



Broward Workforce Development Board
Combined Executive and Audit Committee

Monday, June 10, 2024
12:00 p.m. – 1:30 p.m.

Zoom Meeting ID: 861 0952 8744
Zoom Password: 345756
Zoom Call-In: 1 646 876 9923

CareerSource Broward Boardroom
2890 West Cypress Creek Road, Ft. Lauderdale, FL 33309

This meeting is being held in person.
This meeting is also accessible via a Zoom video conference.

PROTOCOL FOR TELEPHONE/ZOOM MEETING

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

The Committees are reminded of the conflict-of-interest provisions. In declaring a conflict, please refrain from voting or discussion and declare the following information: 1) your name and position on the Board, 2) the nature of the conflict and 3) who will gain or lose as a result of the conflict. Please also fill out form 8B prior to the meeting.

MEETING AGENDA

IDENTIFICATION AND INTRODUCTION OF ANY UNIDENTIFIED CALLERS

SELF-INTRODUCTIONS

APPROVAL OF MINUTES

Approval of the Minutes of the 5/13 Executive Committee meeting.

RECOMM	Approval
ACTION	Motion for Approval
EXHIBIT	Minutes of the Meeting

Pages 7 – 13

NEW BUSINESS

1. **WIOA Work Experience Contract Approval for Broward Health**

Consideration to approve a WIOA Adult and Dislocated Worker Work Experience (WEX) contract with Broward Health through 6/30/26. Healthcare is one of our targeted industries. WEX contracts are non-financial, as CSBD is the employer of record. Because Board Member Shane Strum is employed by Broward Health this recommendation will require a 2/3 vote of the BWDB members present once a quorum has been seated at a Board meeting. Approved at the 6/5 One-Stop Services Committee meeting.

RECOMM	Approval
ACTION	Motion for Approval
EXHIBIT	None

2. WIOA Adult Work Experience Contract Approval for the Las Olas Company, Inc.

Consideration to approve a WIOA Adult and Dislocated Worker WEX contract with the Las Olas Company, Inc. (LOC) through 9/30/26. Participants will be placed in positions such as front-of-house representatives, guest services associates, dining support, and maintenance engineers. WEX contracts are non-financial, as CSBD is the employer of record. Because Board Chair Heiko Dobrikow is employed by the LOC, this recommendation will require a 2/3 vote of the BWDB members present once a quorum has been seated at a Board meeting. Approved at the 6/5 One-Stop Services Committee meeting.

RECOMM Approval
ACTION Motion for Approval
EXHIBIT None

3. Addition of New Courses for Existing Training Provider Florida Atlantic University

Consideration to approve the addition of two (2) training programs at Florida Atlantic University (FAU) to the WIOA Individual Training Account (ITA) list 1) CompTIA A+ Certification and 2) CompTIA A+, Network+, and Security+ Certification. CSBD reviewed the applications for completeness to ensure that Board mandated criteria are met for the training programs and related occupational title. Because Board Member Dr. Stacy Volnick is employed by FAU, this recommendation will require a 2/3 vote of the BWDB members present once a quorum has been seated at a Board meeting. Approved at the 6/5 One-Stop Services Committee meeting.

RECOMM Approval
ACTION Motion for Approval
EXHIBITS Memo #21-23 (OPS)
ITA Course Summary Spreadsheet

Pages 14 – 16

4. Accept Summer Youth Employment Program Funds

Consideration to accept \$50,000 from the Community Foundation of Broward to serve economically disadvantaged youth ages 16-18 years old in the PY 24/25 Summer Youth Employment Program. Each youth will receive three days of employability skills training and an eight-week meaningful summer work experience.

RECOMM Approval
ACTION Motion for Approval
EXHIBIT None

5. Able Operations Contract Renewal

Consideration to renew the contract with Able Operations at a cost up to \$15,000, subject to negotiation, which is \$10,000 less than last year. Aaron Schmerbeck, PhD will create and update LMI Tiles on the CSBD website. This is the second and last of two renewals under the current procurement.

RECOMM Approval
ACTION Motion for Approval
EXHIBIT None

6. PY 24/25 Preliminary Budget

The Program Year (PY) 24/25 preliminary budget reflects an overall decrease in the State allocation and carry forward of 17.4% for a total of (\$3,395,425). The total amount of PY 24/25 formula and carry forward is projected to be \$16,127,619 as compared to \$19,523,044 in PY 23/24. The budget continues to emphasize investments in customer training and getting the unemployed back to work and it aligns with WIOA and achieving Board strategic initiatives and key business results. CSBD recommends acceptance and approval of the preliminary PY 24/25 budget. Approved at the 6/5 One-Stop Services Committee meeting.

RECOMM Approval
ACTION Motion for Approval
EXHIBIT Memo #06-23 (FS)

Pages 17 – 24

7. Central One Stop Career Center Located on Oakland Park Boulevard

The CSBD Central One Stop Career Center is part of a complex of 7 state owned buildings. CSBD occupies 3 of the buildings. The State has recently informed us that they are exploring the sale of all the buildings and have received preliminary estimates on the sale price. The State has indicated a willingness to work with us on either a purchase or a long-term lease for the 2 buildings located on the west end of the property. CSBD is currently housed in the center of the property. The move would then leave a connected tract for the state to put on the open market for sale. Staff is asking the committee to discuss options for moving forward.

RECOMM Dependent on Discussion
ACTION Motion for Approval
EXHIBIT Memo #07-23 (LS)

Pages 25 – 26

8. CareerSource Broward Marketing and Communications Plan for PY 24/25

Consideration to approve CSBD’s marketing plan for PY 24/25. Each year, CSBD implements targeted outreach to job seekers, employers, and community stakeholders through the press, digital, print, and social media to increase awareness of our services. This year’s strategies stem from the Planning Session and includes 1) maximizing the website to incorporate testimonials 2) building relationships with elected officials to enhance understanding of how our services benefit their constituents 3) focusing on “plain talk” messaging on the impact we have on an employers’ bottom line and 4) supporting brand awareness through signature events like the State of the Workforce event, Worlds of Work, and Paychecks for Patriots. Approved at the 6/3 Employer Services Committee meeting.

RECOMM Approval
ACTION Motion for Approval
EXHIBIT CSBD Marketing and Communications Plan for PY 24/25

Pages 27 – 39

REPORTS

1. General Fund Balance

As of 12/31/23, we reported that the General Fund balance was \$1,089,280. From 1/1/24 through 4/30/24, we realized revenues of \$201,802 and incurred expenditures of \$93,630. The General Fund balance as of 4/30/24 is \$1,197,452. Of this amount \$537,041 is held in reserve leaving a balance of \$660,411.

ACTION None
EXHIBIT Memo #07 – 23 (FS)

Pages 40 – 42

2. Cherry Bekaert LLP Fiscal Monitoring - Report #2 PY 23/24 Issued 5/15/24

Cherry Bekaert conducted fiscal monitoring for the period 10/1/23 through 2/29/24. Cherry Bekaert reviewed a total of 979 elements during the review period. There were no findings or observations. Based upon the total elements reviewed, this was a 0% error rate.

ACTION None
EXHIBITS Memo #17 – 23 (QA)
 Chart of Findings

Pages 43 – 44

3. Taylor Hall Miller Parker (THMP), P.A. Program Monitoring Report Issued 11/23

THMP conducted program monitoring for the period 8/1/23 through 11/13/23. They reviewed a total of 178 files consisting of 7,115 elements. There were 3 findings and 6 observations. This equates to an error rate of .04%, or less than 1%. All findings and observations were corrected except where cases were closed and no further action could be taken.

ACTION	None
EXHIBIT	Memo #12 – 23 (QA)

Pages 45 – 51

MATTERS FROM THE AUDIT COMMITTEE CHAIR

MATTERS FROM THE EXECUTIVE COMMITTEE CHAIR

MATTERS FROM THE AUDIT AND EXECUTIVE COMMITTEE MEMBERS

MATTERS FROM THE FLOOR

MATTERS FROM THE PRESIDENT/CEO

ADJOURNMENT

<p>THE NEXT AUDIT COMMITTEE IS TBD THE NEXT EXECUTIVE COMMITTEE MEETING IS AUGUST 12, 2024</p>
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Broward Workforce Development Board
Executive Committee
Monday, May 13, 2024
12:00 Noon – 1:30 p.m.

Zoom Meeting ID: 857 6579 7791
Zoom Password: 612269
Zoom Call-In: 1 646 876 9923

MEETING MINUTES

CareerSource Broward Boardroom
2890 West Cypress Creek Road, Ft. Lauderdale, FL 33309

The Committee was reminded of the conflict-of-interest provisions.

ATTENDEES: Zac Cassidy, Frank Horkey, Dr. Lisa Knowles, Kevin Kornahrens, Sandy McDonald, Jim Ryan, Rick Shawbell, Marjorie Walters, and Heiko Dobrikow, who chaired the meeting.

STAFF: Carol Hylton, Ron Moffett, Mark Klincewicz, Rochelle Daniels, and Samantha Vazquez.

APPROVAL OF MINUTES

Approval of the Minutes of the 4/8 Executive Committee meeting.

On a motion made by Rick Shawbell and seconded by Marjorie Walters, the Executive Committee unanimously approved the minutes of the meeting.

NEW BUSINESS

1. Workforce Innovation and Opportunity Act (WIOA) Reauthorization

Considered the approval of 1) CSBD Council Chair Mayor Levy signing the United States Conference of Mayors (USCM) letter to the U.S. Senate addressing issues of concern in HR 6655, A Stronger Workforce for America Act (ASWA), which passed the House on 4/10 and 2) share the concerns with our Washington delegation. If approved by the Senate, the Bill amends the WIOA of 2014. Approved at the 5/8 Strategic Planning Committee meeting.

Heiko Dobrikow introduced the item and asked Sandy McDonald to review the letter and recommendation. Sandy McDonald provided an overview of the bill that passed the House and the issues of concern to the Conference of Mayors. There was no further discussion.

On a motion made by Sandy McDonald and seconded by Rick Shawbell, the Executive Committee unanimously approved 1) CSBD Council Chair Mayor Levy signing the USCM letter to the U.S. Senate addressing issues of concern in HR 6655, ASWA, and 2) share the concerns with our Washington delegation.

2. Approval of Work Experience Contract with Broward County

Considered the renewal of a non-financial WIOA Adult Work Experience contract with Broward County for their University Student Practicum Program. CSBD is the employer of record. The State's workers' compensation covers adult participants. Because Board Members Tara

Williams and Sandy-Michael McDonald are employed by Broward County, this recommendation must be approved by a 2/3 vote of the Board members present with an established quorum at a Board meeting. This is the first of three renewals under the current agreement. Approved at the 5/7 One Stop Services Committee meeting.

