



EXHIBIT II

CareerSource Broward

Continuity of Operations Plan (COOP)

Prepared for inclusion with CareerSource Broward's WIOA Local Plan 2-Year Modification

September 2026

Consolidated from current CSBD emergency operations, notification, information technology recovery, network security, and Rapid Response policies and procedures.

COOP Synopsis and Composition

Purpose. This Exhibit II serves as CareerSource Broward's consolidated Continuity of Operations Plan (COOP) for purposes of CareerSource Florida Workforce Policy O15 - Emergency Response and Disaster Recovery. It brings together CSBD's existing approved emergency, communications, information technology recovery, network security, and Rapid Response policies and procedures into one identifiable COOP for inclusion with the WIOA Local Plan 2-Year Modification and biennial submission.

Structure. Rather than restating operational requirements in a separate narrative plan, this COOP incorporates the component CSBD policies and procedures in full. Each component retains its independent approval, effective date, and operational authority. The policies are presented below in the order in which they most logically support preparation, activation, communication, continuity, recovery, cybersecurity, and workforce response.

Maintenance. When a component policy or procedure is revised, the current approved version may replace the prior version in this exhibit. This allows the COOP to remain current without duplicating or maintaining the same operational content in multiple documents.

Order	Component	Role in the COOP
1	Policy 415 - Emergency Operations	Primary emergency operations framework: activation of the Emergency Response Team, office closure, staff accountability, annual training, and closure/reopening checklists.
2	Notification to FloridaCommerce of Hours of Operations and Emergency Agency Shutdown	Approval and notification procedures for emergency shutdowns, including notifications to FloridaCommerce, governing bodies, partners, staff, and the public.
3	Notification Protocol for Staff and Community Partners Housed in Career Centers	Procedures for timely notice of scheduled, unscheduled, and emergency closures to staff and community partners located in CSBD career centers.
4	Policy 610 - Information Technology Systems and Services Business Recovery Plan	Technology continuity and recovery procedures for critical systems and services, including notification, recovery, reconstitution, alternate locations, and secure colocation services.
5	Policy 604 - Network Security and Ethics	Network and information-security requirements, protection of confidential and personally identifiable information, security access controls, security awareness training, and system auditing.
6	Policy 809 - Rapid Response Services	Rapid Response procedures for employer closures, layoffs, and disaster-related mass dislocations, including employer and worker services and coordination with workforce partners.

The following pages reproduce the component CSBD policies and procedures as currently approved.



Official Policy Document

Department: Human Resources (HR) **Policy Number:** 415 **Revises:** Policy #415 (11/14/24)

Policy Name: Emergency Operations

Affects: WIOA ☒ WTP ☒ WP ☒ SNAP ☒

Workforce Services Plan: Yes ☒ No ☐

Approved by: _____

A handwritten signature in black ink, appearing to read "Carol Holt", written over a horizontal line.

President/CEO

3/20/26

Effective Date

I. PURPOSE

To provide a procedure and guidelines for reporting to work, should emergencies or a disaster, such as severe weather, fire, power failure, earthquakes, or other disasters disrupt agency operations.

II. APPLICATION

This policy applies to all CareerSource Broward (CSBD) employees as well as staff assigned to CSBD's administrative office and career centers.

III. POLICY

Although CSBD will make every effort to remain open for business on scheduled workdays, there may be instances where conditions make it impossible to do so. These include, but are not limited to, severe weather, declared state of emergency, utility disruptions, natural disasters and pandemics. In general, except as provided herein, if Broward County offices are closed, CSBD will be closed. When CSBD Offices are officially closed, employees will receive uninterrupted wages and benefits. There may be times where individuals who are expected and/or scheduled to work are unable to return to work. In such instances, these individuals will be charged for their absence through a reduction to their leave bank or placed on unpaid leave if no leave time is available.

In the event of an emergency, staff may be required to perform tasks that they do not normally perform in their regular job. This will be determined by the President/CEO or his/her designee.

Staff will be provided this policy during the onboarding process at hire. Annual staff training will include a review of this policy and its references.



