. I will continue to seek guidance from CareerSource Broward on scholarship opportunities, as well as improving my computer and leadership skills.”*

- Evelyn M.

Attendee, CareerSource Broward’s Virtual Presentation



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**Memorandum #20 – 20 (OPS) Revised**

**To:** Executive Committee

**From:** Carol Hylton, President/CEO

**Subject:** Individual Training Account (ITA) Virtual Enrollment Fair

**Date:** September 2, 2020

**SUMMARY**

CareerSource Broward determined new ways to interact with our customers safely in light of the pandemic. On 8/7/20 we hosted the first Virtual ITA Enrollment Fair using Zoom. Five (5) providers were invited to discuss their short training programs on our ITA list. The five providers were 1) Broward College 2) Atlantic Technical College 3) Sheridan Technical College 4) New Horizons and 5) The Academy of South Florida. One-hundred and three (103) potential WIOA eligible customers who were interested in learning about our training programs and how to apply to them attended the Zoom meeting. Reviewed at the 9/1 One Stop Services Committee meeting.

**BACKGROUND**

When Governor DeSantis issued Executive Order 20-52 that declared Florida a state of emergency, CSBD had to determine new and innovative ways to interact and serve our customers using safe means. In the past, we hosted ITA enrollment fairs in the career centers. With Fall semester registration approaching, we innovated and used Zoom to host an online interactive ITA enrollment fair.

**DISCUSSION**

CSBD hosted a virtual ITA enrollment fair that offered an interactive opportunity allowing training providers to connect and engage with our WIOA customers who want to acquire new skills and advance their careers.

Interactive virtual experiences enable Zoom meeting attendees to access support in a comfortable manner and break down barriers that some individuals face, such as transportation or lack of childcare. CSBD marketed the enrollment fair to distressed communities and focused on training programs that take less than 6 months to complete, as rapid credentialing can help those who lost their jobs, due to COVID-19, earn a new credential quickly.

Success Coaches followed up with those customers who attended to determine eligibility after the Zoom meeting. All training providers reported they enjoyed the virtual event and that it's a fun way to share their short-term programs with the public. CSBD will continue to host Virtual ITA Fairs and help those seeking to advance their career and learn new skills quickly through our ITA program so they can get back to work.

**RECOMMENDATION**

None, for information only.



## ITA Vendor Performance Report

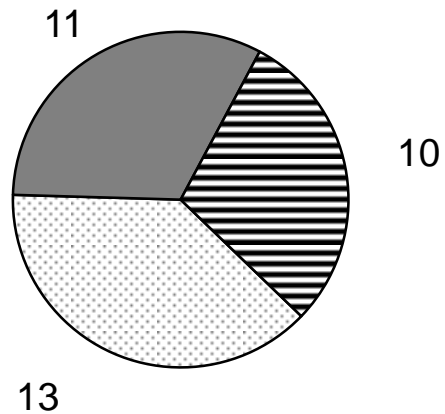
*Note: All data contained in this report is current through June 30th, 2020, with subsequent adjustments by the vendor-providers, for students graduating from ITA programs between July 1st, 2018 and June 30th, 2020. This report is subject to periodic updates as more students graduate from their programs and seek or obtain employment, and as data is further shared by the vendor-providers.*

## Definitions of Terms used in this Report

<b>Successful Completion</b>	The sum total of all students who have completed the program successfully, without failing or dropping out.
<b>Awaiting Placement</b>	The sum total of all students who have completed the program successfully and as of the run-date of this report, remain within the 180 day window to be placed, and have not yet been placed in a training related job. Note: Students who are within the 180-day window, but who have already been placed in a training related job, do not count in this number. Students placed in a non-training-related job but who are still within the 180 day window do count here, as there is still time for the provider to place them in a training related field.
<b>Placed</b>	The sum total of all students who, either while still within training, or within the 180 day window following training, were placed in a training-related job. A score of 'Pending' in this column means that no students have currently graduated and reached the end of the 180-day window for placement, or been placed early.
<b>Not Placed</b>	The sum total of all students who have exceeded the 180-day window, and were not placed in a training-related job.
<b>Place %</b>	The percentage of all placed students over the sum total of placed and not-placed students.
	<p><i>It is important to note that only those programs which have reached 10 total students in the placed and not-placed categories -- i.e., those which have had at least 10 students graduate successfully and then count towards the denominator of the placement percentage measure -- will be at risk for retention or temporary cancellation.</i></p> <p><i>Furthermore, a program will not show on this report if it is not currently on the ITA Training Program list or has no successful completers/graduates as of the date of the running of this report.</i></p>

**Note:** This is not the same as our overall Performance Report. This report looks carefully at the 180-day requirement for placement credit for the ITA Vendor and whether a placement is related to the training received. We continue to work with customers after 180 days and they may be placed in a training-related job, which accounts for the difference between this report and our overall performance report.

## ITA Report Card for *Atlantic Technical College* Program Performance

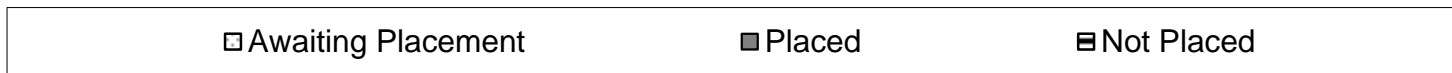
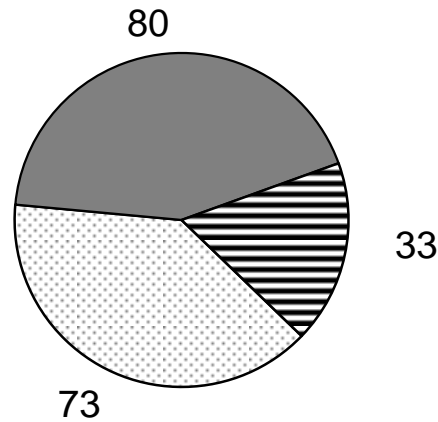


<u>Performance Breakdown by Program</u>					
Program Name	Successful Completion	Awaiting Placement	Placed	Not Placed	Place %
Accounting Operations	2	1	1	0	100%
Air Conditioning, Refrigeration And Heating Technology	5	0	3	2	60%
Commercial Foods And Culinary Arts	3	1	0	2	0%
Database Application Development & Programming	3	1	0	2	0%
Dental Assisting Technology And Management	1	0	1	0	100%

**Performance Breakdown by Program**

<b>Program Name</b>	<b>Successful Completion</b>	<b>Awaiting Placement</b>	<b>Placed</b>	<b>Not Placed</b>	<b>Place %</b>
Electricity	1	0	1	0	100%
Medical Administrative Specialist	3	2	0	1	0%
Medical Assisting	1	0	0	1	0%
Medical Coder/Biller	1	0	1	0	100%
Practical Nursing	10	6	2	2	50%
Web Development	1	1	0	0	N/A
Welding Technology	3	1	2	0	100%
	<b>Successful Completion</b>	<b>Awaiting Placement</b>	<b>Placed</b>	<b>Not Placed</b>	
	<b>Totals</b>	34	13	11	10

## ITA Report Card for *Broward College* Program Performance



### Performance Breakdown by Program

Program Name	Successful Completion	Awaiting Placement	Placed	Not Placed	Place %
Accounting and Related Services, OT	1	0	1	0	100%
Accounting Applications	1	0	1	0	100%
Accounting Technology	3	2	0	1	0%
Accounting Technology Management	1	0	1	0	100%
Aircraft Airframe Mechanics	3	0	0	3	0%
Business Administration	12	7	2	3	40%
Comp TIA certification	1	1	0	0	N/A
Computer Information Technology	3	2	0	1	0%

**Performance Breakdown by Program**

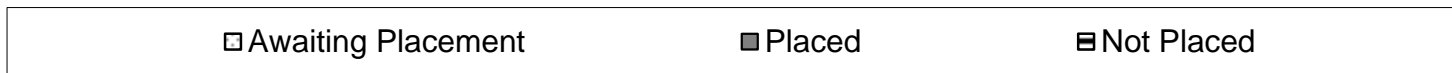
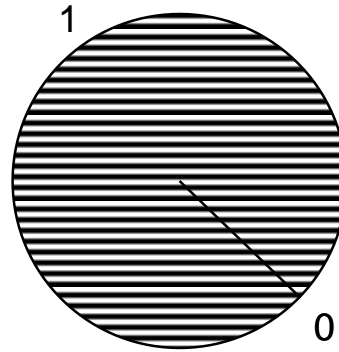
<b>Program Name</b>	<b>Successful Completion</b>	<b>Awaiting Placement</b>	<b>Placed</b>	<b>Not Placed</b>	<b>Place %</b>
Computer Programming & Analysis	1	0	0	1	0%
Computer Systems Analysis/Analyst	1	1	0	0	N/A
Computer Systems Specialist	3	3	0	0	N/A
Criminal Justice Emphasis	8	5	1	2	33%
Dental Assisting	5	2	2	1	67%

**Performance Breakdown by Program**

<b>Program Name</b>	<b>Successful Completion</b>	<b>Awaiting Placement</b>	<b>Placed</b>	<b>Not Placed</b>	<b>Place %</b>
Dental Hygiene	6	0	4	2	67%
Engineering Technology	2	2	0	0	N/A
Florida 3	1	0	0	1	0%
Graphic Design Technology	6	3	2	1	67%
Health Information and Informatics Technology	4	2	0	2	0%
Information Technology Support Analyst	1	0	0	1	0%
Medical Assisting	2	0	1	1	50%
Network Enterprise Administration (MCSE)	2	0	0	2	0%
Network Server Administration MCSA	1	0	1	0	100%
Nursing	92	31	57	4	93%
Office Administration	3	2	0	1	0%
Paralegal Studies (Legal Asst)	6	1	4	1	80%
Pharmacy Technician	2	1	1	0	100%
Physical Therapist Assistant	4	1	0	3	0%
Physical Therapy Technician/Assistant	2	2	0	0	N/A
Radiation Therapy	2	0	2	0	100%
Radiography	2	1	0	1	0%
Real Estate Commission I	1	0	0	1	0%
Registered Nursing/Registered Nurse	1	1	0	0	N/A
Respiratory Care	2	2	0	0	N/A
Vision Care Technology/Opticianry	1	1	0	0	N/A
	<b>Successful Completion</b>	<b>Awaiting Placement</b>	<b>Placed</b>	<b>Not Placed</b>	
<b>Totals</b>	186	73	80	33	

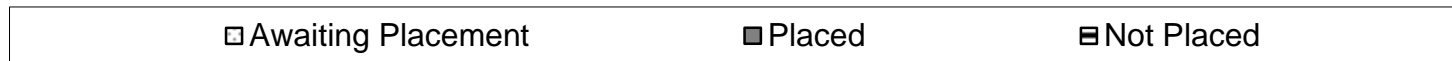
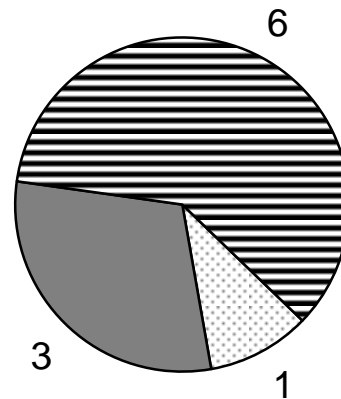


## ITA Report Card for *City College* Program Performance



<u>Performance Breakdown by Program</u>					
Program Name	Successful Completion	Awaiting Placement	Placed	Not Placed	Place %
Medical Office Administration	1	0	0	0	N/A
	Successful Completion	Awaiting Placement	Placed	Not Placed	
	<b>Totals</b>	1	0	0	1

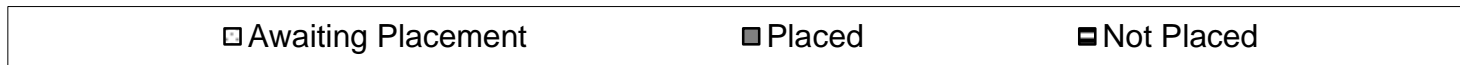
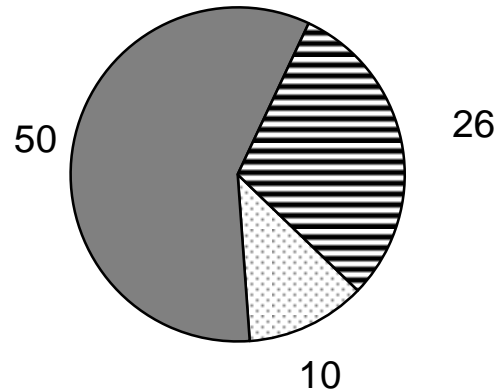
## ITA Report Card for *Concorde Career Institute* Program Performance



### Performance Breakdown by Program

Program Name	Successful Completion	Awaiting Placement	Placed	Not Placed	Place %
Dental Assistant	1	0	0	1	0%
Medical Assistant.	1	1	0	0	N/A
Medical Office Administration	1	0	0	1	0%
Pharmacy Technician	1	0	0	1	0%
Physical Therapist Assistant	2	0	1	1	50%
Physical Therapy Assistant	1	0	0	1	0%
Respiratory Therapy	3	0	2	1	67%
<b>Totals</b>	<b>10</b>	<b>1</b>	<b>3</b>	<b>6</b>	