Heiko Dobrikow introduced the item and asked Rick Shawbell to present it to the members, which he did.

Sandy McDonald declared his conflict, did not participate in the discussion and did not vote. There was no further discussion.

On a motion made by Rick Shawbell and seconded by Frank Horkey, the Executive Committee unanimously approved the renewal of a non-financial WIOA Adult Work Experience contract with Broward County for their University Student Practicum Program.

3. Continued Eligibility for Atlantic, McFatter, and Sheridan Technical Colleges

Considered the approval of current eligible training providers (ETPs) 1) Atlantic 2) McFatter and 3) Sheridan Technical College's continued eligibility status beginning 7/1/24 through 6/30/26. The State requires that ETPs be renewed every 2 years. Each of these providers have met continued eligibility requirements that include, licensure, accreditation, issuance of an industry-recognized credential, and reporting to the Florida Education and Training Placement Information Program. CSBD reviewed the applications for completeness and to ensure that CareerSource Florida requirements and board-mandated criteria are met for all three schools. Because Board Member Dr. Howard Hepburn is employed by the School Board of Broward County, this recommendation must be approved by a 2/3 vote of the Board members present with an established quorum at a Board meeting. Approved at the 5/7 One Stop Services Committee meeting.

Heiko Dobrikow introduced the item and asked Rick Shawbell to present it. Mr. Shawbell provided an overview of the item and the recommendation. There was no further discussion.

On a motion made by Rick Shawbell and seconded by Jim Ryan, the Executive Committee unanimously approved current ETPs 1) Atlantic 2) McFatter and 3) Sheridan Technical College's continued eligibility status beginning 7/1/24 through 6/30/26.

4. Continued Eligibility for Florida Atlantic University

Considered the approval of the current ETP Florida Atlantic University's (FAU) continued eligibility status beginning 7/1/24 through 6/30/26. The State requires that ETPs be renewed every 2 years. FAU has met continued eligibility requirements that include, licensure, accreditation, issuance of an industry-recognized credential, and reporting to the Florida Education and Training Placement Information Program. CSBD reviewed the application for completeness and to ensure that CareerSource Florida requirements and board-mandated criteria are met. Because Board Member Dr. Stacy Volnick is employed by FAU, this recommendation must be approved by a 2/3 vote of the Board members present with an established quorum at a Board meeting. Approved at the 5/7 One Stop Services Committee meeting.

Heiko Dobrikow asked Rick Shawbell to present the item. Rick Shawbell reviewed the item and stated it is being presented separately as this item will also will require a 2/3 vote at the board meeting. There was no further discussion.

On a motion made by Rick Shawbell and seconded by Marjorie Walters, the Executive Committee unanimously approved FAU's continued ETP eligibility status beginning 7/1/24 through 6/30/26.

5. 2024 Planning Session Report

Considered the approval to adopt the strategic goals and objectives for program year 24/25 developed during the Broward Workforce Development Board (Board) annual planning session held on 4/25. During the session, the Board had a chance to review the year's highlights and hear from the FloridaCommerce Deputy Secretary, Ms. Lindsay Volpe. Then, the Board, Council members, and guests formed workgroups to discuss goals and objectives for the upcoming year. The planning session ended with each group reporting their recommendations.

Heiko Dobrikow introduced the item and commented on how productive the planning session was and that these recommendations provide a great road map for the coming year. He then asked Carol Hylton to review it with the members.

Carol Hylton reviewed the Planning Session recommendations and explained that following the Board's approval, the work groups' responses will be distributed to the appropriate committees for action.

She relayed that the community leaders in attendance were very impressed with the planning session and particularly appreciated how their invitation to participate gave the community a voice in how we move forward as a workforce development board.

Heiko Dobrikow lauded the planning session and mentioned that he also heard praise for it during his recent meetings with those same community leaders. He added that they expressed interest in engaging and coordinating with us further. He stated that, as a result of this positive reception, he expects opportunities for new partnership projects/initiatives, as the community becomes more familiar with our work.

On a motion made by Marjorie Walters and seconded by Kevin Kornahrens, the Executive Committee unanimously approved the adoption of the strategic goals and objectives for program year 24/25 Board annual planning session held on 4/25.

6. PY 24/25 Integrative Staffing Group Contract Renewal

Considered the renewal of our contract with Integrative Staffing Group, Inc. (ISG) for PY 24/25. ISG staffs our one-stop career centers. They have provided excellent customer service and have been responsive to our needs. They are not requesting an increase to their current rate of \$85.00 per employee per pay period. Based on our current staffing level, the estimated annual cost is \$181,220. This is the second of three one-year renewals under the current procurement. Approved at the 5/7 One Stop Services Committee meeting.

Heiko Dobrikow introduced the item and asked Rick Shawbell to present it, which he did. There was no further discussion.

On a motion made by Rick Shawbell and seconded by Dr. Lisa Knowles, the Executive Committee unanimously approved renewal of our contract with ISG for PY 24/25.

7. One-Stop Operator (OSO) Contract Renewal

Considered the renewal of our contract with Workforce Guidance Associates, LLC. (WGA) in the amount of \$114,000 to cover the wages and benefits for Ms. Nadine Gregoire-Jackson, WGA's principal. This is a \$4,000 increase from last year. Ms. Jackson has been instrumental in our increased community outreach efforts. Ms. Jackson supervises the community liaison, assists with grant acquisition, oversees some dedicated grants, and is our OSO. This is the second and last of the renewals under the current procurement. Approved at the 5/7 One Stop Services Committee meeting.

Heiko Dobrikow introduced the item and asked Rick Shawbell to review the recommendation to renew the contract with Workforce Guidance Associates.

Rick Shawbell reviewed the particulars of the contract renewal and expressed his support for the recommendation. There was no further discussion.

On a motion made by Rick Shawbell and seconded by Marjorie Walters, the Executive Committee unanimously approved the renewal of our contract with WGA in the amount of \$114,000 to cover the wages and benefits for Ms. Nadine Gregoire-Jackson, WGA's principal.

8. Additional Welfare Transition Program (WTP) Fund

Considered the acceptance of \$100,000 in WTP funds. These additional funds will be used to enroll additional youth into the Summer Youth Employment Program. With the addition of these funds we will serve about 1,200 youth this summer.

Heiko Dobrikow introduced and presented the item. There was no further discussion.

On a motion made by Rick Shawbell and seconded by Dr. Lisa Knowles, the Executive Committee unanimously approved the acceptance of \$100,000 in additional WTP funds.

9. Continued Eligibility for Eleven (11) Current ITA Providers

Considered the approval of current ETPs 1) Academy of South Florida 2) Broward College 3) Concorde Career Institute 4) Florida National University 5) Florida Vocational Institute 6) Jersey College 7) Miami Dade College 8) PC Professor 9) Ruby's Academy for Health Occupations 10) South Florida Academy of Air Conditioning and 11) Southeastern College's continued eligibility status beginning 7/1/24 through 6/30/26. This is in accordance with WIOA, which requires providers to be re-evaluated and approved for continuation on the ETP List every two years. All of these providers have met continued eligibility requirements that include

licensure, accreditation, issuance of industry-recognized credentials, and reporting to the Florida Education and Training Placement Information Program. CSBD reviewed the applications for completeness to ensure that CareerSource Florida requirements and board-mandated criteria are met for all schools. Approved at the 5/7 One Stop Services Committee meeting.

Heiko Dobrikow introduced the item and asked Rick Shawbell to review the recommendation. Rick Shawbell stated the recommendation is to approve the continued eligibility status of these current training providers explaining they are grouped together as there are no Board member conflicts. There was no further discussion.

On a motion made by Rick Shawbell and seconded by Dr. Lisa Knowles, the Executive Committee unanimously approved continued eligibility status for 11 current ETPs beginning 7/1/24 through 6/30/26.

10. Transfer of WIOA Dislocated Worker Funds to WIOA Adult Funds

Considered approval to transfer up to \$1,000,000 from the WIOA Dislocated Worker funding stream to the WIOA Adult funding stream. WIOA allows local boards 100% transferability between the two funding streams. We monitor the demand for services and the expenditure rate of the funding streams and we request transfer authority as needed. We are seeing more adult-eligible customers than dislocated workers. These funds will be used to provide adult customers with employment services that include 1) occupational skills training 2) work experience 3) Incumbent Worker Training and 4) On-the-Job training. Approved at the 5/7 One Stop Services Committee meeting.

Heiko Dobrikow introduced the item and asked Rick Shawbell to review it with the members. Rick Shawbell explained the transfer of funds will allow us to serve the maximum number of customers. There was no further discussion.

On a motion made by Rick Shawbell and seconded by Jim Ryan, the Executive Committee unanimously approved the transfer of up to \$1,000,000 from the WIOA Dislocated Worker funding stream to the WIOA Adult funding stream.

11. Addition of Occupational Titles to the Targeted Occupation List (TOL)

Considered the approval to add two (2) occupations to our local TOL 1) Home Health Aide and 2) Personal Care Aide. Over the year, CSBD receives input from our industry intermediaries, eligible training providers, our economist, and employers in order to evaluate our local TOL. CSBD staff has been able to establish local demand for Home Health Aides and Personal Care Aides, and both occupations meet all board-mandated criteria to be added to the TOL for Program Year 23/24. Approved at the 5/7 One Stop Services Committee meeting.

Heiko Dobrikow introduced the item and asked Rick Shawbell to present it. Rick Shawbell added that the jobs to be added to the TOL have to have an entry wage of at least \$13.97 an hour and both of these occupations start at \$15 an hour. There was no further discussion.

On a motion made by Rick Shawbell and seconded by Dr. Lisa Knowles, the Executive Committee unanimously approved the addition of two (2) occupations to our local TOL 1) Home Health Aide and 2) Personal Care Aide.

REPORTS

1. Individual Training Account (ITA) Provider Performance

CSBD conducted its semi-annual analysis of ITA provider performance and found that 1) South Florida Academy of Air Conditioning's HVAC Maintenance Technician and 2) Sheridan Technical College - Commercial Vehicle Driving Class A programs did not achieve a 70% training-related employment rate. Per Board policy, we notified the schools and suspended referrals to these programs until such time as performance is met.

Heiko Dobrikow introduced the item and asked Carol Hylton to present it. Carol Hylton explained that, as just approved, the schools and their other programs are still eligible to remain on our ITA list however these specific programs are not currently meeting the level of performance required by their contracts. There was no further discussion.

2. Veterans Outreach Video

To increase awareness of CSBD veterans' programs and services CSBD is contracting with BrandStar, one of the companies listed on the recently created videographer vendor list, to produce a 3-to-5-minute veterans' video. BrandStar is uniquely qualified to do this as they have a history of working with veterans and veteran associations. By using visual storytelling, we will be able to convey the range of CSBD services and resources available to veterans. The One-Stop Services Committee has recommended we also highlight veteran-friendly employers in the video. As services include work-based services, the video will also be useful in working with employers interested in hiring veterans.