Official Policy Document

IV. DEFINITIONS

Administrative Office and Career Centers Closure Procedures & Checklists - Assignments for pre- and post- emergency and holiday office closure notifications, activities and follow-up. Lists include specific assignments and time frames for completion.

Disaster - A disaster is any natural, technological or civic emergency that causes damage of sufficient severity and magnitude to result in a declaration of a state of emergency by the county, the Governor or the President of the United States.

Emergency - An emergency is any unplanned event that can cause death or significant injuries to employees, customers or the public, shut down or disrupt operations, cause physical or environmental damage or threaten the facility's financial standing or public image.

Emergency Response Team (ERT) - Individuals who have volunteered or have been designated by the President/CEO and have agreed to serve as members of the agency's core response unit for coordination and service delivery in the event of an emergency. ERT members may be required to meet, follow-up with employees, vendors, suppliers, clients and other contacts, even if our offices are not fully operational.

Employee Categories - Are defined for the purpose of strict compliance with the Federal Fair Labor Standards Act (FLSA), and those sections referred to as the Wage and Hours Laws. (See HR Policy #403 – Hours of Work/Overtime)

Exempt Employees - Employees, who are exempt from the overtime provisions of the Fair Labor Standards Act (FLSA) and other applicable State laws, are categorized as exempt employees.

Non-Exempt Employees - Employees who must be compensated for overtime as set forth by the provisions of the FLSA.

V. PROCEDURE

A. Authorization for Plan Initiation

1. As part of CSBD's plan for office closure in the event of an emergency, the President/CEO may activate the Emergency Response Team (ERT), authorize the closing of the Agency, and initiate the necessary protocols as outlined in the [Notification to the Florida Department of Commerce –\("Commerce"\) of Agency's Hours of Operations and Emergency Agency Shutdown Procedure](#) and incorporated closure checklists.
2. The President/CEO will determine assignments for the ERT. The team's reporting requirements and assignments may differ from the protocol outlined in this policy and will be determined by the President/CEO on an as need basis. ERT members and alternates may be required to perform tasks that they do not normally perform in their regular job.



Official Policy Document

B. Office Closure

1. The President/CEO, in collaboration with and approval of the Chair of the CSBD Council of Elected Officials and the Chair of the Broward Workforce Development Board make decisions regarding all office closures.
2. In general, in an emergency, if Broward County offices are closed, CSBD will be closed. The required notification to the Council of Elected Officials, the Broward Workforce Development Board, and Commerce will be completed as outlined in the procedure, [Notification to the Florida Department of Commerce of CareerSource Broward's Hours of Operations and Emergency Agency Shutdown Procedure](#).
3. In the event CSBD is required to close early due to an emergency, employees who are at work, will be notified by phone, email and/or agency-wide messaging through NetSupport Notify.
4. Supervisors or their designees are expected to contact their direct reports who are not at work, using the information on the employee's Emergency Contact Form, to advise them of office closure of more than one day. Signs will be posted on all CSBD office locations and on the CSBD website advising of the office closure.
5. The Executive Vice President of Administration is responsible for updating the Emergency Hotline **number 1-866-902-4809** with closure and opening information in the event of an emergency shut down of the agency.
6. If you are not at work when an emergency occurs in our area, please contact your supervisor and/or check the agency's **toll-free Emergency Hotline number 1-866-902-4809** for closure information.
7. During an emergency office closure, employees are directed, per this policy, to contact their supervisor to make them aware of the safety status and/or the agency's **toll-free Emergency Hotline number 1-866-902-4809** for re-opening information and to leave a message about their safety status.
8. In an emergency where our offices are closed, employees on vacation or other approved leave during the office closure will not have their leave bank charged during the period of the closure. Time off during these events will generally be designated as "Other Paid Leave"; however, only the CSBD President/CEO can authorize the designation of time off from the office, not otherwise covered in a policy, as "Other Paid Leave."