## ITA Report Card for *Florida Atlantic University* Program Performance

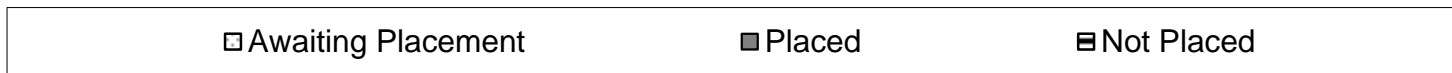
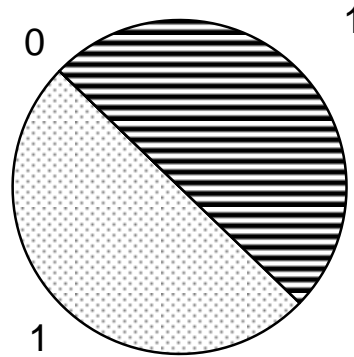


Program Name	Successful Completion	Awaiting Placement	Placed	Not Placed	Place %
Certified Internal Auditor	1	0	0	1	0%
Certified Professional in Supply Mgmt	1	0	0	1	0%
Executive Certificate in Project Management	6	2	0	4	0%
Executive Certificate in Project Management + Six Sigma Green Belt	49	5	40	4	91%
Intro to Project Management	2	0	0	2	0%
PMP Prep	3	0	0	3	0%
PMP Prep 35 Hrs + Six Sigma Green Belt	1	0	1	0	100%
Sales and Marketing Management	1	0	0	1	0%
Six Sigma Black Belt	3	0	1	2	33%

<b>Program Name</b>	<b>Successful Completion</b>	<b>Awaiting Placement</b>	<b>Placed</b>	<b>Not Placed</b>	<b>Place %</b>
Six Sigma Green + Black Belt	14	3	8	3	73%

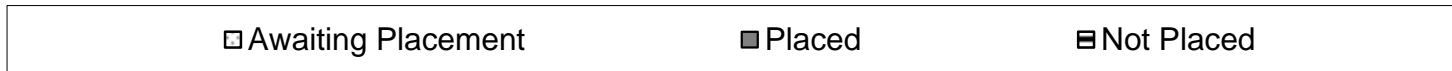
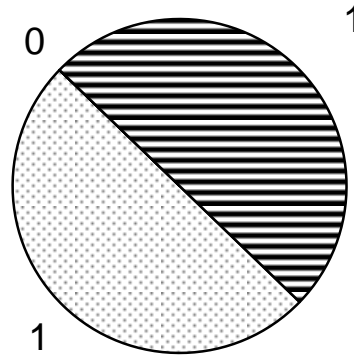
<b>Program Name</b>	<b>Successful Completion</b>	<b>Awaiting Placement</b>	<b>Placed</b>	<b>Not Placed</b>	<b>Place %</b>
Six Sigma Green Belt	4	0	0	4	0%
The Executive Certificate in Project Management	1	0	0	1	0%
	<b>Successful Completion</b>	<b>Awaiting Placement</b>	<b>Placed</b>	<b>Not Placed</b>	
<b>Totals</b>	86	10	50	26	

## ITA Report Card for *International College of Health Science* Program Performance



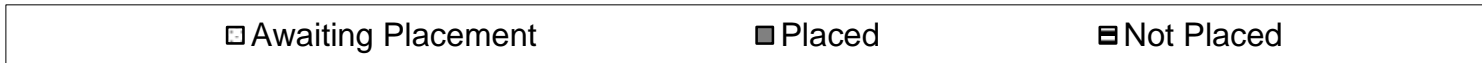
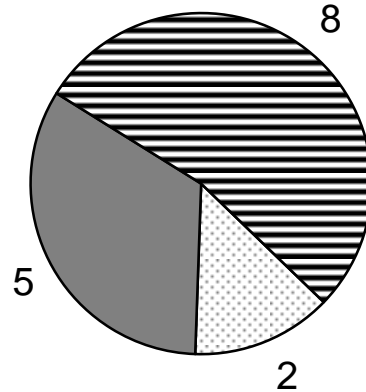
<u>Performance Breakdown by Program</u>					
Program Name	Successful Completion	Awaiting Placement	Placed	Not Placed	Place %
Nursing	2	1	0	1	0%
	Successful Completion	Awaiting Placement	Placed	Not Placed	
	Totals	2	1	0	1

## ITA Report Card for *International Institute for Health Care Professionals* Program Performance



<u>Performance Breakdown by Program</u>					
Program Name	Successful Completion	Awaiting Placement	Placed	Not Placed	Place %
Practical Nursing	2	1	0	1	0%
	Successful Completion	Awaiting Placement	Placed	Not Placed	
	Totals	2	1	0	1

## ITA Report Card for *McFatter Technical College* Program Performance



### Performance Breakdown by Program

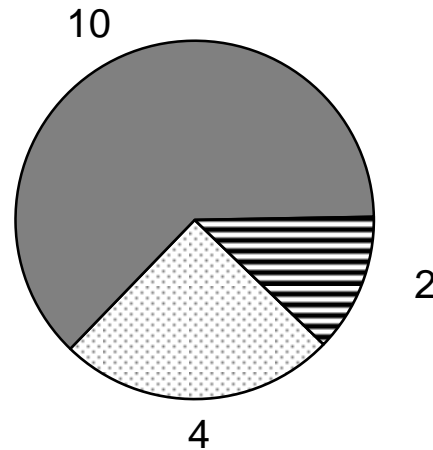
Program Name	Successful Completion	Awaiting Placement	Placed	Not Placed	Place %
Accounting Operations	1	0	1	0	100%
Applied Cyber Security	1	0	0	1	0%
Applied Welding Technologies	2	0	2	0	100%
Drafting	1	0	0	1	0%
Medical Assisting	1	0	1	0	100%
Network Support Services(Blended Classroom/Online)	1	1	0	0	N/A
Pharmacy Technician	1	0	1	0	100%
Printing & Graphic Arts	2	0	0	2	0%
Television Production	2	0	0	2	0%
Web Development	3	1	0	2	0%



**Performance Breakdown by Program**

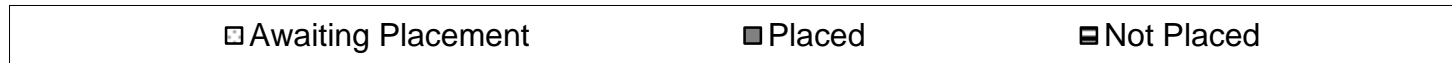
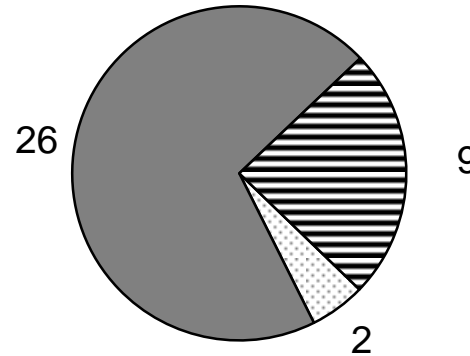
<b>Program Name</b>	<b>Successful Completion Successful Completion</b>	<b>Awaiting Placement Awaiting Placement</b>	<b>Placed Placed</b>	<b>Not Placed Not Placed</b>	<b>Place %</b>
<b>Totals</b>	15	2	5	8	

## ITA Report Card for *Miami-Dade College* Program Performance



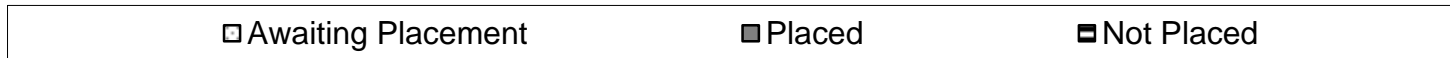
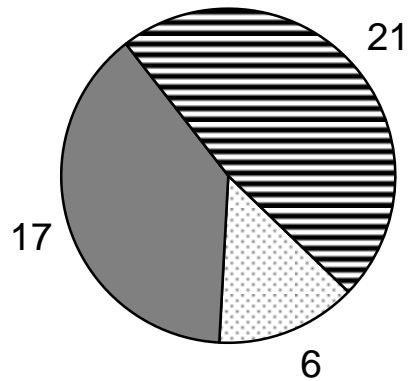
<u>Performance Breakdown by Program</u>					
Program Name	Successful Completion	Awaiting Placement	Placed	Not Placed	Place %
Medical Laboratory Technician	1	0	1	0	100%
Nursing	10	4	6	0	100%
Nursing Accelerated Option (AS)	1	0	1	0	100%
Registered Nursing	4	0	2	2	50%
	Successful Completion	Awaiting Placement	Placed	Not Placed	
<b>Totals</b>	16	4	10	2	

## ITA Report Card for *New Horizons Computer Learning Centers* Program Performance



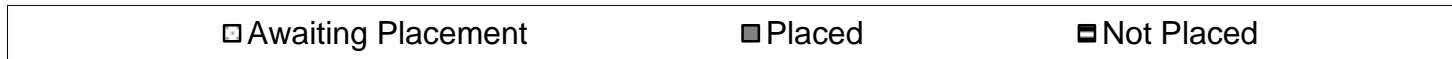
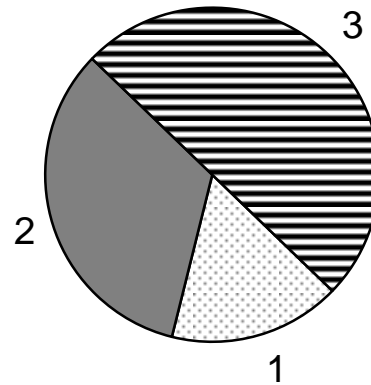
<u>Performance Breakdown by Program</u>					
Program Name	Successful Completion	Awaiting Placement	Placed	Not Placed	Place %
Cisco Certified Network Associate (CCNA) Preparatory	2	0	2	0	100%
Help Desk	25	0	18	7	72%
Networking Professional	10	2	6	2	75%
	Successful Completion	Awaiting Placement	Placed	Not Placed	
<b>Totals</b>	37	2	26	9	

## ITA Report Card for *The PC Professor* Program Performance



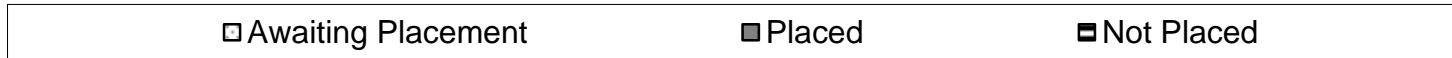
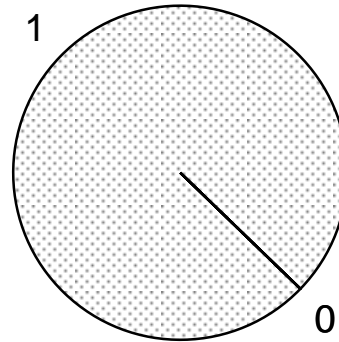
<u>Performance Breakdown by Program</u>					
Program Name	Successful Completion	Awaiting Placement	Placed	Not Placed	Place %
Cisco Certified Network Administrator (CCNA)	2	0	1	1	50%
Computer Repair (A+/N+) 2	8	2	1	5	17%
Computer Software Applications	13	1	7	5	58%
MCDBA (Microsoft Certified Database Administrator)	6	0	4	2	67%
MCP	2	0	1	1	50%
MCSA	7	3	1	3	25%
MCSD (Microsoft Certified Solutions Developer)	2	0	1	1	50%
Webmaster	4	0	1	3	25%
	Successful Completion	Awaiting Placement	Placed	Not Placed	
<b>Totals</b>	44	6	17	21	

## ITA Report Card for *Private Investigator Training Institute* Program Performance



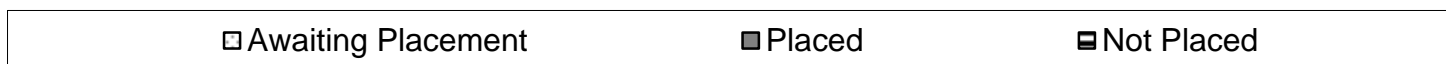
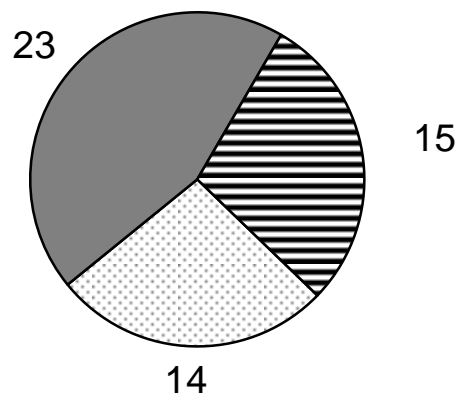
<u>Performance Breakdown by Program</u>					
Program Name	Successful Completion	Awaiting Placement	Placed	Not Placed	Place %
Professional Investigator	6	1	2	3	40%
<b>Totals</b>	<b>6</b>	<b>1</b>	<b>2</b>	<b>3</b>	