Heiko Dobrikow introduced the item and asked Carol Hylton if she had anything further to add. Carol Hylton informed the members that funds from our Get There Faster grant will be used to fund the production of the video. She expressed that its production aligns with the Board's goal to raise public awareness of our work and prioritize veterans' services. She added that, as discussed during the Employer Services Committee, this extra effort will highlight employers who are hiring veterans and the benefits they offer. She lauded BrandStar's enthusiasm for the project and mentioned that they will be working closely with our Operations team during its production.

MATTERS FROM THE EXECUTIVE COMMITTEE CHAIR

Heiko Dobrikow expressed his appreciation for all the work done at the committee level. He reminded the committee members to keep abreast of changes in the community, as we are seeing shifts in employment and potential growth in deficits. He further discussed changes in labor force dynamics, noting the rise in companies that are effectively retaining their top performers. Additionally, he commented that many companies now need to use headhunters to find talent, highlighting the challenge of finding suitable candidates online. This underscores the importance of upskilling and training people to assist employers with their needs and fill the gaps they have.

MATTERS FROM THE EXECUTIVE COMMITTEE

Rick Shawbell informed the members that he will not be able to attend the upcoming Board meeting on 5/23 and requested that someone present his agenda items in his place. Mr. Dobrikow asked Mr. Ryan to do so, and he agreed.

MATTERS FROM THE FLOOR

None.

MATTERS FROM THE PRESIDENT/CEO

Carol Hylton informed the members the Spring Career Fair will be held on 5/16 at our South office, and Rick Shawbell will be present. She thanked him for his support.

She provided an update on the planning stages for two of our annual brand events 1) State of the Workforce (SOW) and 2) Worlds of Work (WOW). She discussed an upcoming meeting with several Chamber of Commerce presidents to explore potential venues for the SOW event. She explained one venue has not provided cost information, prompting a return to considering the Convention Center. She expressed our enthusiasm for broadening event coordination efforts by engaging more associations, including additional Chambers of Commerce. She went on to explain that we are exploring the possibility of securing the Amerant Arena again next year for the WOW event, free of charge. As we have heard that the arena has accommodated similar requests in the past, we are hopeful for a positive response.

She discussed the IT, Healthcare, Manufacturing, and Marine videos currently in production. Our intermediaries are closely collaborating with industry leaders, notably in the marine sector, where they will highlight apprenticeship programs.

Lastly, she reviewed two recent community engagement events. She, along with about 10 other staff members, participated in the Jamaica HI-5 5K Run/Walk over the weekend on 5/11. She mentioned meeting the Mayor of Pembroke Pines and several commissioners, resulting in subsequent meetings and tours of our centers with them. This highlights the productive nature and importance of such community engagement events. Additionally, she and approximately 15 staff members participated in Habitat for Humanity on 5/4, leading to follow-up meetings with Habitat for Humanity for potential future collaborations when construction partners are needed.

ADJOURNMENT – 12:36 p.m.

<p>THE NEXT EXECUTIVE COMMITTEE MEETING WILL BE HELD ON JUNE 10, 2024.</p>

Memorandum # 21-23 (OPS)

To: Combined Executive and Audit Committee

From: Carol Hylton, President/CEO

Subject: Addition of New Courses for Existing Eligible Training Provider – Florida Atlantic University

Date: May 22, 2024

SUMMARY

Consideration to approve the addition of two (2) training programs at Florida Atlantic University (FAU) to the Workforce Innovation and Opportunity Act (WIOA) Individual Training Account list 1) CompTIA A+ Certification and 2) CompTIA A+, Network+, and Security+ Certification. CSBD reviewed the applications for completeness to ensure that Board mandated criteria are met for the training programs and related occupational title. Because Board member Dr. Stacy Volnick is employed by FAU, this recommendation must be approved by a 2/3 vote of the Board members present with an established quorum at a Board meeting. Approved at the 6/5 One Stop Services Committee meeting.

BACKGROUND

WIOA requires classroom or online training to be provided through ITA's 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, issuance of an industry-recognized credential, and reporting to the Florida Education and Training Placement Information Program (FETPIP). All of our current eligible training providers meet these criteria.

DISCUSSION

FAU, a current eligible training provider, is accredited by the Southern Association of Colleges and Schools, Commission on Colleges. FAU also submits data reports to FETPIP. CSBD received an application from the school to add two new programs 1) CompTIA A+ Certification and 2) CompTIA A+, Network+, Security+ Certification to our WIOA ITA List. These programs provide opportunities to train for careers and earn Certificates in the IT industry as Computer Network Support Specialists.

Researching labor market analytics from Lightcast¹ and Employ Florida, CSBD was able to validate that within the past 90 days, there have been at least 25 job openings for Computer Network Support Specialists in Broward County. A CSBD review team comprised of staff from Operations, Quality Assurance, and Business Services evaluated the applications. This committee determined that all Board-mandated criteria have been met for the training programs and related occupational title.

Courses to be added to the WIOA ITA List

Provider	Occupational Training Program	Demand Occupation on the TOL	Entry Wage Meets Standard? (\$13.97 per hour)	Job Openings
Florida Atlantic University	CompTIA A+ Certification	Computer Network Support Specialist	Yes	>25
	CompTIA A+, Network+, Security+ Certification			

As we customarily do, we will limit enrollment of customers to 10 in this program until performance is established.

Because Board member Dr. Stacy Volnick is employed by FAU, this recommendation must be approved by a 2/3 vote of the Board members present with an established quorum at a Board meeting.

RECOMMENDATION

Approve the addition of two (2) occupational training programs to the WIOA ITA list
 1) CompTIA A+ Certification and 2) CompTIA A+, Network+, and Security+ Certification.

¹ Lightcast is a database that is used to provide local labor market data on occupations and trends on industries.

**ITA Course Summary Spreadsheet
Attachment to Memo # 21-23 (OPS)**

School Name / Location	License / State Agency Approval	DOE Accreditation	Course Title	Type of Credential Offered	Program Length	Clock Hours	Entry Wage Meets Standard? (\$13.97 per hour)	Course Offering (Virtual/ Classroom/ Blended*)	Class Size (Max)	Prerequisites	Tuition and Fees	Other Costs (Books, Uniforms, Supplies, Cert./Lic. Exams)	Program Total Costs
<i>Florida Atlantic University</i>	YES	YES	CompTIA A+ Certification	Certificate	26 weeks	200	Yes	Virtual	10	None	\$1,995.00	\$0.00	\$1,995.00
			CompTIA A+, Network+, Security+ Certification	Certificate	52 weeks	390	Yes	Virtual	10		\$3,995.00	\$0.00	\$3,995.00

Memorandum #06 - 23 (FS)

To: Combined Executive and Audit Committee
From: Carol Hylton, President/CEO
Subject: Program Year (PY) 24/25 Preliminary Budget
Date: June 6, 2024

SUMMARY

The Program Year (PY) 24/25 preliminary budget reflects an overall decrease in the State allocation and carry forward of 17.4% for a total of (\$3,395,425). The total amount of PY 24/25 formula and carry forward is projected to be \$16,127,619 as compared to \$19,523,044 in PY 23/24 as shown in Table 1. Approved at the 6/5 One Stop Services Committee meeting

Our dedicated grants for PY 24/25 totaling \$11,359,368 are not included in the total available funds because these grants may only be used for the specific purposes outlined in the grants. The dedicated grants decreased by 1% (\$60,601) as compared to \$11,419,969 in PY 23/24. Table 2 details the dedicated grants and projected amounts to present a full picture to the governing boards of the funds allocated for the upcoming program year.

The formula and dedicated funds total \$27,486,987 (\$16,127,619 + \$11,359,368) compared to PY 23/24 total funds of \$30,943,013. As usual, the above does not include unrestricted funds. CareerSource Broward (CSBD) recommends acceptance and approval of the PY 24/25 Preliminary Budget.

BACKGROUND

Each year CSBD brings its projected budget to the governing boards for approval.

The formula allocation is based on our local area's unemployment and poverty rates. The better a region is doing, the lower the local area's formula allocation.

The funds are allocated among the various activities and services to align with Board initiatives and key business results, the current labor market, and federal and state performance measures. The level of detail provided is in accordance with the CSBD governing boards' direction. We provide additional detail to the elected officials per their request. This detail is available to all upon request.

A budget true-up based on the actual allocations is presented to the Board at the mid-year mark.

Table 1 presents a comparison between PY 23/24 and PY 24/25 total allocation from the state and carry forward funds. The WIOA Adult and DW funding streams are combined because WIOA allows 100% transferability between these funding streams.

Table 1

Comparison of PY 23/24 to PY 24/25 Formula Funds Including Carry Forward*

Fund Name	PY 23/24 Total Funds Available	PY 24/25 Total Funds Available	\$ Change	% Change
WIOA (Adult/DW)				
Formula Funds	\$ 6,043,979	\$ 5,773,104	\$ (270,875)	-4.5%
Carryforward	2,480,415	1,182,981	(1,297,434)	-52.3%
Subtotal	8,524,394	6,956,085	(1,568,309)	-18.4%
WIOA (Youth)				
Formula Funds	2,324,084	2,124,775	(199,309)	-8.6%
Carryforward	2,013,000	626,771	(1,386,229)	-68.9%
Subtotal	4,337,084	2,751,545	(1,585,539)	-36.6%
WTP				
Formula Funds	3,775,387	3,482,799	(292,588)	-7.7%
Carryforward	674,856	770,106	95,250	14.1%
Subtotal	4,450,243	4,252,905	(197,338)	-4.4%
WP				
Formula Funds	1,273,356	1,179,810	(93,546)	-7.3%
Carryforward	416,651	465,957	49,306	11.8%
Subtotal	1,690,007	1,645,768	(44,239)	-2.6%
Veterans (DVOP/LVER)	286,783	286,783	-	-
Supplemental Nutritional Assistance Program (SNAP)	234,533	234,533	-	-
Totals	\$ 19,523,044	\$ 16,127,619	\$ (3,395,425)	-17.4%

*There are rounding differences in this table

Table 2 is our anticipated dedicated grant allocations for PY 24/25. They are not included in the preliminary budget as the funds are for the activities indicated in the chart.