Official Policy Document

C. Employee Follow-up & Reporting Requirements

1. Employees will be provided with contact information for their supervisors designated agency contacts and Human Resources during their onboarding with their supervisor and are expected to maintain this information for future use. Under this policy, staff is expected to ensure that their emergency contact information is current and provide updates of their emergency contact information to Human Resources and their supervisor, when requested by Human Resources.
2. Office opening and closure information will be provided on CSBD's **toll-free Emergency Hotline number 1-866-902-4809**.
3. Employees are expected to contact their immediate supervisor, designated contact person or Human Resources to report their status within 24 hours following an emergency/disaster. If an employee is unable to reach his/her supervisor, the employee may then leave a message in his/her department's mailbox on the Emergency Hotline.
4. If an employee has not made contact with their supervisor within 24 hours of an emergency/disaster, their supervisor or designated personnel will contact the phone numbers and individuals on the employee's emergency contact form.
5. Once CSBD's offices are open, employees are expected to report to work on time as directed by information from their supervisor or information on the **Emergency Hotline number 1-866-902-4809**.
6. If personal circumstances prevent return to work after an emergency closure, employees are expected to contact their supervisor or department head to alert them of their inability to report and to discuss their circumstances. These employees may be approved to use available compensatory time, personal leave or PLT, if any, for their absence, or may be temporarily placed on unpaid leave, subject to review.
7. Employees who fail to report to work on the first day the office is open, following an emergency, and do not contact their supervisor, designated department staff or Human Resources will be considered to be out for personal reasons and will be placed on unpaid leave for the first day of absence. Continued absence of up to three days with "no call" will subject the employee to disciplinary action up to and including termination under the agency's attendance and reporting policy.



Official Policy Document

D. Pay Practices During Emergency Closure

1. In the event CSBD is required to close early due to an emergency, employees who are at work or on approved paid leave, will be paid their regular wage for the day and employees leave balances will not be charge during the period of closure. Similarly, if an emergency forces us to open our offices later than our normal business start time, employees who are scheduled and report to work promptly will be paid their regular pay for the day.
2. If the office has to be closed during the regular workweek (Monday-Friday), employees will be granted "Other Paid Leave" for the duration of the closure, up to their regular work hours for each day. Time off on "Other Paid Leave" may not be included for the calculation of overtime.

VI. EXCEPTIONS

Exceptions to this policy, or any part thereof, must be approved by the President/CEO.

VII. REFERENCES

Policy 610 - Information Technology Systems & Services Business Recovery Plan
Notification to the Florida Department of Commerce of CareerSource Broward's Hours of Operations and Emergency Agency Shutdown Procedure

CSBD Emergency Contact Form

Opening and Closing of the Career Centers Procedure

Notification Protocol for Staff and Community Partners Housed in our Career Centers Procedure

VIII. EXHIBITS

Designated Floor/Fire Wardens/ERT

Administrative Office Closure Procedures Checklist

Centers Closure Procedures Checklist

IX. LOCATOR WORDS

Emergency Operations, Notification, Preparedness, Reporting, Contingency Plan, Office, Closure, Response Team, ERT



DESIGNATED FLOOR/FIRE WARDENS/ERT

In the event of an emergency, Floor Wardens are responsible for alerting staff to leave the building and as best as possible, ensuring that all staff have exited the building. One or more of these staff may also be designated as Emergency Response Team (ERT) Members.

As of September 2024, the designated floor wardens and areas of responsibility have been established as follows:

Departments/Area(s) of Responsibility	Primary Floor Warden	Alternate Floor Warden	Color Code on Evacuation Map
Business Relations/ Communications (Building B)	VP of Business Relations	VP of Communications	
Executive/QA/Reception (Building A)	Executive VP of Administration	VP of QA	
Fiscal (Building B)	Sr. VP of Finance	Controller	
HR/Legal (Building A)	VP of HR	HR Administrator	
Operations/Breakroom (Building A)	Sr. VP of Operations	Senior Manager Career Center Services	
Information Technology (Building A)	VP of Information Technology	Network Administrator	
SYEP/Boardroom (Building B)	SYEP Program Manager	SYEP Assistant Program Manager	

- 1) The areas of responsibility are designated on the Administrative Office Evacuation Floor plan in the colors indicated.
- 2) Once staff have exited the building the floor wardens and/or alternates are responsible for helping to direct staff and visitors to the designated congregation area.
- 3) At the congregation area, floor wardens and/or alternates are responsible for getting a headcount to verify that all staff and visitors present in our offices have safely exited the building.