## ITA Report Card for *Ruby's Academy for Health Occupations* Program Performance



<u>Performance Breakdown by Program</u>					
Program Name	Successful Completion	Awaiting Placement	Placed	Not Placed	Place %
Practical Nursing	1	1	0	0	N/A
	Successful Completion	Awaiting Placement	Placed	Not Placed	
	Totals	1	1	0	0

## ITA Report Card for *Sheridan Technical College* Program Performance



### Performance Breakdown by Program

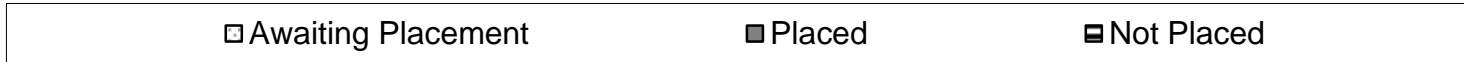
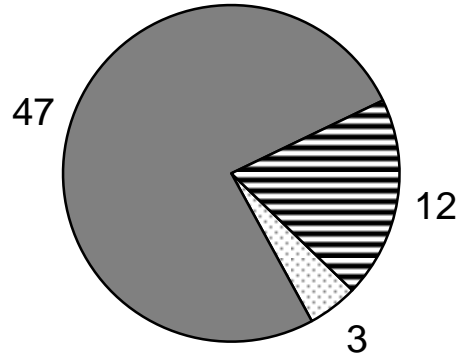
Program Name	Successful Completion	Awaiting Placement	Placed	Not Placed	Place %
Air Conditioning, Refrigeration And Heating Technology	9	3	4	2	67%
Automotive Service Technology	3	0	1	2	33%
Carpentry	1	0	0	1	0%
Commercial Foods And Culinary Arts	3	0	2	1	67%
Commercial Vehicle Driving	14	2	11	1	92%
Legal Administrative Specialist	1	1	0	0	N/A
Massage Therapy	1	0	1	0	100%
Network Systems Administration	2	1	0	1	0%
Practical Nursing	12	5	4	3	57%

**Performance Breakdown by Program**

<b>Program Name</b>	<b>Successful Completion</b>	<b>Awaiting Placement</b>	<b>Placed</b>	<b>Not Placed</b>	<b>Place %</b>
Surgical Technology	1	0	0	1	0%
Web Development (Online)	5	2	0	3	0%
	<b>Successful Completion</b>	<b>Awaiting Placement</b>	<b>Placed</b>	<b>Not Placed</b>	
<b>Totals</b>	52	14	23	15	

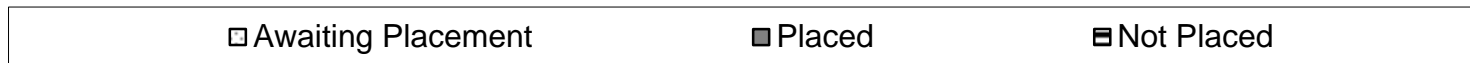
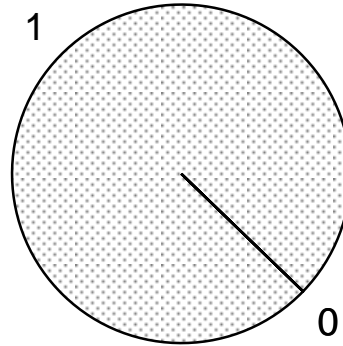


## ITA Report Card for *South Florida Academy of Air Conditioning* Program Performance



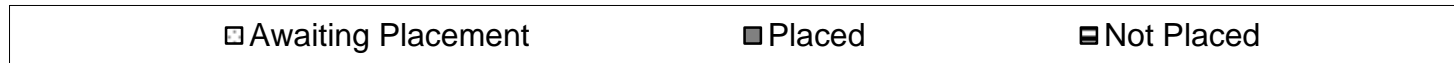
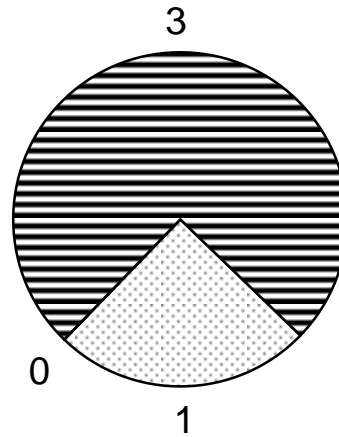
<u>Performance Breakdown by Program</u>					
Program Name	Successful Completion	Awaiting Placement	Placed	Not Placed	Place %
HVAC Technician	30	0	23	7	77%
HVAC: Residential and Light Commercial Technician	32	3	24	5	83%
<b>Totals</b>	<b>62</b>	<b>3</b>	<b>47</b>	<b>12</b>	

## ITA Report Card for *Southeastern College* Program Performance



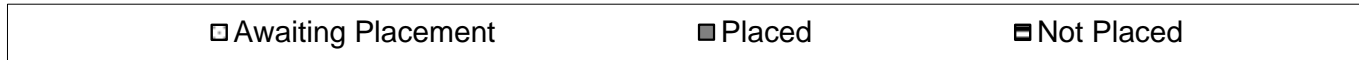
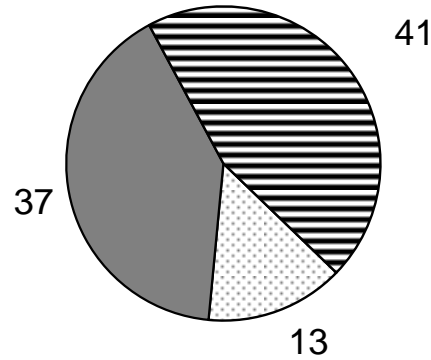
<u>Performance Breakdown by Program</u>					
Program Name	Successful Completion	Awaiting Placement	Placed	Not Placed	Place %
Registered Nurse Bridge Program	1	1	0	0	N/A
	Successful Completion	Awaiting Placement	Placed	Not Placed	
	Totals	1	1	0	0

## ITA Report Card for *Sullivan & Cogliano* Program Performance



<u>Performance Breakdown by Program</u>					
Program Name	Successful Completion	Awaiting Placement	Placed	Not Placed	Place %
CCNA A+/ Network + AAL	2	0	0	2	0%
Office Professional	2	1	0	1	0%
<b>Totals</b>	<b>4</b>	<b>1</b>	<b>0</b>	<b>3</b>	

## ITA Report Card for *The Academy of South Florida* Program Performance



<b><u>Performance Breakdown by Program</u></b>					
<b>Program Name</b>	<b>Successful Completion</b>	<b>Awaiting Placement</b>	<b>Placed</b>	<b>Not Placed</b>	<b>Place %</b>
Application Architect Professional_Diploma	3	3	0	0	N/A
Application Architect Program	66	7	26	33	44%
Information Technology Professional_Diploma	2	0	0	2	0%
Project Manager Professional (Security+, Project+, and PMP)	10	2	6	2	75%
Virtualization Professional_Diploma	4	0	2	2	50%
Webmaster	6	1	3	2	60%
	<b>Successful Completion</b>	<b>Awaiting Placement</b>	<b>Placed</b>	<b>Not Placed</b>	
<b>Totals</b>	91	13	37	41	

## Memorandum #01 – 20 (FS) Revised

**To:** Executive Committee  
**From:** Carol Hylton, President/CEO  
**Subject:** General Fund Balance  
**Date:** September 10, 2020

### SUMMARY

On 12/31/19 the General Fund balance was \$569,126. Since then, we have realized revenues of \$178,108 and expenditures of \$102,249 resulting in a balance of \$644,985 as of 6/30/20. We expect to see continued revenues through the Ticket To Work program. This will be reviewed at the 9/14 Audit Committee which meets directly prior to the Executive Committee meeting. Comments will be brought to the Executive Committee meeting.

### BACKGROUND

The following is a list of expenditures approved by the Elected Officials that is charged against the General Fund each year. While expenditures for food are capped, the other categories may fluctuate. This is because costs related to salaries and overhead are impacted by merit increases, vacancies, and other outside factors.

#### Estimated Annual General Fund Set Asides

Category	Dollar Amount
Food	\$23,500
President's Salary – Salary paid out above the federal cap <sup>1</sup>	\$28,295
Ticket To Work (TTW) Staff Salary/Benefits & Overhead <sup>2</sup>	\$98,500
Florida Workforce Development Association Dues <sup>3</sup>	\$2,000
Emergency set aside	\$250,000
Indirect	\$18,281
<b>Total</b>	<b>\$420,576</b>

<sup>1</sup> This was the amount needed to pay the previous President's salary.

<sup>2</sup> 2 staff are approved for TTW

<sup>3</sup> This is the portion of the dues spent on the lobbying firm.

## DISCUSSION

The beginning balance as of 12/31/19 in the General Fund was \$569,126. During the reporting period of 1/1/20 - 6/30/20, revenues received were \$178,108 and expenditures were \$102,249. The ending balance of the General Fund as of 6/30/20 was \$644,985 (revenues minus expenditures).

### General Fund revenues and expenditures for the period 1/1/20 – 6/30/20

	Revenues	Expenditure	Comments
<b>Beginning Balance as of 12/31/19</b>	<b>\$569,126</b>		
Interest – SBA/ Citibank Money Market	\$3,148		
Parking Revenue 2890 Cypress Creek	\$1,800		The Tenant cancelled the contract as staff are working remotely during the COVID – 19 pandemic.
Vocational Rehabilitation	\$1,500		Benefits planning for Voc. Rehab. customers
Ticket to Work (TTW) <sup>4</sup>	\$171,660	\$61,553	
President’s Salary (MCJ) above the federal cap		\$28,295	Salary paid out over the federal cap
Food per Board approval		\$2,102	
Indirect Costs		\$10,299	
<b>Sub-total</b>	<b>\$178,108</b>	<b>\$102,249</b>	
<b>Total as of 6/30/20</b>	<b>\$644,985</b>		

The revenues of \$644,985 minus the set aside of \$420,576 equals an undedicated amount of \$224,409.

## RECOMMENDATION

None. For information purposes.

<sup>4</sup> Revenues include \$105,723 received in July for activities provided prior to July 1, 2020

## Memorandum #02 – 20 (FS) Revised

**To:** Executive Committee  
**From:** Carol Hylton, President/CEO  
**Subject:** Budget vs. Expenditure Report  
**Date:** September 10, 2020

### SUMMARY

Detailed below is the Budget vs. Expenditure Report. We have divided the report into two (2) charts because some of the funding streams received 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. This will be reviewed at the 9/14 Audit Committee which meets directly prior to the Executive Committee meeting. Comments will be brought to the Executive Committee meeting.

### 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

Chart 1 depicts funding streams received 7/1/19 – 6/30/20, which is at 100% of the year.

**Chart 1: July 1 – June 30 Budget vs. Actual @ 100% of the Year**

Notes	Funding Stream	PY 19-20 Budget	Actual Expenditures 7/1/19 - 6/30/20	% Expended
1	Welfare Transition (WT)	4,162,699	3,792,527	91%
2	WIOA Adult / Dislocated Worker	11,919,751	9,546,203	80%
3	WIOA Youth	4,197,170	2,690,483	64%
4	Wagner Peyser (WP)	1,143,662	818,951	72%

1. Welfare Transition – Ability to expend the funds was extended to 8/31/2020 this year and we will be on target for expenditures.
2. WIOA AD / DW – COVID-19 did impact expenditures. We are allowed a 20% carry forward. This represents the 20% allowable carryforward.

3. WIOA Youth –As reported in February, funds set aside for work experience are not being spent at the rate projected as a result of COVID-19 and because some of the youth came into the program with jobs. We have increased provider contracts to hire additional job developers and have worked on a plan to increase expenditures during negotiations. We will monitor the situation through the 1st and 2nd quarters of the year and then take other course-correction actions, as needed.
4. WP – Our ability to expend the funds was extended to 9/30/2020 this year and we will be on target for expenditures. We plan to spend the funds on outreach and software purchases needed to assist participants. We will also be using WP funds to cover the expenditures for Unemployment Compensation (UC) activities, per State direction. We had originally budgeted to receive UC, but the State never allocated the funds.

Chart 2 covers the funding streams awarded 10/1/19-6/30/20. At the time of this report, we are at 75% of the year for grants ending 9/30/2020.

**Chart 2: Budget vs. Actual @ 75% of the Year (October 1, 2019 – June 30, 2020)**

Notes	Funding Stream	PY 19-20 Budget	Actual Expenditures 10/1/19 - 6/30/20	% Expended
1	Veterans	338,648	102,077	30%
2	SNAP	386,880	305,654	79%

1. Veterans – The State’s allocation was much higher than anticipated. These funds are very restricted in their use and are not available for program services. To increase expenditures, we plan to:
  - a. Allocate a greater portion of the Veteran Program Manager’s time as this position directly supervises the veteran team.
  - b. Purchase additional technology to support veteran customers who are choosing to train remotely.
2. SNAP – We replaced cubicles for SNAP in the Central Career Center. These are non-recurring costs and budget will fall into alignment at the end of the program year.

**RECOMMENDATION**

None. For information purposes only.