Table 2: Comparison of Dedicated Grants

Grant / Program	Description	PY 23/24 Amount \$	PY 24/25 Anticipated Amount \$
Children's Services Council	Summer Youth Employment Program (SYEP)	\$ 4,215,656	\$ 4,215,656
Broward County	SYEP	-	700,000
City of Fort Lauderdale	SYEP	150,000	290,925
Community Foundation	SYEP	-	50,000
City of Dania Beach	SYEP	-	50,000
Bank of America	SYEP	10,000	Ended
Joint Broadband Grant Broward Health will serve as Grant Recipient	For renovation of the Pompano Multipurpose Facility providing workforce and health services	3,000,000	3,000,000
Reemployment Services and Eligibility Assessment (RESEA)	Reemployment assistance and assessments	565,000	1,072,087
Flood NEG WIOA ¹	NEG	418,623	660,931
Florida Healthcare Training ²	Expand access to high-quality healthcare training programs	916,666	472,735
Non-Custodial Parent Employment ²	Employment services for non-custodial parents	772,447	298,055
Get There Faster Veteran and Military Grant ²	Veterans Grant	846,503	254,664
Hope Florida - A Pathway to Promise ²	To address poverty and promote economic mobility	217,815	212,815
Apprenticeship Navigator	Develops registered apprenticeships	62,500	62,500
Trade Adjustment Assistance (TAA)	For workers impacted by the Trade Acts	20,568	19,000
Single Mothers to Be Grant	Employment & training activities for single mothers	224,191	Ended
	Totals	\$11,419,969	\$11,359,368

¹ The state recently informed us of an additional Flood NEG WIOA award of \$500,000.

² This is the amount of the grants remaining for PY 24/25.

DISCUSSION

The following narrative indicates how funds will be spent for the three one-stop centers, employer services, and participant training for all non-dedicated funding streams. This includes apprenticeships, On the Job Training, Individual Training Accounts, Incumbent Worker Training, subsidized work experience and administrative support. Considerations we took into account in constructing the budget:

Considerations

1. The state requires that a minimum of 50% of the WIOA Adult and DW allocation be spent on training.³ To ensure compliance, we have budgeted 55% of our WIOA Adult and Dislocated Worker program funds for training.
2. We are required to spend a minimum of 20% of Youth expenditures on Work Experience, we have budgeted over 21% to ensure we meet the requirement.
3. Integrative Staffing Group (ISG) is the employer of record for the 3 One-Stop centers. The budget includes their fee of \$85.00 per employee, per pay period, which is the same as last year. The total cost is estimated at \$181,220. It does not include staff benefits or taxes, which are pass-thru funds.⁴
4. We are in the process of our bi-annual compensation study we will bring the results to the governing boards in the fall. Implementation of any recommendations will be based upon fund availability.
5. We have set aside \$50,000 for the State of the Workforce Job Fair and WOW Career Awareness Event. CSBD will be looking for donations and partners to support these events.
6. We have set aside \$174,800 for external program and fiscal monitoring services. This includes a small increase for our fiscal monitors. All other costs are the same as last year.
7. We have set aside \$34,000 for our annual audit.

Budget Strategies

1. WIOA AD and DW allocations, including carry forward for PY 24/25, is decreased by (\$1,568,309) for a total allocation of \$6,956,085. Where applicable we will cross train WIOA staff so their time can also be allocated to our dedicated grants reducing the burden on our formula grants. Some participants will be served through the dedicated grants which also allow for training.
2. The WIOA Youth allocation, including carry forward for PY 24/25, is decreased by (\$1,585,539) for a total allocation of \$2,751,545. As most of the youth are PELL eligible, we have reduced the set aside for training and support. To the extent WTP funds are available some of the allowable in school youth program costs may be charged to WTP.

³ For PY 23/24, the State reduced the training requirement to 35% they have not signaled their intent for PY 24/25.

⁴ Pass-thru means we are only responsible for the actual cost, there is no fee for handling.

3. Welfare Transition Program (WTP) allocation, including carry forward for PY 24/25, is decreased slightly by (\$197,338) for a total allocation of \$4,252,905. This year, the State is allowing us to carry forward funds for 2 months, which we are allowed to use for the summer program.
4. Wagner Peyser (WP) is decreased slightly by (\$44,239) in pass-thru for a total allocation of \$1,645,768. This does not include the salaries for state staff assigned to the career centers as they are paid by the State.
5. Veterans and Supplemental Nutritional Assistance Program (SNAP) funding will be level.
6. The strategies below are applicable to multiple funding streams and help to defray the impact of the reductions.
 - a. We plan to manage the vacancy fill rate both at the CSBD and Center levels.
 - b. We have set aside only a minimal amount for furnishings and technology refresh needs as these were addressed this past year.
 - c. We have reduced our Facilities and Related Costs. We are not renewing our outreach and marketing agreements and instead will create a vendor list for “as need” projects.

The recommended PY24/25 Preliminary Budget categories are described below followed by the budget summary.

PROGRAM SUPPORT STAFF - \$4,749,116
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This category includes all staff salaries and benefits other than the administrative, State Wagner Peyser and Veterans’ staff.

Included in this category is:

1. The Integrative Staffing Group (ISG) contract for staffing the 3 One-Stop centers and serves as the “employer of record.” This contract includes salaries and mandatory benefits, insurance, 401K, and health costs for the staff.
2. The One-Stop Center Managers
3. The Management Information Systems staff
4. The Program Managers
5. The Quality Assurance staff
6. WTP and SNAP
7. WIOA Adult, DW and Youth

FACILITIES AND RELATED COSTS – \$2,981,825

This category includes the rent for the three career centers, including the annual increase for the north center. It also includes supplies, customer assessments, equipment rental (copiers), telephones, information technology, high-speed lines, monitoring, costs associated with business outreach such as mileage, travel and membership dues.

This category includes certain fixed costs which do not lend themselves to reductions in cost, we are not budgeting for upgrades to furnishings or technology refresh as we used the time over the last few years to refresh the centers.

CONTRACTS – \$1,631,896

This category includes 1) WIOA youth 2) the One-Stop Operator and the Chamber contracts.

Table 3: PY 24/25 Proposed Contract Amounts

Contractor	Service	Funding Stream	PY 24/25 Amount
FLITE Center	OSY ⁵	WIOA	240,000
HANDY	OSY	WIOA	152,000
Center for Independent Living (CIL)	OSY	WIOA	60,896
Harmony Development Center (New)	OSY	WIOA	60,000
School Board	OSY	WIOA	525,000
School Board	ISY ⁶	WTP	200,000
Junior Achievement of S. Florida	ISY	WTP	160,000
Greater Fort Lauderdale Chamber	Adult/DW	WIOA	65,000
Greater Hollywood Chamber	Adult/DW	WIOA	55,000
One-Stop Operator	All	All	114,000
Total			1,631,896

1. Navigators – FLITE, HANDY, CIL and Harmony. Youth currently in their caseloads who are ready to receive workforce services have access to all WIOA 14 elements⁷ as appropriate for each youth.
2. School Board of Broward County **OSY** Full-Service Provider – youth who have not completed high school and considered OSY under WIOA are enrolled in GED and receive case management, employability skills, and obtain their high school credential.
3. School Board of Broward County **ISY** Full-Service Provider – WIOA eligible seniors are recruited and enrolled in work experience to keep them attached to school through graduation.

⁵ OSY – Out of School Youth

⁶ ISY – In-School Youth

⁷ The WIOA 14 elements are the individual services allowed which help youth succeed such as tutoring, work experience, case management, employability skills, ITA's, etc.

4. Junior Achievement of South Florida ISY Full-Service Provider – WIOA eligible seniors are recruited and enrolled in work experience to keep them attached to school through graduation.
5. Chambers of Commerce - To assist with marketing, outreach and obligating OJT, IWT, and Internship funds, along with communicating our services to their membership.
6. One-Stop Operator – This is a required service under WIOA. Fosters cooperation among the one-stop partners so that participants can receive services in a coordinated and seamless fashion, assists with grant acquisition and implementation and the one-stop MOUs, and supervises the community liaison.

TRAINING - \$4,782,979

This category includes 1) Individual Training Account’s budgeted at up to \$12,000 per participant for tuition and education-related expenses 2) OJT reimbursements and other work-based training activities such as IWT, upgrade OJT, subsidized work experience and apprenticeships so our customers can earn while they learn.

This amount is for participants across all formula funding streams that allow training related expenditures. There is no change to the overall percentage of budget in the total projected in this category.

While this overall amount is reduced from last year, we can use some of the funds in the dedicated grants such as Get There Faster Grant, Hope Florida, and the Florida Healthcare Training to offset the reduction in this category.

PARTICIPANT SUPPORT SERVICES – \$549,462

This category funds participant support costs for 1) gas cards 2) clothing vouchers 3) bus passes, and 5) participant performance incentives for WIOA AD/DW, Youth, and WTP.

The percentage of funding budgeted for support services has decreased slightly from PY 23/24.

ADMINISTRATION – \$1,481,178

Administration includes personnel and non-personnel costs for administrative and oversight functions related to the grants. By law, we are allowed to budget up to 10% in administration; however, we have capped the budget at 9% as per the governing board’s directive.

Table 4 shows the detail of categories by funding streams with a comparison to last year’s budget.

RECOMMENDATION

That the governing boards accept and approve the preliminary PY 24/25 budget.

Table 4 – PY 24/25 Preliminary Budget Summary

TOTAL AVAILABLE FUNDING	WIOA Adult/DW		WIOA Youth		WTP		WP		DVOP/ LVER		SNAP		PY 24/25 TOTAL \$	PY 23/24 % of Total Budget	PY 24/25 % of Total Budget
PY 24/25 Allocation	4,988,808		2,020,287		3,482,799		1,179,810		286,783		234,533		12,193,020		
PY 24/25 Supplemental	784,296		104,488		-								888,784		
PY 23/24 Carryforward	1,182,981		626,771		770,106		465,957		0		0		3,045,815		
TOTAL	6,956,085		2,751,545		4,252,905		1,645,768		286,783		234,533		16,127,619		
TOTAL EXPENDITURES															
Program Support	2,200,006	32%	532,852	19%	1,686,843	40%	141,748	9%	22,027	8%	165,640	71%	4,749,116	29%	29%
Facilities & Related Costs	575,405	8%	115,727	4%	652,734	15%	1,353,402	82%	240,974	84%	43,583	19%	2,981,825	18%	18%
Training	3,144,314	45%	727,557	26%	911,108	21%	-	0%	-	0%	-	0%	4,782,979	30%	30%
Contracts	164,031	2%	1,037,896	38%	370,500	9%	7,486	0%	928	0%	2,221	1%	1,583,061 ¹	9%	10%
Participant Support Services	161,587	2%	143,029	5%	244,846	6%	-	0%	-	0%	-	0%	549,462	5%	3%
Administration	710,744	10%	194,484	7%	386,874	9%	143,132	9%	22,853	8%	23,091	10%	1,481,178	9%	9%
TOTAL	6,956,084	100%	2,751,545	100%	4,252,905	100%	1,645,768	100%	286,783	100%	234,533	100%	16,127,619	100%	100%

1. The total amount for Contracts is slightly reduced as a result of the One Stop Operator charging a portion of her time to the dedicated grants.