CHECKLIST: ADMIN BUILDING CLOSURE PROCEDURES DURING AN EMERGENCY

	ACTION	TIMEFRAME	RESPONSIBLE PARTY	BACKUP PARTY
1	Verify Emergency hotline is working properly. 1-866-902-4809	January and May	VP of Human Resources	EVP Administration
2	Verify colocation is operational and ready for emergency.	Quarterly	Network Administrator	VP of IT
3	Ensure bags are provided to staff and available for covering computer equipment if needed	May	VP of IT	Computer Technician Supervisor
4	Ensure all department heads have updated contact information for their Department staff and that the President, Executive VPs and VP of HR have contact information for all Admin Office staff.	May	HR Assistant	VP of HR
5	Notify Chair of Council of Elected Officials of need for closure and obtain approval.	Upon notice of county closure, local emergency or presidential or governor's for closure within 1 hour	President/CEO	EVP Administration
6	Notify members of the Council and Board of office closure.	Upon approval by Chair of Council of Elected Officials within 1 hour	President/CEO	EVP Administration

CHECKLIST: ADMIN BUILDING CLOSURE PROCEDURES DURING AN EMERGENCY

	ACTION	TIMEFRAME	RESPONSIBLE PARTY	BACKUP PARTY
7	Notify Florida Commerce of the closure by emailing the FL Commerce Chief of Human Resources Louise.Mondragon@commerce.fl.gov and via the LWDB.InfoUpdate@commerce.fl.gov> email address. Update CareerSource Florida via the Network Directory with the Temporary Closure information at: https://analytics.careersourceflorida.com/NetworkDirectory/	Within two (2) hours of authorization from CSBD President .	VP of Human Resources	EVP Administration
8	Announcement to staff of emergency building closure and to prep their offices and computer equipment if needed.	Within two (2) hours of notification of authorization to close from CSBD President .	VP of Human Resources	EVP of Administration
9	Cover computer equipment and prep staff offices to prevent damage during closure if needed.	Within one (1) hour of notification to staff of building closure.	Staff and IT Team	NA
10	Prepare and post notification of Office Closure on website and social media	Within two (2) hours of notification of authorization to close from CSBD President .	VP of Communications	EVP of Operations

CHECKLIST: ADMIN BUILDING CLOSURE PROCEDURES DURING AN EMERGENCY

	ACTION	TIMEFRAME	RESPONSIBLE PARTY	BACKUP PARTY
11	Prepare and ensure posting of signage for Office Closure for Admin Office on the front doors of Buildings A & B of the Admin Office	Within two (2) hours of notification of authorization to close from CSBD President .	Multimedia, Design and Marketing Specialist	VP of Communications
12	Text confirmation to CSBD President and Exec. VP of posting of signage at the Admin Office and website update	Upon completion of task prior to departure from building	VP of Communications	EVP of Administration
13	Update phone message to reflect building closure	Within one (1) hour of announcement of building closure.	Network Administrator	Computer Tech 1 (Maryann Barraza)
14	Text confirmation of phone message update with closure information to President and Exec VP.	Upon completion of task	Network Administrator	Computer Tech 1 (Maryann Barraza)
15	Update Emergency Hotline with closure information.	Within two (2) hours of notification of authorization to close from CSBD President .	EVP of -Administration	VP of HR
16	Text confirmation of Emergency Hotline update with closure information to President and Exec VP of Administration.	Upon completion of task	EVP of -Administration	VP of HR