## Memorandum #03 – 20 (QA) Revised

**To:** Executive Committee

**From:** Carol Hylton, President/CEO

**Subject:** Results of the Cherry Bekaert, LLP Fiscal Monitoring – Report #2  
PY 19/20 Issued 4/20

**Date:** September 10, 2020

### SUMMARY

Cherry Bekaert conducted fiscal monitoring for the period 10/1/19 through 1/31/20. Cherry Bekaert reviewed a total of 913 elements during the review period. There were no findings or observations which reflects an error rate of 0%. This will be reviewed at the 9/14 Audit Committee which meets directly prior to the Executive Committee meeting. Comments will be brought to the Executive Committee meeting.

### BACKGROUND

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

### DISCUSSION

Cherry Bekaert conducted fiscal monitoring for the period 10/1/19 through 1/31/20. Cherry Bekaert reviewed a total of 913 elements during the review period. There were no findings or observations. Based upon the total elements reviewed, this was a 0% error rate.

### RECOMMENDATION

None. Presented for informational purposes.

**QA #03-20 ATTACHMENT A**  
**PY 19-20 Monitoring Report #2**  
**Cherry Bekaert Fiscal Findings**

<b>Procedure</b>	<b>Report #1</b> 7/1/19 - 9/30/19	<b>Report #2</b> 10/1/19 - 1/31/20
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
Cash Draw	0	0
Cash Receipts	0	0
Cell Phone Expenditures	0	0
Customer-Related Expenditures - WIOA, Youth & WTP	0	0
EmpHire Payroll	0	0
Employee Separations	0	0
Incumbent Worker Training (IWT)	0	0
Indirect Cost Allocation	0	N/A
Insurance	0	0
Local Plan Review	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	N/A
Procurements - Micro Purchases	0	0
Procurements - Non-Competitive	0	N/A
Procurements - RFP/Bid	0	0
Procurements - Small Purchases	0	0
S.E.R.A Financial Reporting	0	N/A
Staff Payroll	0	0
Subawarding/Subrecipient Monitoring	0	0
Travel Reimbursement	0	0
WTP Community Work Experience	0	0
<b>TOTAL</b>	<b>0</b>	<b>0</b>

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

## Memorandum #05 – 20 (QA) Revised

**To:** Executive Committee

**From:** Carol Hylton, President/CEO

**Subject:** Results of the Cherry Bekaert, LLP Fiscal Monitoring – Report #3  
PY 19/20 Issued 8/20

**Date:** August 17, 2020

### SUMMARY

Cherry Bekaert conducted fiscal monitoring for the period 2/1/20 through 5/31/20. Cherry Bekaert reviewed a total of 1,040 elements during the review period. There were no findings or observations. This will be reviewed at the 9/14 Audit Committee which meets directly prior to the Executive Committee meeting. Comments will be brought to the Executive Committee meeting.

### BACKGROUND

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

### DISCUSSION

Cherry Bekaert conducted fiscal monitoring for the period 2/1/20 through 5/31/20. Cherry Bekaert reviewed a total of 1,040 elements during the review period. There were no findings or observations. Based upon the total elements reviewed, this was a 0% error rate.

### RECOMMENDATION

None. Presented for information purposes.

**QA #05-20 ATTACHMENT A**  
**Cherry Bekaert Fiscal Findings - PY 19-20 Monitoring Report #3**

<b>Procedure</b>	<b>Report #1</b> 7/1/19 - 9/30/19	<b>Report #2</b> 10/1/19 - 1/31/20	<b>Report #3</b> 2/1/20 - 5/31/20
Bank Reconciliation - Accounts Payable Master Account	0	0	0
Bank Reconciliation - General Fund Account	0	0	0
Bank Reconciliation - Operating Master Account	0	0	0
Bank Reconciliation - Participant Payroll Account	0	0	0
Bank Reconciliation - Staff Payroll Account	0	0	0
BOD Disclosures	N/A	0	0
Budget vs. Actual Grants/Programs	0	N/A	N/A
Cash Draw	0	0	0
Cash Receipts	0	0	0
Cell Phone Expenditures	0	0	0
Contract/Contract Monitoring	N/A	N/A	0
Customer-Related Expenditures - WIOA, Youth & WTP	0	0	0
EmpHire Payroll	0	0	0
Employee Separations	0	0	0
ETA Salary and Bonus Cap Calculation	N/A	N/A	0
Incumbent Worker Training (IWT)	0	0	0
Indirect Cost Allocation	0	N/A	0
Insurance	0	0	0
Local Plan Review	N/A	0	0
Mileage Reimbursements (Individuals, Service Provider)	N/A	N/A	0
Non-Payroll Expenditures	0	0	0
On-the-Job Training (OJT)	0	0	0
Participant Payroll	0	0	0
P-Card Expenditures	0	0	0
Previous Year-end Audit Adjusting Journal Entries	0	N/A	0
Procurements - Micro Purchases	0	0	0
Procurements - Non-Competitive	0	N/A	N/A
Procurements - RFP/Bid	0	0	0
Procurements - Small Purchases	0	0	0
Property Management – PPE, Bus Passes, Fixed Asset	N/A	N/A	0
S.E.R.A Financial Reporting	0	N/A	0
Staff Payroll	0	0	0
Subawarding/Subrecipient Monitoring	0	0	0
Travel Reimbursement	0	0	0
WTP Community Work Experience	0	0	0
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>

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

## Memorandum #01 – 20 (QA) Revised

**To:** Executive Committee

**From:** Carol Hylton, President/CEO

**Subject:** Results of the Taylor Hall Miller Parker (THMP), P.A.  
Program Monitoring Report #1 – PY 19/20 – Issued 3/20

**Date:** September 10, 2020

### SUMMARY

THMP conducted program monitoring for the period 8/1/19 through 11/21/19. They reviewed a total of 180 files consisting of 7,743 elements. There were 6 findings and 30 observations. The findings equate to a .078% error rate. All findings and observations were corrected except where cases were closed and no further action could be taken. This will be reviewed at the 9/14 Audit Committee and comments will be brought to the Executive meeting.

### BACKGROUND

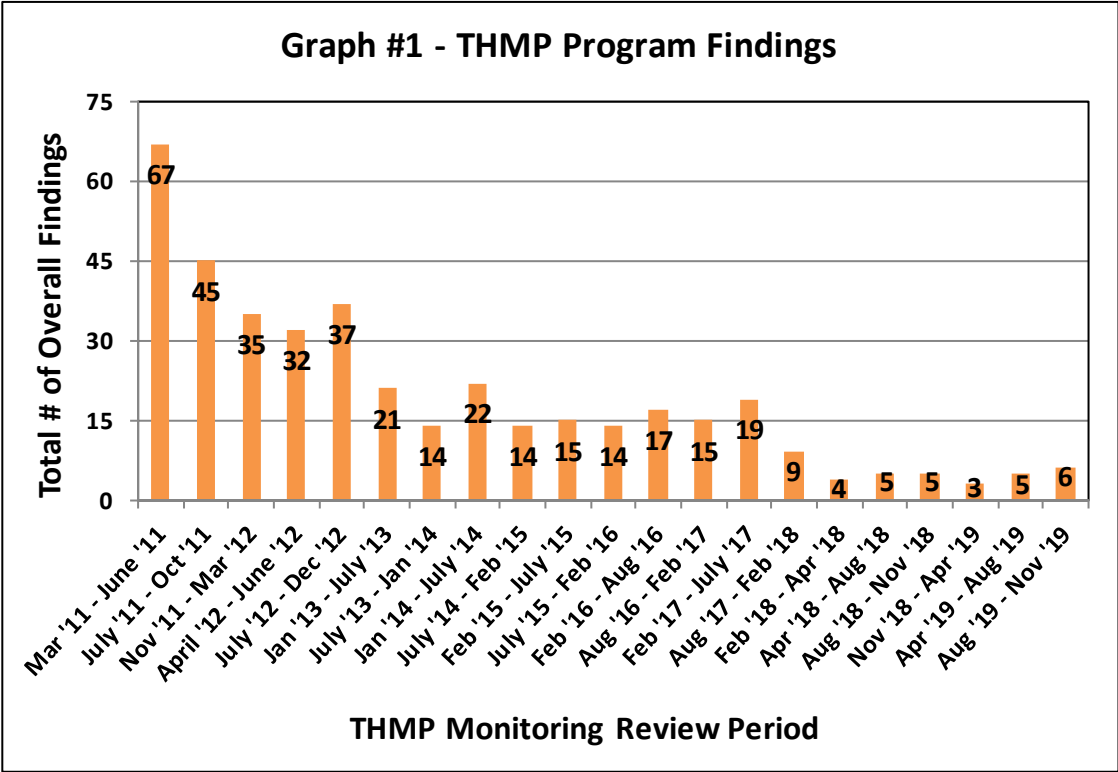
THMP monitors program activities three times a year. This was their first report for PY 19/20.

### DISCUSSION

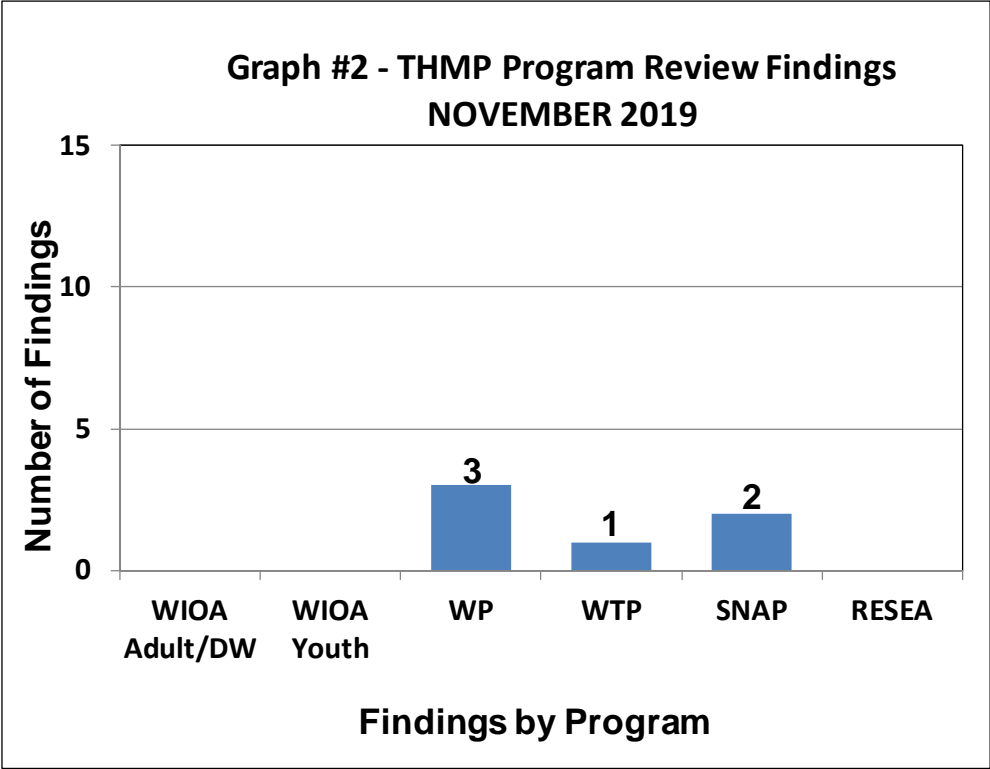
THMP conducted program monitoring for the period 8/1 through 11/21/19. They reviewed a total of 180 files consisting of 7,743 elements. There were 6 findings and 30 observations. This is a .078% error rate. All findings and observations were corrected except where cases were closed and no further action could be taken.