* Currently our in-direct cost rate is 12% it includes administration costs along with program costs.

* There may be rounding differences in this table.

Memorandum #07 – 23 (LS)

To: Combined Executive and Audit and Committee
From: Carol Hylton, President/CEO
Subject: Central One-Stop Career Center located on Oakland Park Boulevard
Date: June 3, 2024

SUMMARY

The CareerSource Broward (CSBD) Central One-Stop Career Center is part of a complex of 7 state owned buildings. CSBD occupies 3 of the buildings. The state has recently informed us that they are exploring the sale of all the buildings and have received preliminary estimates on their sale price. The state has indicated a willingness to work with us on either a purchase or a long-term lease for the 2 buildings located on the west end of the property. CSBD is currently housed in the center of the property. The move would then leave a connected tract for the state to put on the open market for sale. Staff is asking the committee to discuss options for moving forward.

BACKGROUND

The CSBD Central One-Stop Career Center is located in the most distressed zip code (33311 / 33313) in the county. It is part of a complex of 7 state owned buildings that are over 40 years old. The buildings were purchased with federal Reed Act funds and CSBD occupies 3 of the buildings. The state charges us for maintenance, which is significantly less than renting from a commercial lessor.

CSBD has occupied the buildings for over 50 years. Some time ago when we asked the state about the possibility of purchasing the buildings, they indicated they would need to obtain a valuation of the property.

DISCUSSION

The state recently informed us that they did an appraisal to determine the value of all 7 buildings. CSBD is currently leasing space in 4 of the 7 buildings¹. The cost of the 4 buildings, occupied by CSBD, would be \$12.3M. However, because we are situated in the center of the complex, we know from our discussions with the state that, if we can stay in the complex, we will have to move to the two buildings on the west end of the property. We have determined that this could be a feasible option for us and there is sufficient parking on the west end of the property for our purposes. Currently, most of that space is unoccupied and would need some renovation. The cost for 2 buildings would be significantly less than the above price.

¹ CSBD does not occupy 100% of the space in all of the buildings. We only pay for the space we occupy.

The CSBD Central One-Stop Career Center is located in the most distressed zip code (33311 / 33313) in the county. CSBD advised the state that we would like to continue operating at this location because:

- We are well known to the community as we have been there since 1973.
- The buildings are located in proximity to the population that most needs our services.
- The buildings are on a bus route and in close proximity to I-95.

The state has indicated that they are open to allowing CSBD to 1) enter into a long-term lease or 2) purchase the 2 buildings on the west end of the property numbered 2660 and 2680. CSBD is currently housed in the center of the property. The move would then leave a connected tract for the state to put on the open market for sale. Staff is asking the committee to discuss options for moving forward.

Considerations for the Committee:

1. If the state agrees, enter into a long-term lease. We would need funds to renovate and reconfigure the space so it is suitable for a career center. We estimate a renovation to cost between \$2 – \$3 million based upon the cost of the renovation to the Cypress Creek Building, which was 8 years ago.
2. Purchase 2 of the 7 buildings so that we can continue to provide services from that location. We have not discussed whether a discount would be available to us. The cost of the buildings is listed below:
 - i. \$4.75M for the 2660 West Oakland Park Blvd. building; and
 - ii. \$480K for the 2680 West Oakland Park Blvd. Building

The cost of the two buildings would total of \$5.23M. We would also need money to renovate. CSBD would need to seek funding to be able to purchase and renovate the buildings. Based on the quoted sale price, we estimate a total of \$7 - \$8 million would be needed.

3. We could ask the legislature to give us the space. We mentioned this to the state and they asked that we put that idea on hold while they work through this with us.

RECOMMENDATION

Staff is asking the committee to discuss options for moving forward.



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Marketing & Communications Strategic Plan

Program Year 24/25

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Executive Summary

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

The agency's Marketing & Communications Strategic Plan for PY 24/25 focuses on specific efforts that support public information and outreach strategies that inform and educate the general public about CSBD's role in moving Broward County's labor force and economy forward. This includes highlighting ongoing success stories achieved with employers, job seekers, and others we serve.

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

Messaging centered on available workforce services for employers and job seekers will be delivered through established media relations, print marketing, production videos, social media, live and prerecorded podcasts, and various speaking engagements. These strategic and effective forms of communication allow CSBD to increase its brand awareness throughout the region, ultimately achieving the organization's vision and mission while improving performance. We also maintain our role as a convener by holding forums and roundtable events throughout the year, mobilizing our partners and stakeholders to address opportunities and challenges in the workforce.

CSBD will enhance our brand awareness in the community through impactful signature events like the State of the Workforce Business Breakfast and Job Fair, Worlds of Work Youth Expo, and Paychecks for Patriots Career Fair. By organizing and hosting these high-visibility events, CSBD provides valuable opportunities for job seekers and employers to connect and showcases its commitment to workforce development and community engagement. These events serve as platforms to highlight our resources, support for veterans, youth career education, and business partnerships. Through strategic marketing, partnerships, and media coverage of these events, CSBD aims to enhance its reputation as a leader in fostering economic growth and job creation in the region.

This year, CSBD will continue to focus our marketing efforts on messaging designed to build awareness of our value proposition. We will speak more directly about how our services impact employers' bottom line.

Additionally, we will continue coordinating our career center tours with elected officials. During these tours, elected officials gain firsthand insight into the services and programs offered at the career centers, enhancing their understanding of how these resources benefit their constituents. Tours also provide an opportunity to showcase success stories and positive outcomes, illustrating the tangible benefits of workforce programs and services.

Lastly, we will leverage our Workforce Wednesdays Employer Seminars to increase brand awareness in the business community by providing valuable insights and information that address current workforce challenges. By hosting these informative sessions, we will position ourselves as a trusted partner for local businesses, enhancing our visibility and reputation as a leader in workforce development.

Vision

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

Mission

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

Broward Workforce Development Board Goals

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

1. Improve the sustainability of the workforce system through increased funding, efficiency, technology, and relevancy.
2. Maintain our role as workforce development leaders through advocacy by the board, collaboration, and providing information and intelligence to stakeholders with feedback from the community.
3. Encourage employers by engaging and identifying their needs, and educating and connecting them to the workforce system to produce innovative workforce solutions.
4. Encourage job seekers to choose CSBD for comprehensive employment, education, and training services and connect them to the workforce system using the state's job bank.
5. To align Broward County community services (social services and education) to maximize employment and work opportunities for targeted populations (veterans, youth, individuals with disabilities, older workers, and ex-offenders).
6. Develop and utilize a legislative agenda to improve employment services and opportunities in Florida.
7. To anticipate legislative, environmental, and economic changes and prepare for those changes in the near and long term.

Communications Strategy

1. Be responsive to changing communication trends.
2. Ensure all marketing and communication material is in compliance with the guidelines defined in the CSBD Brand Standards Manual. This includes a refresh to the employer outreach marketing packets.
3. Identify opportunities for increased exposure through earned media through TV interviews, opinion editorials, featured news stories, press releases, human interest stories, public service announcements, etc.
4. Responsibly incorporate social media by posting consistent, relevant, and just-in-time information and updates on CSBD services and highlights such as customer testimonials.
5. Maximize the website as CSBD's electronic storefront, incorporating testimonials to tell the story of what the organization stands for and offers its key stakeholders and the general public.
6. Maintain a presence on relevant industry and community-related committees and at community events, serving as the subject matter expert in the area of workforce development. Take advantage of appropriate opportunities to co-brand events with community partners.
7. When feasible, work with firms that specialize in outreach and marketing to ensure CSBD is utilizing the most effective strategies and techniques for building an indelible brand in the community.

Target Audiences

1. CEOs and Business Owners
2. Human Resources Professionals
3. Job Seekers, including residents in the Distressed Communities
4. Broward Workforce Development Board Members
5. CSBD Employees
6. Elected officials and the legislative delegation
7. Out-of-School Youth ages 18 to 23 and their parents/influencers

8. In-School Youth ages 14 to 16 and their parents/influencers
9. Trade and Industry Representatives
10. Media
11. Chambers of Commerce members
12. WIOA Core Partners
13. Municipalities
14. Veterans Groups
15. Community and education partners

Key Messages

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

1. CSBD is Broward County's premier workforce agency, committed to developing the talent pipeline by showcasing success stories, leveraging social media, and engaging in community outreach. Through targeted campaigns, partnerships with local businesses and educational institutions, and participation in community events, we will highlight our comprehensive career services, training programs, and job placement successes to demonstrate our impact on workforce development and economic growth in the region. Our diverse talent pipeline includes veterans, white-collar professionals, blue-collar workers, and more.
2. Through CSBD, employers' benefit from streamlined recruitment processes, access to top talent, and tailored workforce development programs, which all lead to increased productivity, reduced turnover, and, ultimately, a significant boost to their bottom line.
3. CSBD is the organization of choice for individuals in career transition and job search. We have trained professionals eager to assist job seekers in finding their first job or next best job.
4. CSBD's role as a strategic leader and convener of local partners, stakeholders, and businesses extends to embracing the transformative potential of AI, integrating it into our efforts to develop innovative initiatives and strategies for building Broward's diverse economy.

5. Success stories experienced between CSBD and Employers/Job Seekers/Community Partners.
6. CSBD is an invaluable resource to Broward County, helping people meet their educational and career goals and assisting employers find and train the talent they need to remain competitive. Communicate this to the local legislative delegation as they determine how to invest public resources.
7. Highlight how CSBD is evolving and continuously improving its processes and services to more effectively and efficiently meet and exceed the needs of employers and job seekers.
8. CSBD is committed to enhancing public awareness of the Economic Dashboard, ensuring that its invaluable insights into economic trends and opportunities are effectively communicated and utilized for the benefit of our community.
9. CSBD plans to amplify awareness and engagement for the Summer Youth Employment Program through targeted outreach initiatives. By leveraging various marketing channels and community partnerships, we aim to highlight the program's benefits and opportunities, ultimately empowering local youth to participate in skill-building and meaningful employment experiences during the summer months

Communications Tactics

1. **Media Relations**: Establishing a presence with local media outlets is crucial for helping to brand and promote our organization. News releases and media alerts will be distributed through CSBD's communications office. This tactic also allows CSBD to pitch newsworthy stories to members of the media and the general public – giving more positive exposure related to the service and resources CSBD provides.
2. **Social Media**: Social media continues to be a major focus and growing Internet component, with more users signing up for social accounts daily. CSBD can use its existing social media outlets (Facebook, Twitter, Instagram, YouTube, and LinkedIn) as an opportunity to reach its stakeholders and target audience to promote news, events, programs, and other resources, as part of a larger communications effort.
3. **Digital / Online Marketing Initiatives**: Digital marketing is a cost-effective method for reaching a wide audience. For example, an email or social media campaign can transmit a marketing message to consumers for a small fraction of the cost of a TV ad or print campaign, potentially reaching a wider audience. Through the use of electronic eBlasts, Google Ads, social media ads, digital invitations, videos, geofencing/location-based services, and more, CSBD will be able to position itself for success, as it relates to spreading the word.