CHECKLIST: ADMIN BUILDING CLOSURE PROCEDURES DURING AN EMERGENCY

	ACTION	TIMEFRAME	RESPONSIBLE PARTY	BACKUP PARTY
17	Setup call forward on main switchboard number if necessary	Within two (2) hours of notification of authorization to close from CSBD President .	Network Administrator	Computer Tech 1
18	Verify doors are scheduled to be closed and electronically lock during period of office closure, if possible.	Within one (1) hour of notification of building closure.	Network Administrator	Computer Tech 1
19	Text confirmation to Executive VP and President that electronic doors are set to remain locked for the entire office closure period	At point of office closure	Network Administrator	Computer Tech 1
20	If electronic closure is not possible, (i.e. building closure due to power outage) physically lock doors and provide text confirmation to agency leadership	At point of office closure prior to departure	Sr. Maintenance Technician	EVP of Administration
21	Notify cleaning company of emergency closure.	Within two (2) hours of notification of authorization to close from CSBD President .	Sr. Maintenance Technician	EVP of Administration
22	Implement procedures for emergency payroll processing in the event of extended closure.	Upon authorization from CSBD President .	Sr. VP of Finance	Controller

CHECKLIST: ADMIN BUILDING CLOSURE PROCEDURES DURING AN EMERGENCY

	ACTION	TIMEFRAME	RESPONSIBLE PARTY	BACKUP PARTY
23	Ensure staff have completed procedures for protecting computer equipment prior to departure	Upon notification of closure if staff are in the office	VP of IT, Department heads & IT team	Supervisory Staff
24	Ensure staff and any visitors have exited the building prior to closure.	At scheduled departure time after notice of closure from agency leadership	Sr. Maintenance Technician	EVP of Operations
26	If opening date is not established, verify that offices are safe to open by checking with the media, state and/or County.	Prior to start of the workday between 6 and 7am	EVP of Operations	VP of HR
27	Notify CSBD President of findings related to closure or opening of offices.	Upon verification of information	EVP of Operations	VP of HR
28	Update Emergency Hotline with opening information.	Upon authorization from CSBD President .	EVP of -Administration	VP of HR
29	-Notify Florida Commerce of opening by emailing LWDB.InfoUpdate@commerce.fl.gov> email address and CareerSource Florida via updating the Network Directory with the regular hours of operation at: https://analytics.careersourceflorida.com/NetworkDirectory/	Upon authorization from President or Exec VP of Administration.	VP of Human Resources	EVP Administration

CHECKLIST: ADMIN BUILDING CLOSURE PROCEDURES DURING AN EMERGENCY

	ACTION	TIMEFRAME	RESPONSIBLE PARTY	BACKUP PARTY
30	Provide text confirmation of Emergency Hotline update with opening information to President and Exec VP.	Upon completion of task	EVP of Administration	VP of HR
31	Remove Office closure information from website and social media and provide update about opening.	By 8am the day of opening	VP of Communications	EVP of Operations
32	Remove Office closure postings from doors	By 8am the day of opening	Front Desk Receptionist	Sr. Maintenance Technician
33	Update Office phone message to remove closure information	By 8am the day of opening	Network Administrator	Computer Tech 1
34	Notify cleaning company of office reopening.	Upon notification of reopening.	Sr. Maintenance Technician	EVP of Operations
35	Review office opening and closure information on Emergency hotline 1-866-902-4809	During Office closure	All staff	
36	Contact hotline and/or supervisor if experiencing an issue due to the emergency	During Office closure	All staff	

CHECKLIST: ADMIN BUILDING CLOSURE PROCEDURES FOR HOLIDAYS

	ACTION	TIMEFRAME	RESPONSIBLE PARTY	BACKUP PARTY
1	Email reminder announcement to Department Heads of upcoming holiday	1 week prior to holiday or within 2 hours of notification of special holiday addition	VP of Human Resources	HR Administrator
2	Develop staff assignment for FL Commerce to complete during closure if needed	Upon notification of holiday closure within 24 hours	WP Peyser/VETs/TAA Program Manager	Sr. VP of Operations
3	Send out notification to FL Commerce staff to complete assignment or take PLT for closure, along with work assignment if needed	Upon receipt of assignment from Operations	WP Peyser/VETs/TAA Program Manager	Sr. VP of Operations
4	Prepare signage for Office Closure for Admin Office	2 weeks prior to holiday or within 2 hours of notification of special holiday addition	Multi-Media Design & Marketing Specialist	VP of Communications
5	Post notification of Office Closure on website and on social media.	2 weeks prior to holiday or within 2 hours of notification of special holiday addition	VP of Communications	EVP of Operations