### THMP Program Findings

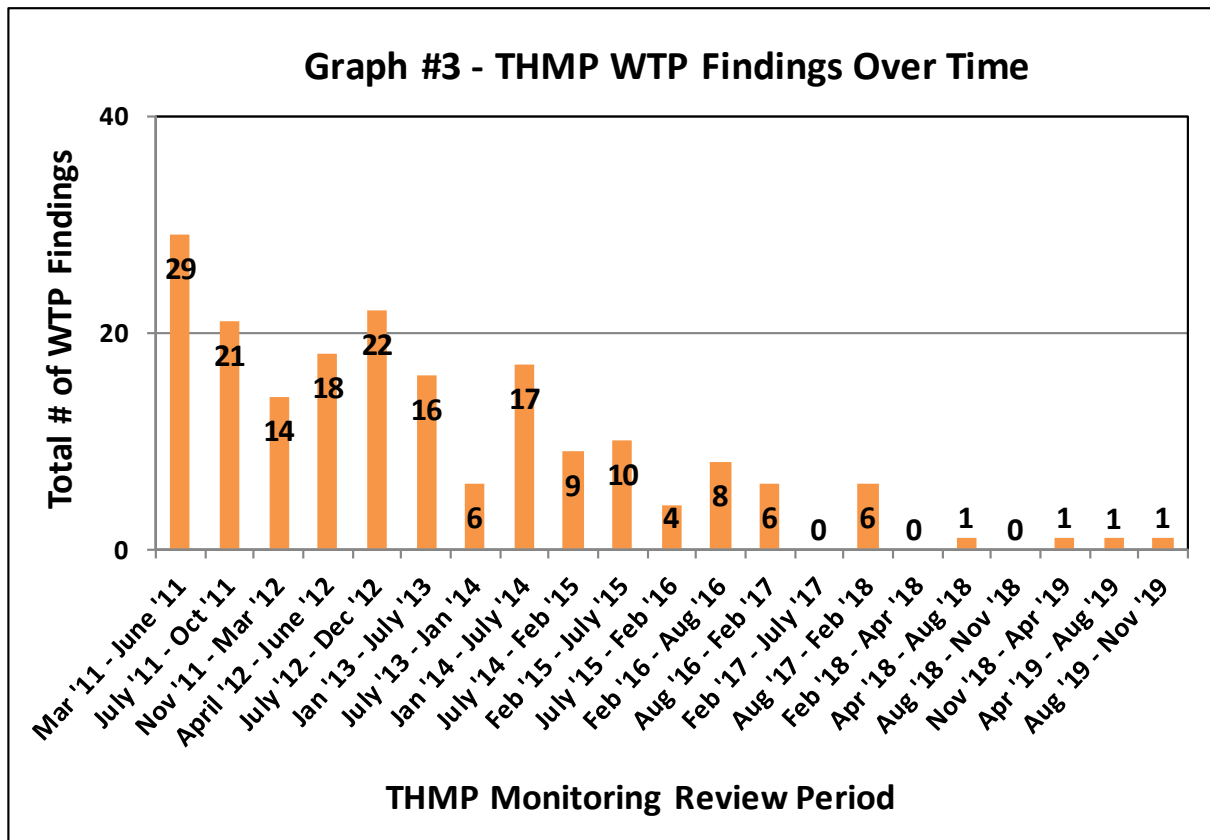
A trending chart for all of THMP program findings, per review period since March 2011, is represented in Graph #1, on the following page:



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



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



**THMP Program Findings for the period of August – November 2019**

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 funding stream, along with the corrective action taken.

**I. WIOA Adult/Dislocated Worker and Incumbent Worker Training (IWT)**

- A. 28 WIOA Adult and Dislocated Worker files were reviewed. There were no (0) findings or observations.
- B. 7 WIOA Incumbent Worker Training (IWT) files were reviewed. There were no (0) findings or observations.

**II. WIOA Youth**

20 WIOA Youth files were reviewed: 6 Broward College, 2 Center for Independent Living of Broward (CILB), 3 FLITE Center, 3 HANDY, and 6 School Board of Broward County’s CTACE. There were no (0) findings or observations.

**III. Wagner-Peyser (WP)**

A. 30 WP files were reviewed. There were **2** findings.

<b>Finding</b> WP Services
A Placement staff person did not obtain a customer's permission for a staff-assisted job referral.
<b>Recommendation</b>
CSBD staff should obtain the customer's permission for a staff-assisted job referral.
<b>Agree/ Disagree</b>
Agree
<b>Resolution</b>
The Placement staff member was counseled regarding obtaining the customer's permission before issuing a referral. Additionally, Policy 551 - WP Job Referral Services was updated with an Authorization to Refer Individuals for Job Placement Form for staff use as signed documentation of the customer's consent.

<b>Finding</b> WP Services
A placement service was taken by the WTP job developer; however, a case note was not entered to document the placement verification information (e.g., source, customer, employer, wage rate, and start date).
<b>Recommendation</b>
WTP staff recording placements should ensure that a case note is entered with placement verification information.
<b>Agree/ Disagree</b>
Agree
<b>Resolution</b>
This was corrected. This was isolated to one WTP Job Developer, who subsequently received one-on-one training with the DEO Supervisor on 11/20/19, on how to document a case note in Employ Florida for a placement. All WTP Job Developers have been reminded to use a checklist when recording placements.



There were 2 WP Services observations.

<b>Observation</b> WP Services
A 750 Placement service was made; however, the job start date was not documented in the case note for 2 customers.
<b>Recommendation</b>
CSBD staff should ensure the start date is documented in the case note entered into Employ Florida for 750 Placement services.
<b>Agree/ Disagree</b>
Agree
<b>Resolution</b>
This was corrected. This is a new WTP Job Developer who received one-on-one training on how to document placements in Employ Florida. We will ensure our internal monitoring for 750 Placements includes those entered by WTP Job Developers.

B. 30 WP job orders were reviewed. There was 1 finding.

<b>Finding</b> WP Job Order
For one job order, staff did not conduct and document in a case note the independent verification of the newly registered employer.
<b>Recommendation</b>
Staff should ensure an independent verification of new employers is conducted within two business days of the date of registration and documented in a case note.
<b>Agree/ Disagree</b>
Agree
<b>Resolution</b>
This was corrected. Staff in the Job Order Unit were new; as a result, we have reviewed our onboarding process and updated it to include how to properly document the employer verification.

There were 4 WP job order observations.

<b>Observation</b> WP Job Order
Two employer-posted job order reviews were not conducted within two business days of the job order posting.
<b>Recommendation</b>
Staff should review employer-posted job orders within two business days.
<b>Agree/ Disagree</b>
Agree
<b>Resolution</b>
While Employ Florida was down that morning for one of these job orders, systems have been put in place to alleviate a reoccurrence and ensure staff rechecks the list until all new job orders are reviewed. Staff in the Job Order Unit was new; as a result, we have reviewed our onboarding process and updated it to include running the daily new job order report twice a day instead of once.

<b>Observation</b> WP Job Order
For one job order, the O*Net code did not match the job order description.
<b>Recommendation</b>
Staff should review the O*Net code listed on the job order to ensure it matches the job description.
<b>Agree/ Disagree</b>
Agree
<b>Resolution</b>
This was corrected. The team member was new. Staff has been trained on proper O*NET code for job orders.

<b>Observation</b> WP Job Order
One job order did not list “position offered by a no-fee agency.”
<b>Recommendation</b>
For private employment agency job orders, the phrase “position offered by a no-fee agency” is required to be listed on the job order.
<b>Agree/ Disagree</b>
Agree
<b>Resolution</b>
This has been corrected. We have implemented a weekly random check of all staffing job orders to ensure they contain the appropriate verbiage.

**IV. Reemployment Services and Eligibility Assessment (RESEA)**

10 RESEA files were reviewed. There were no (0) findings or observations.

**V. Welfare Transition Program (WTP)**

A. 24 WTP mandatory files were reviewed. There was 1 finding.

<b>Finding</b> WTP JPRs
Documentation in one case file did not support the corresponding JPR entries.
<b>Recommendation</b>
CSBD should ensure case file documentation supports JPR entries.
<b>Agree/ Disagree</b>
Agree
<b>Resolution</b>
JPR's were corrected. Additionally, we are implementing a daily case checklist of customers in order for Success Coaches to recheck their case management activities.

There were 14 WTP mandatory observations.

<b>Observation WTP IRPs</b>
1) Signed IRPs in two case files were not updated with new monthly work activity assignments. 2) A signed IRP in a case file was not updated with support services that were provided to the customer. 3) A signed IRP in a case file assigned more than 40 hours of work activity to be completed per week.
<b>Recommendation</b>
WTP Success Coaches should ensure that IRPs are updated timely and accurately.
<b>Agree/ Disagree</b>
Agree
<b>Resolution</b>
1) For one case, the IRP was updated. The other case is closed and cannot be corrected. We are implementing a daily checklist to guide Success Coaches to check the IRP matches OSST. 2) This was corrected. We are implementing a daily checklist to guide Success Coaches to ensure the IRP matches services entered in OSST. 3) The case is closed and cannot be corrected. We have implemented a new strategy on how to split hours between Job Search and Job Skills Training.

<b>Observation</b> WTP IRPs
<p>1) Steps to self-sufficiency on an IRP in the case file were missing the number of hours to complete in the assigned work activity.</p> <p>2) Steps to self-sufficiency on three signed IRPs in case files contained unclear activity assignment end dates.</p>
<b>Recommendation</b>
WTP Success Coaches should ensure that IRPs are updated timely and accurately.
<b>Agree/ Disagree</b>
Agree
<b>Resolution</b>
<p>1) This was an isolated incident. The case is closed and cannot be corrected. The activities were listed on the IRP, however, staff has been instructed to include hours next to the activity.</p> <p>2) Two were scrivener's errors (i.e., staff put 219 instead of 2019, and 2019 instead of 2020); and one had a correct end date, but the assigned hours were incorrect. All IRPs have been updated.</p>

<b>Observation</b> WTP Case Management
Case notes did not provide a clear picture of what was happening with two cases (e.g., extended period of time without case notes, case notes were not properly updated).
<b>Recommendation</b>
WTP Success Coaches should enter cases notes that provide a clear picture of what is happening with the case.
<b>Agree/ Disagree</b>
Agree
<b>Resolution</b>
On 1/9/20, the Program Manager sent an email to staff reminding them to use the case note templates contained in Policy 568: WTP Case Noting. Additionally, QATCs and Supervisors were instructed to check for this during monthly desk reviews.

<b>Observation</b> WTP Pre-Penalties and Sanctions
<p>1) An incorrect pre-penalty termination date was entered in OSST.</p> <p>2) A sanction was requested utilizing an incorrect date which was prior to the end of the 10-day conciliation period.</p> <p>3) An incorrect failure date was entered in OSST.</p>
<b>Recommendation</b>
WTP Success Coaches should ensure accurate pre-penalty and sanctions dates are entered in OSST.
<b>Agree/ Disagree</b>
Agree
<b>Resolution</b>
<p>1) Per the State, they will be revising their policy regarding lifting pre-penalties with the date the customer agreed to comply to instead the date the customer actually complied. In the meantime, CSBD staff will use the date the customer agreed to comply.</p> <p>2) This was a scrivener's error. The customer was actually provided the full 10 days to comply.</p> <p>3) This was a scrivener's error. The Success Coach used 9/4/19 instead of 9/5/19. Additionally, we are implementing a daily checklist to guide Success Coaches to recheck their entries.</p>

<b>Observation</b> WTP Pre-Penalties and Sanctions
A customer was not held accountable to complete requisite hours as assigned.
<b>Recommendation</b>
WTP Success Coaches should ensure customers are held accountable to complete requisite hours in work activities.
<b>Agree/ Disagree</b>
Agree
<b>Resolution</b>
Although we knew the customer was employed, staff did not update the IRP correctly on 11/1/19. The IRP has since been updated and the case exited positively.

B. 21 WTP Transitional files were reviewed. There were no (0) findings or observations.

**VI. Supplemental Nutritional Assistance Program (SNAP)**

10 SNAP files were reviewed. There were 2 SNAP findings.

<b>Finding</b> SNAP JPRs
The Education or Vocational Training JPR entries for more than one month were either incorrect or did not match case file documentation for one customer.
<b>Recommendation</b>
SNAP Success Coaches should ensure that JPR entries are correct and properly supported.
<b>Agree/ Disagree</b>
Agree
<b>Resolution</b>
Correction could not be made as the case is closed. Individual training was provided to the Success Coach on 11/21/19. Regional staff training was held on 12/30/19 and addressed this topic. Additionally, we are implementing a daily case checklist of SNAP customers in order for Success Coaches to recheck their case management activities.

<b>Finding</b> SNAP Engagement
The customer was not assigned to a program component in OSST for a month in which a full benefit was received and not serving a penalty period.
<b>Recommendation</b>
SNAP Success Coaches should ensure participation hours are properly assigned.
<b>Agree/ Disagree</b>
Agree
<b>Resolution</b>
Correction could not be made to the file as staff cannot assign a program component after the month has ended. Going forward, Success Coaches will pull the No Activity Report on a daily basis to ensure that cases are updated timely.

There were 10 SNAP observations.

<b>Observation SNAP Case File Documentation</b>
<p>1) Vocational Training hours for one week were not totaled correctly on the timesheet for one customer, resulting in an overstatement of 2 class hours for the month.</p> <p>2) The Success Coach verified that the customer completed 13 hours of Education on one day. However, documentation did not show if study hours were counted and the customer's Alison User Statistics in Employ Florida show fewer hours.</p>
<b>Recommendation</b>
SNAP Success Coaches should ensure training hours are properly calculated/recorded.
<b>Agree/ Disagree</b>
Agree
<b>Resolution</b>
<p>1) The case is closed and cannot be corrected. The Success Coach received counseling on 11/21/19.</p> <p>2) There was a system glitch with Alison hours transferring over into Employ Florida when this happened. CSBD has purchased different online learning platforms (e.g., Metrix, Workforce Skills 21st Century) that will provide actual hours.</p>
<b>Observation SNAP Case Management</b>
<p>1) Case notes did not provide a clear picture of what was happening with two cases.</p> <p>2) The activity assignment for one month inspected was not recorded in OSST in a timely manner.</p> <p>3) The customer was not engaged in a timely manner subsequent to the sanction lift with good cause due to Hurricane Dorian.</p>
<b>Recommendation</b>
CSBD should ensure participants' cases are properly managed.
<b>Agree/ Disagree</b>
Agree
<b>Resolution</b>
<p>1) The Success Coach received counseling on 11/21/19. Additionally, we are implementing a daily checklist to guide Success Coaches to recheck the quality of their case notes.</p> <p>2) The Success Coach received counseling on 11/21/19.</p> <p>3) The system clears the alerts without notifying staff. We have asked the State to allow the alert to come through and they have indicated that they are not making any changes to the system as this time. Staff have been instructed to set alerts in OSST for sanction cases.</p>



<b>Observation SNAP FSRs</b>
The Self-Attestation Form For Transportation Reimbursement in the case file supported \$25 in transportation costs incurred to participate in Vocational Training for the month; however, an FSR was not requested in OSST. Additionally, FSRs for the two prior months were not requested timely.
<b>Recommendation</b>
SNAP Success Coaches should ensure FSRs are requested in OSST timely.
<b>Agree/ Disagree</b>
Agree
<b>Resolution</b>
Case is currently closed and cannot be corrected. The Success Coach received counseling on 11/21/19. Additionally, we are implementing a daily checklist to guide Success Coaches to ensure services are entered timely.