4. Website: In today's ever-changing business climate, it is imperative that organizations have a user-friendly website in order to distribute, post, and make public information that will benefit their stakeholders and target audience. CSBD's website (careersourcebroward.com) will be the main source of general information about the organization's programs, services, and initiatives. The website will be relevant and SEO-friendly, making CSBD easier to find in online search results. CSBD is dedicated to implementing a chatbot search assistant, available on every page of the site, to help visitors easily find information.
5. Electronic Newsletter: Newsletters are a staple in any high-performing email marketing strategy. It is a cost-effective medium used to reach a targeted audience, keeping them informed of important news and other significant information. CSBD will distribute a dynamic electronic newsletter on a routine and consistent basis.
6. Print Marketing Materials: Along with a solid online presence, print design will be essential to CSBD's success. Print is still an effective, widely used form of marketing and will continue to be so for years to come. CSBD will continue to create visually pleasing marketing materials (flyers, brochures, invitations, infographics, outdoor/exterior advertising, etc.) to help tell the organization's value to stakeholders and the community.
7. Photography/Video: Good-quality and high-resolution photos give CSBD the tools it needs to showcase events, staff, and other important subjects related to ongoing services in the community. We plan to incorporate more photography, video testimonials, signature event and program overview videos, as well as industry-specific informational videos in our digital marketing initiatives.
8. Staff as brand ambassadors: CSBD staff are positioned to be the organization's most effective asset in expanding brand awareness. Because they know the organization, each employee truly becomes part of the outreach team—in addition to their day-to-day job. For example, they can spread the word about new initiatives and programs through their professional and personal networks. Additionally, staff are encouraged to volunteer and support community events, further enhancing the organization's visibility and impact. All staff should work toward the overarching goal of winning stakeholders and customers.
9. BWDB members as brand ambassadors: Whether it is speaking publicly to community and employer groups, adding new contacts to the CSBD newsletter list, or posting/sharing CSBD information on social media, BWDB members are in a prime position to serve as effective brand ambassadors. BWDB members will be provided the information and tools necessary to assist in expanding the awareness of CSBD services in the community.

Key Focus Areas and Objectives

- A. Media Relations:** Strengthening relationships with the media.
- Proactive and interactive media relations initiatives that result in increased exposure to CSBD programs and services.
 - Maintain timely response to media inquiries.
- B. Marketing Campaigns:** Execute timely marketing campaigns through print, radio, digital and social media platforms.
- Create and implement marketing campaigns that reach CSBD's targeted audience promoting CSBD's various programs and/or services. In addition to marketing our standard services, campaigns will be developed:
 - targeting customers in the distressed communities.
 - to employers about the benefits of serving as a worksite for the Summer Youth Employment Program and the Out-of-School Youth Program.
 - to help local municipalities recognize the opportunity to partner with us to assist their unemployed and underemployed residents with employment and occupational training.
- C. Electronic Newsletter:** Utilize an electronic newsletter to keep the public informed of CSBD updates, highlights, and other workforce-relevant information on a consistent basis.
- Distribute the newsletter bi-monthly to employers, job seekers, elected officials, and other community stakeholders.
- D. Social Media:** Intentional and consistent use of social media platforms to expand awareness.
- Use Twitter, Facebook, Instagram, and LinkedIn for distributing relevant and timely information.
 - Continue to increase the number of Twitter and Instagram followers and Facebook "Likes."
 - Use YouTube/Vimeo for video distribution of information about our programs, services and industry-specific career pathways.
- E. Staff Engagement:** Keep all CSBD staff informed and engaged in organizational priorities.
- Disseminating and sharing information, stories, and material with CSBD employees.

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

- Increase awareness through marketing with our partners in public education, local chambers of commerce, industry associations, and other community-based organizations.

G. Create/Incorporate More Video Content: Produce additional short videos that can highlight and explain the array of services offered by CSBD and the value that they bring to customers.

- Research other organizations and agencies that use short video segments to feature information about programs, resources, and customer success stories.

A. Media Relations: Strengthening relationships with the media.

Objective 1: A proactive and interactive media relations program that results in increased exposure to CSBD programs and services		
	Action Item	Timeframe
1	Disseminate monthly press releases, media alerts, or human-interest stories related to CSBD to local, state, and national media outlets while securing at least 10 positive media coverage clips.	July 2024 through June 2025
2	Maintain an online press room on the CSBD website that includes a media kit, links to press releases, fact sheets, and positive story ideas.	Ongoing
3	Cultivate positive relationships with media contacts that cover areas of workforce development, while also making targeted follow-up calls to media on news releases of particular interest.	Ongoing
4	Expand awareness outreach to include national and state organizations, professional associations and business groups.	Ongoing
Objective 2: Maintain timely response to media inquiries		
	Action Item	Timeframe
1	Make ongoing comprehensive presentations at the career center meetings about the agency's procedures for handling media requests.	August 2024 through June 2025

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

Objective: Create and implement marketing campaigns that reach CSBD’s targeted audience promoting CSBD’s various programs and/or services.		
	Action Item	Timeframe
1	Develop an internal marketing and communications calendar for Program Year 24/25, to include marketing campaigns aimed at: a) Job seekers and those interested in transitioning into a new career, b) Targeted employers in high-demand industry sectors, c) Local municipalities to inform them about CSBD services available to their residents, d) General population of job seekers and employers to promote CSBD signature events such as the State of the Workforce, Worlds of Work, and Paychecks for Patriots.	July 2024
2	Continue to deploy marketing campaigns in Spanish and Haitian Creole when applicable to the targeted audience.	Ongoing

C. Electronic Newsletter: Utilize an electronic newsletter to keep the public informed of CSBD updates, highlights, and other workforce-relevant information on a consistent basis.

Objective: Distribute the newsletter bi-monthly to employers, job seekers, elected officials, and other community stakeholders.		
	Action Item	Timeframe
1	Distribute the newsletter, via email, bi-monthly.	July 2024 September 2024 November 2024 January 2025 March 2025 May 2025

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

Objective 1: Use Twitter, Facebook, Instagram, and LinkedIn for the distribution of information about our programs and services		
	Action Item	Timeframe
1	Use CSBD’s Twitter, Facebook, Instagram, and LinkedIn platforms during marketing campaigns to disseminate CSBD announcements and updates.	Ongoing
Objective 2: Increase the number of followers on Twitter, Facebook, and Instagram.		
	Action Item	Timeframe
1	Increase the number of Twitter followers by 10 percent. Currently, CSBD has 2,188 followers.	June 2025
2	Increase the number of Facebook followers by 10 percent. Currently, CSBD has 5,326 followers.	June 2025
3	Increase the number of Instagram followers by 10 percent. Currently, CSBD has 5,739 followers.	June 2025
4	Increase the number of LinkedIn followers by 10 percent. Currently, CSBD has 4,857 followers.	June 2025
Objective 3: Use YouTube, Vimeo or other mass media tools for the distribution of information about our programs and services via quarterly podcasts.		
	Action Item	Timeframe
1	Record and post at least four (4) podcasts and/or videos that can be posted on CSBD’s YouTube channel and social media.	June 2025
2	Establish themes/discussion points for each scheduled quarterly podcast segment (training programs, hiring needs, workforce trends, etc.).	September 2024

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

Objective: Disseminating and sharing information, stories, and material with CSBD employees.		
	Action Item	Timeframe
1	Continue to gather, store and disseminate relevant news clippings related to CSBD’s vision and mission.	Ongoing
2	Continue to include CSBD staff in the distribution list of all press releases, media alerts, general communications, and relevant information.	Ongoing
3	Host an all-employee contest to encourage CSBD staff to follow the organization’s current social media platforms (Facebook, Twitter, Instagram, LinkedIn, YouTube).	July 2024 through January 2025

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

Objective: Increase awareness through marketing with our partners in public education, local chambers of commerce, industry associations, and other community-based organizations.

	Action Item	Timeframe
1	Expand our partnership with Broward libraries to provide information about CSBD services to customers of the libraries.	Ongoing
2	Continue to provide workforce-related content and editorials for industry association newsletters (SFHHA, SFMA, GFLA, NAWIC, and Chambers).	Ongoing

G. Create / Incorporate More Consistent Video Content: Produce additional short videos that can highlight and explain the array of services offered by CareerSource Broward and the value that they bring to customers.

Objective: Research other organizations and agencies that use short video segments to feature information about programs, resources, and customer success stories.

	Action Item	Timeframe
1	Identify local, state, and national organizations and agencies that use video content effectively to relay public information about resources, programs, and customers' success stories.	October 2024
2	Develop a plan for creating and disseminating more consistent short video segments and clippings that can be featured on CSBD's social media platforms, quarterly newsletters, outreach presentations, employer forums, and more.	June 2025

Memorandum #07 – 23 (FS)

To: Combined Executive and Audit Committee
From: Carol Hylton, President/CEO
Subject: General Fund Balance
Date: June 5, 2024

SUMMARY

We reported to the Board that as of 12/31/23 the General Fund balance was \$1,089,280. From 1/1/24 through 4/30/24, we realized revenues of \$201,802 and incurred expenditures of \$93,630. The General Fund balance as of 4/30/24 is \$1,197,452. Of this amount \$537,041 is held in reserve leaving a balance of \$660,411.

BACKGROUND

Per governing board direction CSBD holds a portion of the General Fund in reserve to:

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

Fiscal has calculated the amount that will be needed to pay the principal and tracks it on a monthly basis.

Chart 1- General Fund Reserves

Category	Dollar Amount
Contingency reserve	\$250,000
Depreciation collected to date: \$890,166	
Less Principle paid with Depreciation revenue since 1/1/2019 (\$603,125)	\$287,041
Total	\$537,041

Chart 2, below is the list of projected expenditures budgeted and approved by the CSBD governing boards that are charged against the General Fund.

Chart 2- Board Approved Budgeted Items

Category	Dollar Amount
Food (Calendar Year)	\$27,000
Ticket to Work staff salary, benefits & overhead	\$98,500
Application of our Indirect Cost Rate	\$19,600
President and Legal Counsel Salary Cap	\$29,829
Total	\$174,929

DISCUSSION

The General Fund balance as of 12/31/23 was \$1,089,280. Chart 3, below is a list of the revenues and expenditures from 1/1/24 through 4/30/24. During this period revenues totaling \$201,802 and expenditures totaling \$93,630 were incurred. The total of the General Fund balance including reserves minus expenditures is \$1,197,452.