CHECKLIST: ADMIN BUILDING CLOSURE PROCEDURES FOR HOLIDAYS

	ACTION	TIMEFRAME	RESPONSIBLE PARTY	BACKUP PARTY
6	Post signage of Office Closure on Admin Office doors for building A & B	2 weeks prior to holiday or within 2 hours of notification of special holiday addition	Multi-Media Design & Marketing Specialist	VP of Communications
7	Provide confirmation to CSBD President of posting of signage on the front and side doors of Admin Office.	2 weeks prior to holiday or within 2 hours of notification of special holiday addition	VP of Communications	EVP of Operations
8	Update phone message to reflect Admin building closure	By 5pm, the day before the holiday	Network Administrator	Computer Tech 1 (Maryann Barraza)
9	Verify doors are scheduled to be locked electronically and ensure doors are locked prior to staff departure.	No later than 3pm day the day before the holiday	Network Administrator	Computer Tech 1 (Maryann Barraza)
10	Provide text confirmation to Executive VP and President that electronic doors are set to remain locked for the entire office closure period	By 3pm the day before the holiday	Network Administrator	Computer Tech 1 (Maryann Barraza)
11	If electronic closure is not possible, (i.e. building closure due to power outage) physically lock doors and provide text confirmation to agency leadership	End of Day, the day before the holiday	Sr. Maintenance Technician	EVP of Operations

CHECKLIST: ADMIN BUILDING CLOSURE PROCEDURES FOR HOLIDAYS

	ACTION	TIMEFRAME	RESPONSIBLE PARTY	BACKUP PARTY
12	Provide text confirmation to CSBD President of CSBD Admin Office phone message has been updated.	Within 30 minutes of close of business, the day before the holiday	Network Administrator	Computer Tech 1 (Maryann Barraza)
13	Annually ensure that CSBD's operational hours and holiday schedule are posted to CSBD website	Upon approval by the BWDB	EVP of Administration	EVP of Operations
14	Notify Florida Commerce of holiday schedule by emailing the FL Commerce Chief of Human Resources Louise.Mondragon@commerce.fl.gov and via the LWDB.InfoUpdate@commerce.fl.gov> email address. Update CareerSource Florida via the Network Directory with the Temporary Closure information at: https://analytics.careersourceflorida.com/NetworkDirectory/	Annually by June 30, or upon request from FL Commerce and/or upon special authorization from President when there is a change.	VP of Human Resources	EVP of Administration
15	Contact vendors to ensure no deliveries are made for the Admin Office and centers during holiday closure	Upon notification of "special" holiday closure within 24 hours	Purchasing Coordinator	Controller

CHECKLIST: ADMIN BUILDING CLOSURE PROCEDURES FOR HOLIDAYS

	ACTION	TIMEFRAME	RESPONSIBLE PARTY	BACKUP PARTY
16	Annually, and during staff onboarding, provide staff, and ISG HR with holiday schedule for office closure	By November 15	VP of Human Resources	HR Assistant; HR Administrator
17	Annually, provide cleaning company holiday schedule for office closure	By December 15	Sr. Maintenance Technician	HR Administrator
18	Annually, provide partners in our centers with holiday schedule for office closure	By December 15	Sr. Manager Career Center Services	Center Managers
19	Remove Office closure information from website and social media.	By 8am the day of opening	VP of Communications	EVP of Operations
20	Remove Office closure postings from doors	By 8am the day of opening	Front Desk - Receptionist	Sr. Maintenance Technician
21	Update Office phone message to remove closure information	By 8am the day of opening	Network Administrator	Computer Tech 1 (Maryann Barraza)