<b>Observation SNAP Conciliations and Sanctions</b>
<p>1) A penalty request was not initiated in a timely manner, within two business days of the failure.</p> <p>2) Per case notes, the compliance activity was limited to submitting the requisite hours for the prior month, rather than giving the customer a new assignment for the current month.</p> <p>3) The pending sanction for failure to comply was lifted with compliance utilizing the date when the customer attended the appointment; however, the pending sanction should have been lifted with compliance when the customer completed the orientation, assessment, and scheduled the appointment.</p>
<b>Recommendation</b>
CSBD should provide training focused on the SNAP pre-penalty and sanction process.
<b>Agree/ Disagree</b>
Agree
<b>Resolution</b>
Staff training was provided on 12/30/19 regarding SNAP compliance activities.

**RECOMMENDATION**

None. For information purposes.

## Memorandum #04 – 20 (QA) Revised

**To:** Executive Committee

**From:** Carol Hylton, President/CEO

**Subject:** Results of the Taylor Hall Miller Parker (THMP), P.A.  
Program Monitoring Report #2 – PY 19/20 – Issued 8/20

**Date:** August 24, 2020

### SUMMARY

THMP conducted program monitoring for the period 11/21/19 through 4/2/20. They reviewed a total of 176 files consisting of 7,001 elements. There were 17 findings and 22 observations. The findings equate to a .24% error rate. All findings and observations were corrected except where cases were closed and no further action could be taken. This will be reviewed at the 9/14 Audit Committee and comments will be brought to the Executive meeting.

### BACKGROUND

THMP monitors program activities three times a year. This was their second report for PY 19/20.

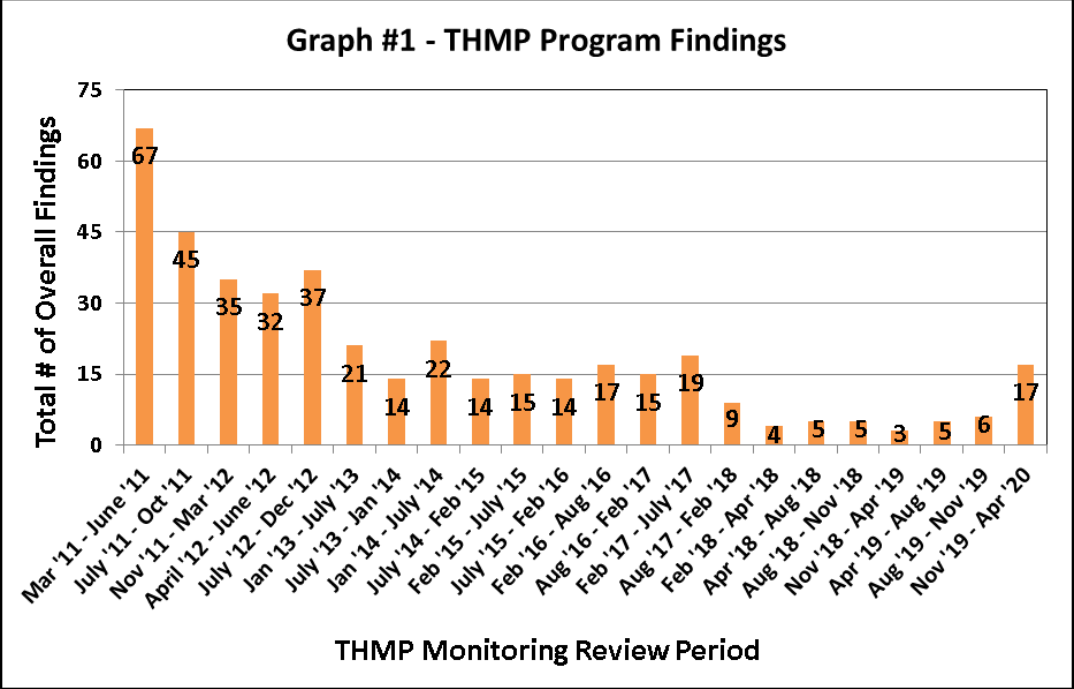
### DISCUSSION

THMP identified 17 findings and 22 observations during their program monitoring visit. They reviewed a total of 176 files consisting of 7,001 elements. The findings equate to a .24% error rate.

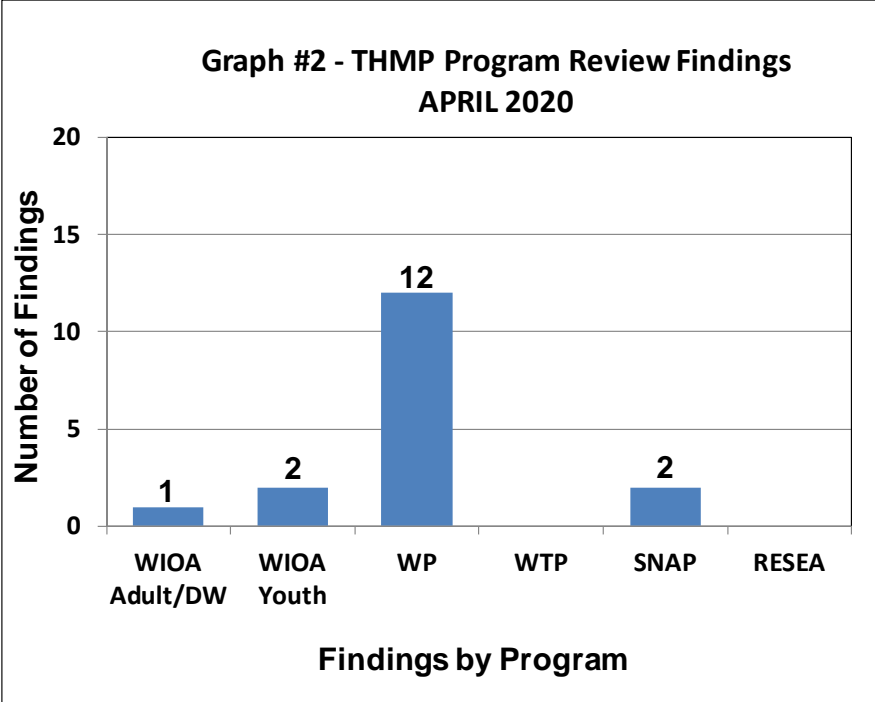
The spike in findings from previous months was due to changes to Wagner Peyser data entry requirements. The new Wagner Peyser requirements became effective on 2/20/20, however, DEO did not communicate the requirements to the local workforce areas until 4/7/20. This monitoring covered the period through 4/2/20.

### THMP Program Findings

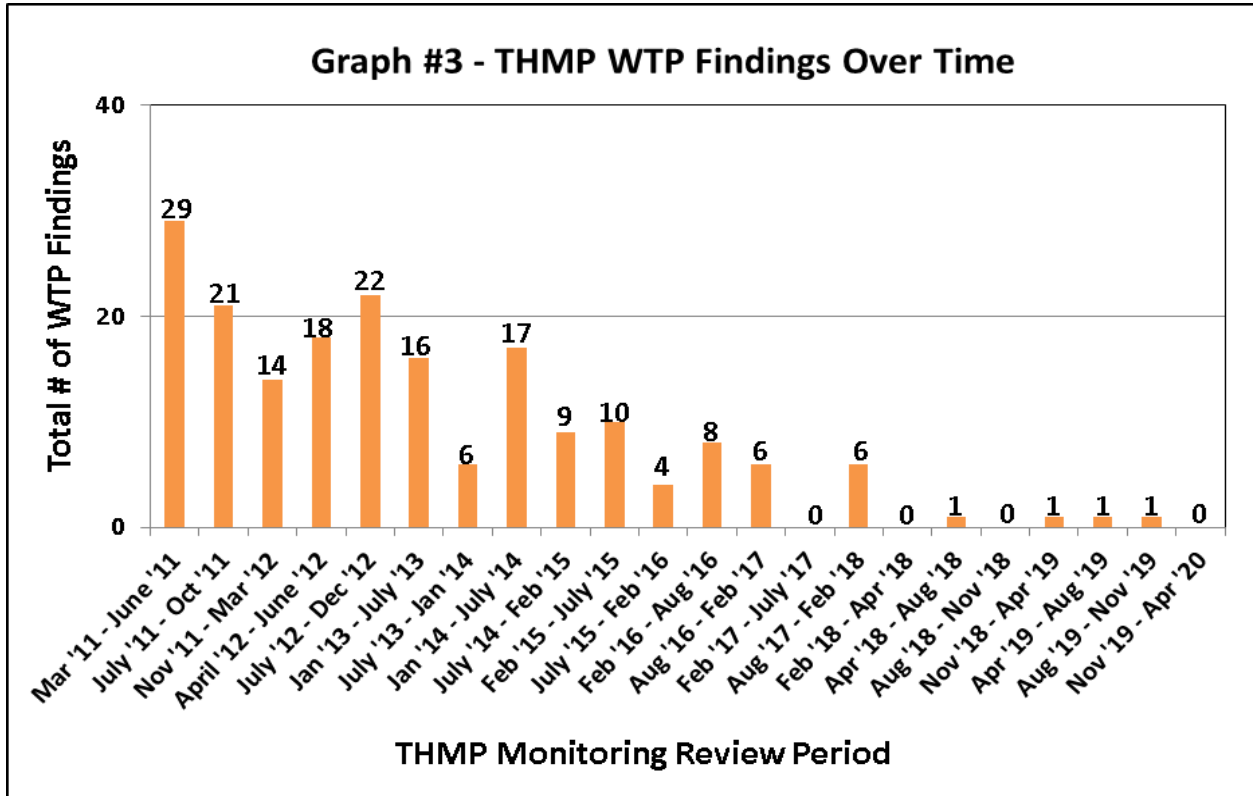
A trending chart for THMP program findings, per review period since March 2011, is represented in Graph #1, as follows:



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 November 2019 – April 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 funding stream, along with the corrective action taken.

**I. WIOA Adult/Dislocated Worker**

- A. 24 WIOA Adult and Dislocated Worker files were reviewed. There was one (1) finding and no (0) observations.

<b>Finding</b> WIOA Adult/Dislocated Worker (1)
A customer's annualized family income (AFI) was calculated incorrectly.
<b>Recommendation</b>
Subsequent to fieldwork, staff corrected the calculation and updated documentation in the file and the WIOA application in Employ Florida for this customer. No further corrective action is necessary.
<b>Agree/ Disagree</b>
Agree
<b>Resolution</b>
No further action is necessary as this was remedied during the monitoring.

B. 6 WIOA Adult and Dislocated Worker files who exited within the last 12 months were reviewed. There were no (0) findings or observations.

## II. WIOA Youth

20 WIOA Youth files were reviewed: 4 Broward College, 2 Center for Independent Living of Broward (CILB), 5 FLITE Center, 3 HANDY, and 6 School Board of Broward County. There were (2) findings.

<b>Findings</b> WIOA Youth (2)
a) There was no documentation indicating that the youth was made aware of or offered the various follow-up services available under WIOA. (HANDY-1)
b) First quarter follow-up after exit was not completed and documented in Employ Florida for one youth. (Broward College-1)
<b>Recommendation</b>
a) Youth provider staff should document in the case file or case notes that the customer was made aware of available follow-up services following case closure.
b) Youth provider staff should ensure that all follow-ups are conducted and timely documented in Employ Florida.
<b>Agree/ Disagree</b>
Agree
<b>Resolution</b>
a) Youth provider staff have been directed to make sure that case notes reflect that follow up services were offered to participants following case closure. The "Youth Participant Acknowledgement Form" was updated to include a line that reflects this, for use during the intake process.
b) The Youth provider supervisor will continue to run follow up reports in Employ Florida and ensure that all follow ups are completed timely. The Youth Program Manager will continue to include follow-up caseload reviews in monthly staff meetings.

There were 2 WIOA Youth observations.

<b>Observations</b> WIOA Youth
A Support Service-Incentive activity was not recorded in Employ Florida for the authorization and payment of incentives. (HANDY-1, CILB-1)
<b>Recommendation</b>
Youth provider staff should update Employ Florida with the Support Service-Incentive activity for these customers.
<b>Agree/ Disagree</b>
Agree
<b>Resolution</b>
Provider staff was new to the program and has since received a coaching on the process for providing support services. Moving forward, staff will use the activity code checklist and step action table as desk aides when distributing support services.