Chart 3- Revenues and Expenditures 1/1/24 – 4/30/24

Category	Revenues	Expenditures	Comments
Investment Interest	14,781		
Reimbursement to CSBD	200		Restitution
Ticket to Work (TTW)	129,973	7,708	
Depreciation collected from grants	56,748		
Tobacco Free Florida	100		
FY 23/24 Building Principal		41,238	Paid to date \$815,918
President and Legal Counsel Salary Cap		29,829	
Food expense		9,432	
Indirect Costs		5,423	
Total	\$201,802	\$93,630	

The General Fund balance as of 4/30/24 is \$1,197,452 of this amount \$537,041 is held in reserve leaving a balance of \$660,411.

RECOMMENDATION

None. For information purposes.

Attachment: General Fund Spreadsheet

CSBD General Fund Revenues and Available Funds			
1/1/24 - 4/30/24			
BALANCE 1/1/24		\$	1,089,280
REVENUES			
Depreciation Collected		56,748	
Ticket to Work		129,973	
Tobacco Free Florida		100	
Interest		14,781	
Other Reimbursements/Credits		200	
Total Revenue			201,802
EXPENDITURES			
Mortgage Principal		(41,238)	
Salary Cap		(29,829)	
Ticket to Work		(7,708)	
Food		(9,432)	
Indirect Costs		(5,423)	
Total Expenditures			(93,630)
Net Revenue over Expenditures			108,172
Total General Funds as of 4/30/24			1,197,452
Less Reserves			
Contingency Funds		(250,000)	
Funds Collected for Depreciation		(890,166)	
Less: Principle Paid		603,125	
			(537,041)
Unobligated General Fund Balance			\$660,411

Memorandum #17 – 23 (QA)

To: Combined Executive and Audit Committee

From: Carol Hylton, President/CEO

Subject: Results of the Cherry Bekaert, LLP Fiscal Monitoring – Report #2 PY 23/24 for the Period 10/1/23 through 2/29/24

Date: June 3, 2024

SUMMARY

Cherry Bekaert conducted fiscal monitoring for the period 10/1/23 through 2/29/24. Cherry Bekaert reviewed a total of 979 elements during the review period. There were no findings or observations. Based upon the total elements reviewed, this was a 0% error rate.

BACKGROUND

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

DISCUSSION

Cherry Bekaert conducted fiscal monitoring for the period 10/1/23 through 2/29/24. Cherry Bekaert reviewed a total of 979 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. For information purposes only.

**QA #17-23 ATTACHMENT A
Cherry Bekaert Fiscal Findings - PY 23-24
Monitoring Report #2**

Procedure	Report #2 10/1/23 - 2/29/24
Insurance	0
Budget vs Actual Grants/Programs	0
Local Plan Controls Review	0
Internal Control Website Review	0
Cash Draw	0
Bank Reconciliation - Operating Account	0
Bank Reconciliation - Staff Payroll Account	0
Bank Reconciliation - Participant Payroll Account	0
Bank Reconciliation - Money Market General Fund Account	0
Bank Reconciliation - AP	0
Cash Receipts	0
Walkthrough - Cash Draw	0
Participant Payroll	0
Staff Payroll	0
Integrative Staffing Payroll	0
Employee Separations	0
Welfare Transition Program (WTP) Community Work Experience	0
ETA Salary and Bonus Cap Calculation	0
Cell Phone Expenditures	0
Subawarding/Subrecipient Monitoring	0
Procurement- Micro Purchase	0
Procurements - Small Purchases	0
Non-Payroll Expenditures	0
Youth Support & WIOA (AD/DW) Payments	0
P-Card Expenditures	0
Customer-Related Expenditures - WIOA ITA & WTP	0
Property Management - PPE	0
Travel Reimbursement	0
Mileage Reimbursements (Individuals)	0
Unpredictability Testing - Disbursements	0
Mileage Reimbursements (Service Provider)	0
TOTAL	0

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

Memorandum #12 – 23 (QA)

To: Combined Executive and Audit Committee

From: Carol Hylton, President/CEO

Subject: Results of the Taylor Hall Miller Parker (THMP), P.A.
Program Monitoring Report #1 for the Period 8/1/23 to 11/13/23

Date: May 23, 2024

SUMMARY

THMP conducted program monitoring for the period 8/1/23 through 11/13/23. They reviewed a total of 178 files consisting of 7,115 elements. There were 3 findings and 6 observations. This equates to an error rate of .04%, or less than 1%. All findings and observations were corrected except where cases were closed and no further action could be taken.

BACKGROUND

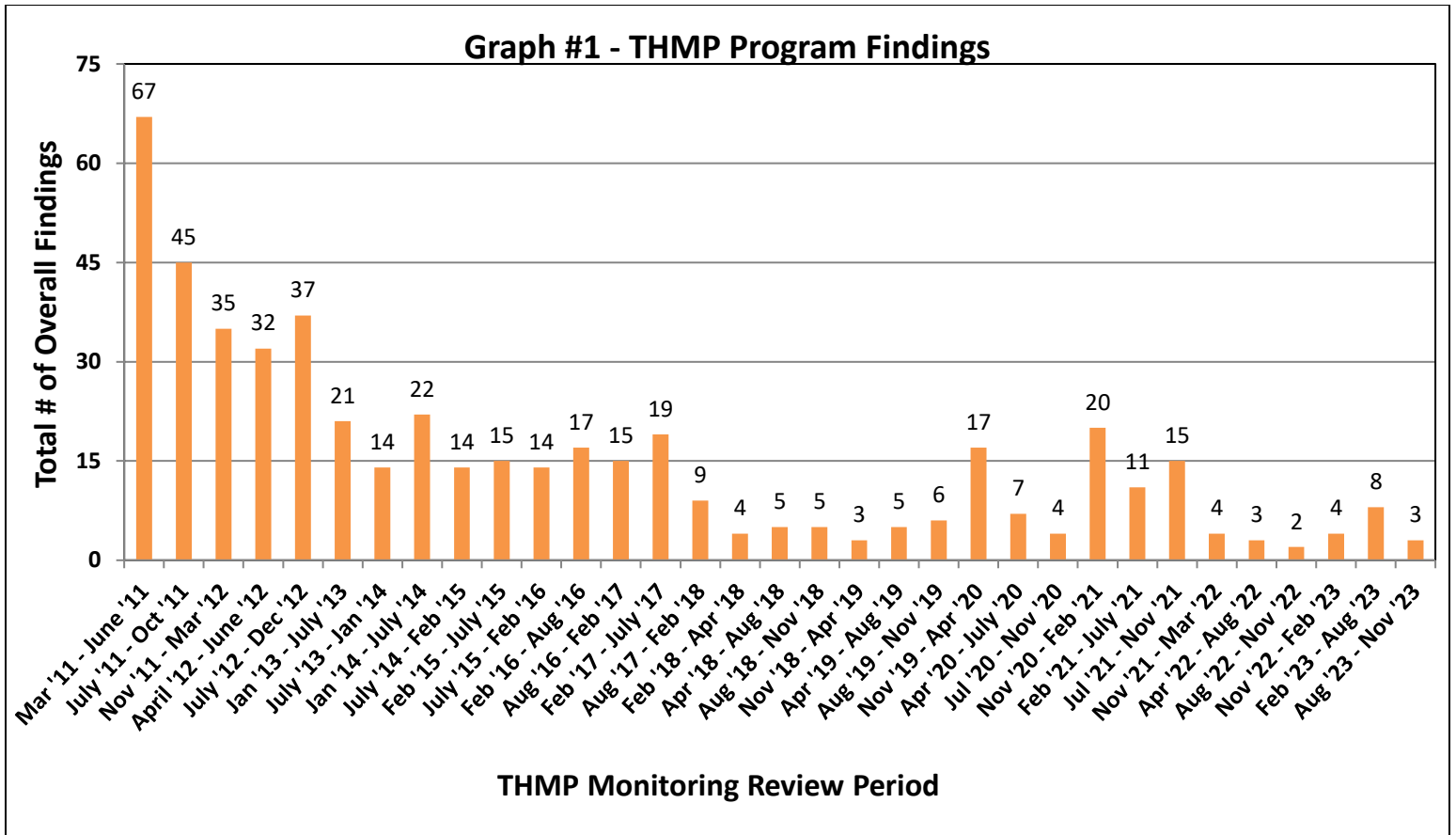
THMP monitors program activities three times a year. This was their first report for PY 23/24 and covered the period 8/1/23 through 11/13/23.

DISCUSSION

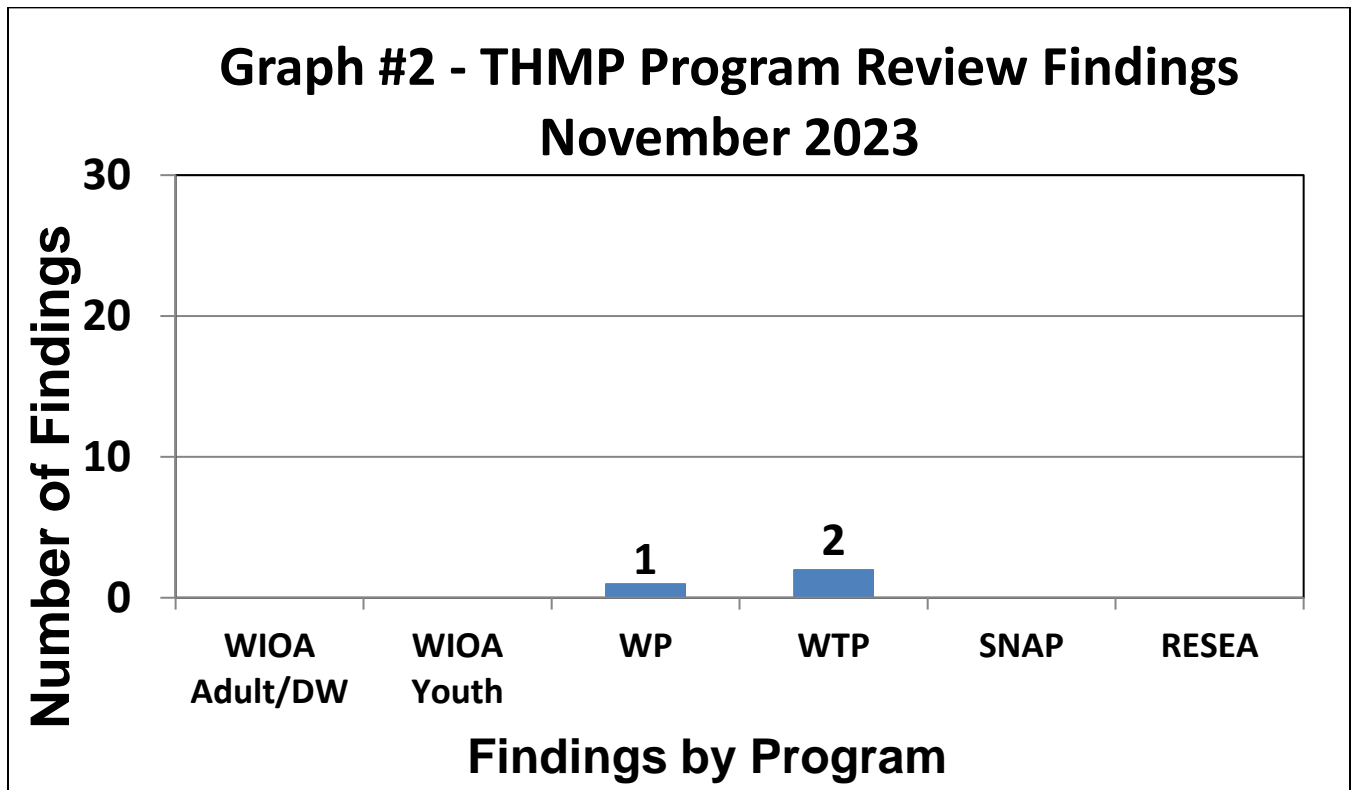
THMP identified 3 findings and 6 observations during their program monitoring visit. They reviewed a total of 178 files consisting of 7,115 elements. This equates to an error rate of .04%, or less than 1%.