CHECKLIST: CENTERS' CLOSURE PROCEDURES FOR EMERGENCY SHUT DOWN

	ACTION	TIMEFRAME	RESPONSIBLE PARTY	BACKUP PARTY
1	Verify accuracy of listing of partners housed in our centers and provide annual update to VP HR	By January 15	Sr. Manager Career Center Services	Center Managers
2	Ensure bags are provided to staff and available for covering computer equipment if needed	By May 15	VP of IT	Computer Technician Supervisor
3	Ensure staff have necessary bags to protect equipment	By May 15	Center Managers/IT Department	Assistant Center Manager/Designated Supervisor
4	Ensure all Center Managers, Supervisors and Sr. Manager of Career Center Services have updated contact information for their staff.	By May 15	Center Administrative Assistant	Center Managers or their designated staff
5	Notify staff of emergency closure and to prep their offices and computer equipment if needed.	Within two (2) hours of notification of authorization to close from CSBD President .	Sr. Manager Career Center Services	Center Managers
6	Notify partners housed in centers of emergency closure.	Within two (2) hours of notification of authorization to close from CSBD President .	Sr. Manager Career Center Services	Center Managers
7	Prepare and send signage for Office Closure for Centers to the Center Managers or notify Center Managers of signage on the S drive.	Upon notification from CSBD President or Executive VP of emergency Office closure.	Multi-Media Design & Marketing Specialist	VP of Communications

CHECKLIST: CENTERS' CLOSURE PROCEDURES FOR EMERGENCY SHUT DOWN

	ACTION	TIMEFRAME	RESPONSIBLE PARTY	BACKUP PARTY
8	Receive and/or retrieve from the S drive and post signage of Office Closure for Centers	Upon notice of closure from agency leadership	Center Managers	Asst Center Manager or designated supervisor
9	Ensure computer equipment and staff offices are prepped to prevent damage during closure if needed.	Within one (1) hour of notification to staff of building closure.	Staff & IT Team	
10	Update phone message to reflect Center closure for all three centers.	Within one (1) hour of notice of closure from agency leadership	Network Administrator	Computer Tech 1
11	Text confirmation to CSBD President, Exec VPs, Sr. VP of Operations and VP of HR of phone message update for all centers	Upon completion of task	Network Administrator	Computer Tech 1
12	Ensure staff and customers have exited the building prior to closure.	At scheduled departure time after notice of closure from agency leadership	Center Manager	Asst Center Manager or designated supervisor
13	Ensure doors are locked and alarm is set prior to management departure.	At scheduled departure time after notice of closure from agency leadership	Center Manager	Asst Center Manager or designated supervisor
14	Text confirmation to Sr. Manager Career Center Services and Sr. VP of Operations of Center doors being locked and alarms set.	Within one (1) hour of Center closure - upon receipt of notification from Center Manager	Center Manager	Asst Center Manager or designated supervisor

CHECKLIST: CENTERS' CLOSURE PROCEDURES FOR EMERGENCY SHUT DOWN

	ACTION	TIMEFRAME	RESPONSIBLE PARTY	BACKUP PARTY
15	Text confirmation to CSBD President, Exec VPs, Sr. VP of Operations and VP of HR of centers being locked and alarm being set for all Centers.	Within one (1) hour of Center closure - upon receipt of notification from Center Manager	Sr. Manager Career Center Services	Sr. VP of Operations
16	Update Office phone message to remove closure information	By 8am the day of opening	Network Administrator	Computer Tech 1
17	Upon return to office, remove office closure postings from doors	By 8am the day of opening	Center Manager	Asst Center Manager or designated staff
18	Update Office phone message to remove closure information	By 8am the day of opening	Network Administrator	Computer Tech 1
19	Update Emergency Hotline with closure/opening information.	Within two (2) hours of notification of authorization to close or open from CSBD President .	EVP of Administration	VP of HR
20	Text confirmation to CSBD President, Exec VP of Administration, Sr. VP of Operations and VP of HR of Emergency Hotline update with closure information	Upon completion of task	EVP of Administration	VP of HR
21	Review office opening and closure information on Emergency hotline 866-902-4809	During Office closure	All staff	
22	Contact hotline and/or supervisor if experiencing an issue due to the emergency	During Office closure	All staff	
23	Follow-up with staff from whom there's been no contact	During Office closure	Supervisors	Center Manager