**III. Wagner-Peyser (WP)**

A. 30 WP files were reviewed. There were **8** findings.

<b>Findings</b> WP Services (8)
<ul style="list-style-type: none"> <li>a) 1 customer’s permission to make the staff-assisted job referral was not documented.</li> <li>b) There was no case note documenting 4 customers’ permission to create the account in Employ Florida.</li> <li>c) For 3 customers whose Wagner-Peyser participation was initiated, a complete registration was not documented in Employ Florida.</li> </ul>
<b>Recommendation</b>
<ul style="list-style-type: none"> <li>a) Staff should obtain the customer’s permission for a staff-assisted job referral.</li> <li>b) Staff should be trained to request the customer’s permission to create an Employ Florida account for staff-assisted registrations. The Policy #551 – WP Job Referral Services should be modified to require a case note be documented in Employ Florida stating the customer granted permission to create the account.</li> <li>c) Staff should follow the requirements of CSF Policy #096, which requires full registrations for customers in Employ Florida prior to receiving services. The definition of a full registration, detailed in Policy #551 should be modified to read that entry of a complete background wizard or resume into Employ Florida is required.</li> </ul>

<b>Findings</b> WP Services (8) (Continued)
<b>Agree/ Disagree</b>
Agree
<b>Resolution</b>
<p>a) The referral authorization form was uploaded into Employ Florida for this customer.</p> <p>b) Placement and involved staff received training on WP Referrals for Appropriateness and Jobseeker on 4/30/20 and 5/5/20. Policy 551 was updated to include the requirement for a case note in Employ Florida, for staff-assisted registrations, stating that the customer granted permission to create the account.</p> <p>c) Policy 551 – now includes the definition of a full registration, including the requirement of a completed background wizard or resume in Employ Florida.</p>

There was 1 WP Services observation.

<b>Observation</b> WP Services
A staff job referral was made for the customer; however, documentation in Employ Florida did not adequately support that the customer met the minimum job order requirements.
<b>Recommendation</b>
Staff should ensure that the customer meets the minimum job order requirements based on information documented in Employ Florida (e.g., résumé, background data) prior to issuing a staff referral.
<b>Agree/ Disagree</b>
Agree
<b>Resolution</b>
The staff member acknowledged the error and received coaching from the supervisor.

B. 30 WP job orders were reviewed. There were **4** findings.

<b>Findings</b> WP Job Orders (4)
<p>a) For 3 job orders, staff did not case note the independent verification of the newly registered employer.</p> <p>b) 1 job order containing an age restriction was not properly documented with the reason for the restriction (e.g., insurance reason).</p>
<b>Recommendation</b>
<p>a) Staff reviewing job orders should ensure a case note in Employ Florida for verification of new employers, method of contact, name and title of contact; registration status per state website, and method used to verify the employer.</p> <p>b) Staff reviewing job orders at the time of posting, should ensure that, if the job order has an age restriction, the reason for the restriction is listed.</p>
<b>Agree/ Disagree</b>
Agree
<b>Resolution</b>
Applicable Job Order Unit staff received coaching from the supervisor.

There was 1 WP job order observation.

<b>Observation</b> WP Job Order
For 1 job order, the case note documenting the newly registered employer did not include the method, name and title of contact.
<b>Recommendation</b>
Staff should ensure that all required information is documented in Employ Florida for the verification of new employers.
<b>Agree/ Disagree</b>
Agree
<b>Resolution</b>
The JOU staff member acknowledged the error and received coaching from the supervisor.



**IV. Reemployment Services and Eligibility Assessment (RESEA)**

10 RESEA files were reviewed. There were no (0) findings or observations.

**V. Welfare Transition Program (WTP)**

A. 24 WTP mandatory files were reviewed. There were no (0) findings. There were 9 WTP mandatory observations.

<b>Observations</b> WTP IRPs
a) Signed IRPs in case files were not updated with support services that were provided to the customer.
b) Steps to self-sufficiency on an IRP in the case file were missing the number of hours to complete in the assigned work activity.
c) Steps to self-sufficiency on signed IRPs in case files were missing activity assignment begin and/or end dates.
<b>Recommendation</b>
WTP Success Coaches should ensure that IRPs are updated timely and accurately when new services are opened and provided.
<b>Agree/ Disagree</b>
Agree
<b>Resolution</b>
a) One case was closed and cannot be corrected. A daily checklist was implemented to assist staff in preventing these errors.
b) This was corrected.
c) All cases were corrected. The Success Coach responsible for the majority of the findings received a written disciplinary warning from the supervisor.

<b>Observations WTP Pre-Penalties and Sanctions</b>
<p>a) An incorrect pre-penalty termination date was entered in OSST. Upon compliance, the pre-penalty should have been terminated with the date the customer agreed to comply.</p> <p>b) A pre-penalty was terminated prior to the agreed upon compliance being demonstrated. Upon compliance, the pre-penalty should have been terminated with the date the customer agreed to comply.</p>
<b>Recommendation</b>
Management should provide training focused on the pre-penalty and sanction process .
<b>Agree/ Disagree</b>
a) Disagree b) Agree
<b>Resolution</b>
<p>a) We disagree with this observation because the guidance was not clear. DEO has agreed and stated that they will be changing this requirement in future guidance.</p> <p>b) This was an isolated incident.</p>

B. 1 WTP Domestic Violence file (North) was reviewed. There were no **(0)** findings or observations.

C. 21 WTP Transitional files were reviewed, 7 from each Center. There were no **(0)** findings or observations.

**VI. Supplemental Nutritional Assistance Program (SNAP)**

10 SNAP files were reviewed, 5 Central and 5 South.

There were **2** SNAP findings.

<b>Findings</b> SNAP JPRs (2)
<ul style="list-style-type: none"> <li>a) Documentation in the case file for 1 participant did not support the same number of Education JPR hours entered for one month.</li> <li>b) Documentation in the case file for 1 participant was based on scheduled hours rather than actual hours worked per paystubs).</li> </ul>
<b>Recommendation</b>
SNAP Success Coaches should ensure that JPR entries are properly supported by case file documentation.
<b>Agree/ Disagree</b>
Agree
<b>Resolution</b>
<ul style="list-style-type: none"> <li>a) This was corrected. Furthermore, CSBD has begun using Metrix, a new platform that gives actual hours of participation.</li> <li>b) JPR's were corrected to reflect actual hours reported by the customer.</li> </ul>

There were 9 SNAP observations.

<b>Observation</b> SNAP Case File Documentation
Upon the participant reporting employment, the activity assignment was revised for the month; however, rather than preparing a new SNAP Monthly Participation Agreement (MPA) with the changes to be signed by the participant, staff made updates onto a copy of the prior month's signed agreement.
<b>Recommendation</b>
SNAP Success Coaches should ensure that any changes noted on forms have been acknowledged and signed by the participant.
<b>Agree/ Disagree</b>
Agree
<b>Resolution</b>
SNAP Success Coaches were reminded that a new MPA must be developed when making changes to the monthly assignment of hours.

**Observations SNAP Activities**

- a) SNAP activity timesheets were used to record the Education hours for Alison online courses completed by the participant, however, documentation from the online education provider was not attached.
- b) SNAP Activity Timesheets utilized by the participant for recording daily education courses/hours in the SNAP Lab, generically listed "Education" for each entry and, as a result, the timesheets did not substantiate that participation hours completed in the SNAP Lab met the definition of Education.
- c) The assigned Vocational Training activity was not correctly recorded in OSST for the participant.
- d) The assigned hours for activities in OSST that were combined with Employment did not agree with assigned monthly hours for the corresponding activity based on case notes and case file documentation for the participant.

**Recommendation**

SNAP Success Coaches should ensure activities are entered correctly into OSST and that case file documentation is complete.

**Agree/ Disagree**

Agree

**Resolution**

- a) We have implemented utilizing Metrix learning for online education. Policy 596 was updated to allow Metrix logs to be used as documentation in lieu of a SNAP activity timesheet. Going forward, Metrix printouts will be accepted as they include all the information needed for the file.
- b) The SNAP timesheet has recently been updated to include the course name for education hours completed in our SNAP Lab.
- c) This cannot be corrected and this Success Coach is no longer with CSBD.
- d) SNAP Success Coaches recently received additional guidance on how to adjust activities from month to month when employment is captured.

<b>Observations SNAP JPRs</b>
<ul style="list-style-type: none"> <li>a) Vocational Training JPR entries for two months were recorded prior to the participant actually completing some of the participation hours.</li> <li>b) Paystub hours were incorrectly rounded-up for reporting Employment JPR entries for two months inspected for the participant.</li> </ul>
<b>Recommendation</b>
SNAP Success Coaches should ensure JPRs are recorded correctly in OSST.
<b>Agree/ Disagree</b>
Agree
<b>Resolution</b>
<ul style="list-style-type: none"> <li>a) This cannot be corrected. All SNAP staff were reminded they cannot enter hours prior to completion. This Success Coach is no longer with CSBD.</li> <li>b) The error was corrected. SNAP staff were recently provided with a better tool to calculate Employment hours that include decimals.</li> </ul>

<b>Observation SNAP Case Management</b>
A case closure alert was posted with an effective date of 2/29/20; however, the case has not been closed and the participant is being actively engaged.
<b>Recommendation</b>
SNAP Success Coaches should ensure cases are properly processed.
<b>Agree/ Disagree</b>
Agree
<b>Resolution</b>
The case has since been closed. SNAP staff was reminded to set alerts for upcoming case closures.

<b>Observation SNAP FSRs</b>
An FSR for one month was not requested in OSST in a timely manner subsequent to receipt of documentation supporting costs incurred to participate for the participant.
<b>Recommendation</b>
SNAP Success Coaches should ensure FSRs are requested timely.
<b>Agree/ Disagree</b>
Agree
<b>Resolution</b>
This was corrected. Staff have begun using the daily checklist that will assist them in preventing these errors.

**RECOMMENDATION**

None. For information purposes.

## Memorandum #02 – 20 (QA) Revised

**To:** Executive Committee

**From:** Carol Hylton, President/CEO

**Subject:** Acceptance of the DEO Program Monitoring Report dated December 6, 2019

**Date:** September 10, 2020

### SUMMARY

The Florida Department of Economic Opportunity issued their Program Monitoring Report for the period 4/18 through 3/19, on 12/6/19. They reviewed a total of 241 files consisting of 9,653 elements. There were seven (7) findings and seven (7) non-compliance issues. The findings equate to an error rate of approximately .15%. All the findings, and non-compliance issues were corrected and the observations were addressed. Our Corrective Action Plan was accepted on 4/18/20. This will be reviewed at the 9/14 Audit Committee and comments will be brought to the Executive meeting.

### BACKGROUND

DEO conducted its annual program monitoring review in May, 2019. The review covered the period April 1, 2018, through March 31, 2019.

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 7 findings and 7 “non-compliance” issues, which mean 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 241 files consisting of 9,653 elements. The findings equate to an error rate of about .15%.

**State Program Findings for the period of April 2018 – March 2019**

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.

<p><b>Finding WT 22-01</b> – Documentation of Activity Hours Recorded on the Job Participation Rate (JPR) Screen  <i>Prior Year Finding</i></p>
<p>Documentation to support JPR hours recorded in OSST was not contained in two participant case files. (Central-2)</p>
<p><b>Recommendation</b></p>
<p>CSBD should ensure employed participants submit paystubs weekly and/or bi-weekly as reflected on their IRP. If employment hours are being projected, they should be updated to reflect the actual hours documented on the paystubs when they are received, to ensure the hours reported are accurate and match documentation in the case file.</p>
<p><b>Agree/ Disagree</b></p>
<p>Agree</p>
<p><b>Resolution</b></p>
<ul style="list-style-type: none"> <li>• Employment hours were projected by the mandatory Success Coach. The case was then transferred to a Success Coach who did not update the projection after receiving the actual pay stub.</li> <li>• CSBD has updated its File Transfer Policy to ensure this doesn't happen again.</li> <li>• On 6/5/19, email guidance was sent to staff on projecting employment JPR hours.</li> <li>• In January 2020, staff reviewed the DEO monitoring results and was provided with training on how to prevent issues from recurring.</li> <li>• JPR training on these requirements was conducted in November 2019.</li> <li>• A regional review of cases with JPR's was conducted in January 2020.</li> <li>• When staff fails to follow requirements, CSBD will implement a variety of actions, such as refresher training, job shadowing, and counseling up to termination.</li> </ul>



<b>Finding WT 22-02 – Safety Plan</b> <i>Prior Year Finding</i>
The IRPs for two participants identified as victims of domestic violence (DV) did not include specific elements of their safety plans. (Central-1 and South-1)
<b>Recommendation</b>
CSBD should ensure that specific elements from the safety plan are included on the IRP for victims of domestic violence.
<b>Agree/ Disagree</b>
Agree
<b>Resolution</b>
<ul style="list-style-type: none"> <li>• Training on these requirements was conducted in November 2019 and included a sample IRP.</li> <li>• Since the State review, all State recommendations were implemented.</li> <li>• In January 2020, a regional review of active DV cases was conducted. All cases that participated with our partnering DV agency evidenced the required elements of a safety plan and an IRP that contains specific elements of the safety plan.</li> <li>• An email was sent on 1/24/20 making staff aware of these requirements.</li> <li>• When staff fails to follow requirements, CSBD will implement a variety of actions, such as refresher training, job shadowing, and counseling up to termination.</li> </ul>