THMP Program Findings

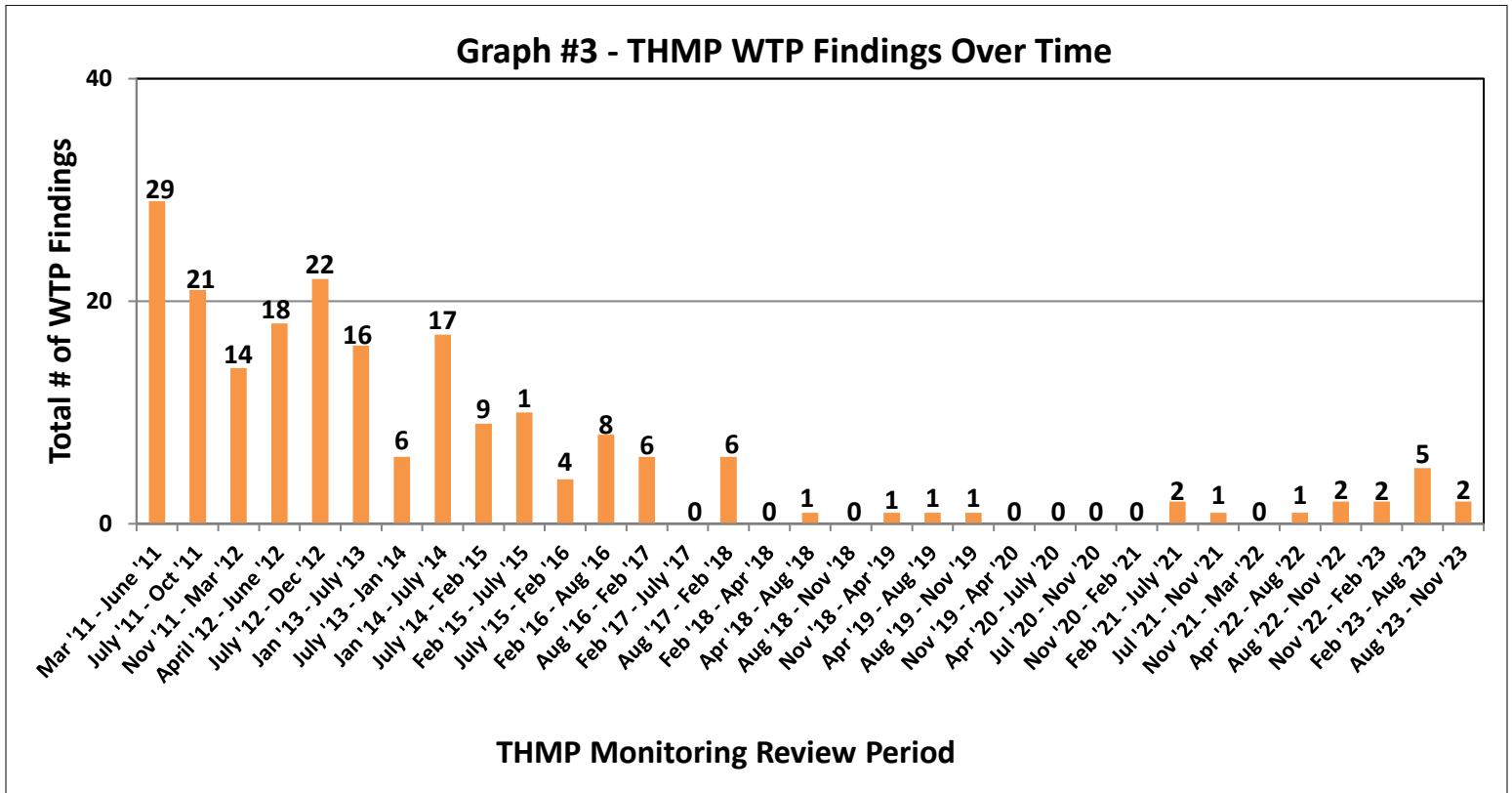
A trending chart for THMP program findings, per review period since March 2011, is represented in Graph #1, as follows:



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



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



THMP Program Monitoring Report for the period 8/1/23 through 11/13/23

The few 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 National Dislocated Worker Grant

- A. 30 WIOA Adult, Dislocated Worker and Special Project customers files were reviewed, 10 from each Center. There were no findings or observations.
- B. 2 WIOA Incumbent Worker Training customers enrolled in Employ Florida (EF) during PY 23/24 were reviewed. There were no findings or observations.
- C. 2 NDWG customers enrolled in EF during PY 23/24 were reviewed. There were no findings or observations.

II. WIOA Youth

- A. 20 WIOA Youth files were reviewed: 5 CareerSource Broward (CSBD), 2 Center for Independent Living, 5 FLITE Center, 2 HANDY and 6 School Board of Broward County. There were no findings or observations.

III. Wagner-Peyser (WP)

- A. 30 WP accounts were reviewed; 10 from each Center. There was 1 finding and no observations.

Finding WP/Service Documentation Review
For a Veteran customer, an Employability Development Plan (EDP) update was not recorded in EF within 30 days of the initial creation of the EDP.
Recommendation
When an EDP is created for a customer, staff should ensure that it is updated within 30 days and at a minimum of every 30 days thereafter.
Agree/Disagree
Agree
Resolution
The staff member was counseled and additional specialized training was conducted by the FloridaCommerce's VET Coordinator, covering appropriate documentation of EDP meetings, case management timelines and follow up. All the DVOP's cases have since been reviewed for appropriate documentation.

- B. 30 WP job orders were reviewed. There were no findings and 1 observation.

Observation WTP File/System Review
For a job order, "position offered by a no-fee agency" was not listed on the job order.
Recommendation
For private employment agency job orders, the phrase, "position offered by a no-fee agency" should be listed on the job order as required by FloridaCommerce.
Agree/Disagree
Agree
Resolution
On 12/6/23, the staff member was coached by the Vice President of Business Services on how to cross-reference Staffing Agency Job Order Reports to check Job Orders for appropriate verbiage. Moving forward, the staff member will pull Staffing Agency Job Order Reports on a weekly basis to review the verbiage. The Job Order Unit will then cross-reference these reports against the known staffing agency list of employers to ensure accuracy and compliance.

IV. Reemployment Services and Eligibility Assessment (RESEA)

10 RESEA files were reviewed from Central. There were no findings or observations.

V. Welfare Transition Program (WTP)

A. 24 WTP mandatory files were reviewed (8 each from North, Central, and South). There were 2 findings and 6 observations.

Findings WTP File/System Review
a) Initial Assessment for one (1) case was not completed in OSST within 30 days of the most recent referral. b) There was no documented attempt to verbally contact participant in OSST for pre-penalty counseling within the 10-day conciliation period.
Recommendation
a) Staff should ensure an initial assessment is completed timely within 30 days of the participation referral. b) Staff should ensure to timely document attempted contacts with customers.
Agree/Disagree
Agree
Resolution
a) The staff member received training by the WTP Supervisor and THMP in December 2023, covering past findings, observations, and common mistakes and how to prevent them. The file is closed and could not be updated. b) WTP Supervisor provided training to staff at a center program meeting. THMP training was also conducted for WTP staff in December 2023, covering past findings, observations, and common mistakes and how to prevent them. The file is closed and could not be updated.

B. There were 6 observations.

Observations WTP File/System Review
<ul style="list-style-type: none">a) Steps to self-sufficiency on the IRPs for participants did not include work activity assignment end dates for two cases.b) An IRP contained an expired Step to Self-Sufficiency.c) Case notes did not provide a clear picture of the cases.d) An incorrect pre-penalty termination date was entered into OSST for a participant, as the pre-penalty should have been terminated with the date the participant agreed to comply.e) A pre-penalty was not terminated in a timely manner.
Recommendation
<ul style="list-style-type: none">a & b) Staff should ensure steps to sufficiency are properly recorded on the IRP for customers and that all dates for signed IRPs are completed and accurate.c) Staff should ensure case notes provide a clear picture of what is happening with the case.d) Staff should ensure pre-penalty date entries are correctly entered into OSST.e) Staff should ensure pre-penalty actions are initiated and terminated for a customer's failure to submit participation documentation and/or attend appointments.
Agree/Disagree
Agree
Resolution
<ul style="list-style-type: none">a & b) Training was provided by the WTP Supervisor and THMP in December 2023, covering past findings, observations, and common mistakes and how to prevent them.c) The WTP Program Manager and the supervisor conducted bi-weekly case reviews on the case load to ensure proper compliance and the Success Coach attended THMP training in December 2023.d & e) The WTP Supervisor conducted a one-on-one coaching with the Success Coach, provided training to staff at a center program meeting and WTP staff also attended the THMP training in December 2023. The file is closed and can not be corrected.

C. 20 WTP transitional files were reviewed, 7 North, 7 South, and 6 Central.

There were no findings or observations.

VI. Supplemental Nutritional Assistance Program (SNAP)

10 SNAP files were reviewed from Central. There were no findings or observations.

RECOMMENDATION

None. For information purposes only.