<b>Non-Compliance Issue WT 22.00.01 – Pre-penalty and Sanction Process</b>
A pre-penalty was not requested or ended timely in the system for one participant. Additionally, there were delays in requesting several penalties and sanctions. (South-1)
<b>Recommendation</b>
CSBD should ensure a pre-penalty or sanction is requested promptly and ended timely.
<b>Agree/ Disagree</b>
Agree

<b>Non-Compliance Issue WT 22.00.01 – Pre-penalty and Sanction Process (Cont.)</b>
<b>Resolution</b>
<ul style="list-style-type: none"> <li>• Staff has been reminded to use the case note guide already in place.</li> <li>• Regional training on these requirements was conducted in November 2019.</li> <li>• In January 2020, a regional review of active cases with sanctions was conducted.</li> <li>• When staff fails to follow requirements, CSBD will implement a variety of actions, such as refresher training, job shadowing, and counseling up to termination.</li> </ul>

<b>Non-Compliance Issue WT 22.00.02 – Employment Verification</b> <i>Prior Year Finding</i>
The dates on employment documentation in one case file did not match the information recorded in OSST. (Central-1)
<b>Recommendation</b>
CSBD should ensure employment documentation in the case file matches what was recorded in OSST.
<b>Agree/ Disagree</b>
Agree
<b>Resolution</b>
<ul style="list-style-type: none"> <li>• CSBD has updated its Verification of Employment Form to align with what is asked in OSST. CSBD has also created a Daily Inventory Log for staff to use to check their work.</li> <li>• In January 2020, a regional review of active cases with employment was conducted.</li> <li>• Regional training on these requirements was conducted in November 2019.</li> <li>• An email was sent on 1/24/20 making staff aware of these requirements.</li> <li>• When staff fails to follow requirements, CSBD will implement a variety of actions, such as refresher training, job shadowing, and counseling up to termination.</li> </ul>

**Finding SNAP 22-03 – Assignment of Activity Hours**

- A. One participant was assigned to fewer than the required 80 hours per month in work activities. (South-1)
- B. One participant was scheduled for more than 120 hours when employment was combined with another activity in the same month. (Central-1)
- C. Several participants had more than 39 Job Search/Job Search Training combined hours recorded in OSST per month. (Central-3 and South-1)

**Recommendation**

CSBD staff should accurately assign participants to the correct number of hours in program activities, and accurately count and verify participation hours before entering the information in OSST.

**Agree/ Disagree**

Agree/Disagree

**Resolution**

- A. Hours were correctly assigned for the month showing the customer was to complete up to 120 hours of education; however, staff did not update OSST to add study time to the Vocational Training assignment, which made it look under-assigned.
- B. Actual hours were recorded at the time staff was notified. When the customer came in, staff assigned the correct amount of hours. The customer returned the following month, reported employment, and staff recorded the actual employment hours in the previous month which put them over. Subsequent to DEO’s visit, we received guidance stating staff should go back in and adjust previously assigned hours to align with required hours. CSBD is requesting additional guidance because it is not feasible to go back in, after the fact, and make the needed changes.
- C. CSBD does not agree with this finding as we were reengaging the customers in the same month and reopened their activity, therefore reflecting accurately in OSST.

**RESOLUTION**

- In January 2020, SNAP staff reviewed all cases with JPR’s.
- Training on these requirements was conducted in June 2019.
- When staff fails to follow requirements, CSBD will implement a variety of actions, such as refresher training, job shadowing, and counseling up to termination.

<b>Non-Compliance Issue SNAP 22.00.03 – Initial Engagement Process (OSST 590-Code)</b>
Two cases did not have their initial appointment status ended within two days of the appointment or no-show date. (Central-1 and South-1)
<b>Recommendation</b>
CSBD staff should select the appointment status outcome within two days of the appointment or no-show date.
<b>Agree/ Disagree</b>
Agree/Disagree
<b>Resolution</b>
<p>A. The first case started in our South office and transferred to our Central office. When the customer came into the Central office the 590-Code appointment status was recorded. CSBD has since updated its Transfer of File Policy, to ensure this will not happen in the future.</p> <p>B. <u>We do not agree</u> regarding the second case. CSBD received an exemption alert at the time of automation; therefore, we were not able to record the appointment as completed.</p> <p>RESOLUTION</p> <ul style="list-style-type: none"> <li>• In January 2020, SNAP staff reviewed DEO's summary results from the monitoring.</li> <li>• Training was conducted in June 2019.</li> <li>• When staff fails to follow requirements, CSBD will implement a variety of actions, such as refresher training, job shadowing, and counseling up to termination.</li> </ul>

<b>Finding WIOA National Dislocated Worker Grant (NDWG) 22-04 – Eligibility Documentation</b>
One case file did not contain sufficient documentation that the participant moved to Florida from Puerto Rico or the Virgin Islands as a direct result of Hurricane Maria.
<b>Recommendation</b>
CSBD should ensure that individuals are determined eligible prior to participation in any grant funded activity and that documentation to support eligibility is maintained in the case file.
<b>Agree/ Disagree</b>
Agree

**Resolution**

- This case was misclassified and has been reclassified to Hurricane Irma; therefore there is no finding at this time.
- Required documents to support Hurricane Irma eligibility of the participant were added to the case file.

**Non-Compliance Issue WP 22.00.02 – Recording Measurable Skills Gains (MSG)****WIOA ADULT**

- A. Three WIOA Adult case files did not have a MSG recorded in Employ Florida.  
(Central-1 and South-2)

**WIOA SP-NEG**

- B. One WIOA SP-NEG case file did not have a MSG recorded in Employ Florida.  
(Central-1)

**Recommendation**

CSBD should ensure that all MSG attainment information is recorded timely and accurately in Employ Florida.

**Agree/ Disagree**

Agree

**Resolution**

- CSBD is in the process of developing a Measurable Skills Gain Policy. Once the policy is finalized, it will be distributed to staff who will acknowledge their receipt.
- Staff will also be trained on the Measurable Skills Gain Policy.
- Once staff is trained, all open MSG files will be reviewed to ensure the MSG was documented and recorded appropriately.

**Finding WP 22.05 – Job Order Placements and Manual Obtained Employments**  
*Prior Year Issue*

A. Job Seekers

One manual obtained employment was recorded prior to the job seeker's start date. (North-1)

B. Job Orders

One job order with a placement recorded in Employ Florida was missing the start-to-work date. (Central-1)

**Recommendation**

CSBD should ensure manual obtained employments are recorded accurately and only after the job seeker has started working.

**Agree/ Disagree**

Agree

**Resolution**

A. Job Seekers

- The Success Coach made a scrivener's error when entering the date of the placement in Employ Florida. However, the case note reflected the date.
- CSBD has updated its 750/880 Verification Checklist to have staff verify data accuracy to prevent future errors. Any future infractions of this procedure will result in one-on-one training and/or a formal counseling.
- Staff have reviewed all placements on open job orders and manually obtained employments for active jobseekers to ensure case notes have been entered.
- Post-monitoring review sessions will be held with staff after each review to discuss the results of the monitoring.
- Training was conducted in January 2020.
- WP Staff reviewed and acknowledged they have read and understand the CSBD Procedure for Proper Processing and Documentation of Obtained Employment and Placements.

**Finding WP 22.05 – Job Order Placements and Manual Obtained Employments**  
*Prior Year Issue (Cont...)*

**B. Job Orders**

Please note that according to the completed work papers, this should be an ONI and not a finding.

- The Success Coach entered the job start date in the jobseekers 750 activity code, but not in the case note. The Success Coach then copied the same case note and entered it on the job order. CSBD has updated its 750/880 Verification Checklist to ensure staff include all of the required case note elements when documenting a hire on job orders.
- Staff reviewed all placements on open job orders and manually obtained employments for active jobseekers to ensure case notes have been entered.
- Post-monitoring review sessions will be held with staff after each review to discuss the results of the monitoring.
- Training was conducted in January 2020.
- WP Staff reviewed and acknowledged they have read and understand the CSBD Procedure for Proper Processing and Documentation of Obtained Employment and Placements.

When staff fails to follow requirements, CSBD will implement a variety of actions, such as refresher training, job shadowing, and counseling up to termination.

**Finding WP 22-06 - Migrant and Seasonal Farmworker (MSFW) Applications**

One MSFW jobseeker was not provided a referral to supportive services. (Central-1)

**Recommendation**

CSBD staff should ensure MSFW applicants are referred to supportive services and service codes (169 – 179) should be recorded in Employ Florida.

**Agree/ Disagree**

Disagree

**Resolution**

- CSBD disagrees with this finding and requested that it be removed. Staff attempted to provide outreach to the customer, who was non-responsive. It was therefore not possible to refer the customer to support services.
- WP Staff reviewed and acknowledged they have read and understand the MSFW Policy.
- Training is not necessary as staff is aware of the appropriate way to refer MSFWs for support services.
- Post-monitoring review sessions will be held with staff after each review to discuss the results of the monitoring.

<b>Finding WP 22-07 – Wage Rate Verification</b> <i>Prior Year Issue</i>
One job order did not have documentation to verify that the employer would pay at least the state’s minimum wage. (JOU-1)
<b>Recommendation</b>
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 that a case note is entered on the job order documenting the verification of the wage rate.
<b>Agree/ Disagree</b>
Disagree
<b>Resolution</b>
<ul style="list-style-type: none"> <li>• We disagreed with this finding. This is an isolated incident.</li> <li>• A DEO prior training presentation stated that if an employer lists a position below minimum wage to: <ul style="list-style-type: none"> <li>➢ Contact them to inform them of the current minimum wage;</li> <li>➢ Inform the employer of probable difficulty filling such an order; and</li> <li>➢ If the employer does not modify the order, proceed with taking the order.</li> </ul> </li> <li>• Staff entered a case note documenting that they contacted the employer to explain the above.</li> </ul>



<b>Non-Compliance Issue WP 22.00.05 – Job Referrals</b> <i>Prior Year Issue</i>
Three job orders had multiple staff referrals with unqualified job seekers.
<b>Recommendation</b>
CSBD staff should ensure job seekers meet the minimum requirements of the job order.
<b>Agree/ Disagree</b>
Agree
<b>Resolution</b>
<ul style="list-style-type: none"> <li>• One job order sited was outside the review period. For another job order, CSBD was waiting for guidance from the state, which we did not receive until 04/18/2019. CSBD did not have time to implement our corrective action prior to the monitoring by the State.</li> <li>• Staff was directed to only make referrals for jobseekers who meet the minimum requirements of the job order, regardless of an employer’s request to still make the referral. We are advising employers to be less specific on minimum requirements listed in their job orders and to put “preferred” instead of “required”. Any future infractions of this procedure will result in one-on-one training and/or a formal counseling.</li> <li>• WP staff reviewed and acknowledged they have read and understand the communicate sent by the Program Manager directing them to no longer make job referrals to unqualified jobseekers at the request of employers.</li> <li>• Post-monitoring review sessions will be held with staff after each review to discuss the results of the monitoring.</li> <li>• Regional Training was provided to staff on January 8th and 9th 2020.</li> </ul>

<b>Non-Compliance Issue WP 22.00.06 – RESEA Employability Development Plans (EDPs)</b> <i>Prior Year Issue</i>
Three EDPs were missing specific action steps for participants to achieve their goals. (Central-3)
<b>Recommendation</b>
RESEA staff should ensure EDPs include individualized short-term and long-term occupational goals and the action steps needed to achieve those goals.
<b>Agree/ Disagree</b>
Agree

<b>Resolution</b>
<ul style="list-style-type: none"> <li>• A RESEA 101 Desk Aid was created outlining the importance of specifying action steps in the EDP to achieve short- and long-term goals.</li> <li>• RESEA semi-annual staff training was held in June 2019, which included how to write action steps on the EDP for short and long-term goals. Post-test questions were administered to staff to test their knowledge of the material.</li> <li>• Staff peer reviews were implemented so that staff would review cases using the CSBD QA Monitoring Tool for RESEA.</li> <li>• Post-monitoring review sessions will be held with staff after each review to discuss the results of the monitoring.</li> </ul>

<b>Non-Compliance Issue WP 22.00.07 – RESEA Red Flag Report</b>
On the date the Red Flag report was reviewed by the monitor, there was one case that had not been worked by staff.
<b>Recommendation</b>
RESEA staff should review the Yellow Flag report and work the cases within the 10-day period and prior to their entry on the Red Flag report.
<b>Agree/ Disagree</b>
Agree
<b>Resolution</b>
<ul style="list-style-type: none"> <li>• Staff trainings and duties were implemented to ensure staff reviews the Red Flag and Yellow Flag reports on a daily basis to prevent future occurrences.</li> <li>• Post-monitoring review sessions will be held with staff after each review to discuss the results of the monitoring.</li> </ul>

**RECOMMENDATION**

None. For information purposes.