CHECKLIST: CENTERS' CLOSURE PROCEDURES FOR HOLIDAYS

	ACTION	TIMEFRAME	RESPONSIBLE PARTY	BACKUP PARTY
1	Verify accuracy of listing of partners housed in our centers and provide annual update to VP HR	By January 15	Sr. Manager Career Center Services	Center Managers
2	Annually provide partners in our Centers the holiday schedule for office closure	Annually each December by December 15th	Sr. Manager Career Center Services	Center Managers
3	Email reminder announcement to staff and partners of upcoming holiday.	1 week prior to holiday or upon notification of special holiday addition	Sr. Manager Career Center Services	Center Managers
4	Prepare and send signage of Holiday Office Closure for Centers to the Center Managers or notify Center Managers of signage on the S drive.	2 weeks prior to holiday or upon notification of special holiday addition	Multi-Media Design & Marketing Specialist	VP of Communications
5	Ensure posting of Holiday Office Closure for Centers is on the CSBD website and on social media	2 weeks prior to holiday or upon notification of special holiday addition	VP of Communications	EVP of Operations
6	Receive and post signage of Office Closure for Centers	2 weeks prior to holiday or upon notification of special holiday addition	Center Managers	Asst Center Manager or designated supervisor

CHECKLIST: CENTERS' CLOSURE PROCEDURES FOR HOLIDAYS

	ACTION	TIMEFRAME	RESPONSIBLE PARTY	BACKUP PARTY
7	Update phone message to reflect Center Holiday closure for all locations	By 5pm or end of day, the day before the holiday	Network Administrator	Computer Tech 1
8	Ensure staff and customers have exited the building prior to closure.	At scheduled departure time, the day before the holiday	Center Manager	Asst Center Manager or designated supervisor
9	Ensure doors are locked and alarm is set prior to management departure.	At scheduled departure time, the day before the holiday	Center Manager	Asst Center Manager or designated supervisor
10	Text confirmation to Sr. Manager Career Center Services and Sr. VP of Operations of Center doors being locked and alarms set.	Within 30 minutes of End of Day, the day before the holiday	Center Manager	Asst Center Manager or designated supervisor
11	Text confirmation to CSBD President, Exec VPs, Sr. VP of Operations and VP of HR of centers being locked and alarm being set for all Centers.	Within 30 minutes of End of Day, the day before the holiday	Sr. Manager Career Center Services	Sr. VP of Operations
12	Update Office phone message to remove holiday closure information	By 8am the day of opening	Network Administrator	Computer Tech 1

CHECKLIST: CENTERS' CLOSURE PROCEDURES FOR HOLIDAYS

	ACTION	TIMEFRAME	RESPONSIBLE PARTY	BACKUP PARTY
13	Remove Holiday Office closure information from website and social media.	By 8am the day after the holiday.	VP of Communications	EVP of Operations
14	Upon return to the office remove Holiday Office closure postings from doors	By 8am the day after the holiday.	Center Manager	Designated Staff

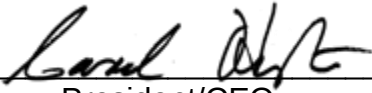


Official Procedures

Procedure Name: Notification to the Florida Department of Commerce (Commerce) of CareerSource Broward's Hours of Operations and Emergency Agency Shutdown

Department: Human Resources

Revised: 8/15/2025

Approved by: 
President/CEO

3/30/26
Effective Date

I. PROCEDURES

In accordance with the agreement with the Florida Department of Commerce (Commerce), as the administrative entity for the Broward Workforce Development Board (BWDB), CareerSource Broward (CSBD)'s hours of operation must be approved by the BWDB and posted on the agency's website.

CSBD's operating schedule for our centers, as approved by the Council of Elected Officials and the BWDB and posted on the CSBD website, is as follows: **Monday through Friday 8 a.m.- 5 p.m.**, with approved closure on the following holidays:

New Year's Day	Labor Day
Martin Luther King Day	Columbus Day
Presidents Day	Veterans Day
Memorial Day	Thanksgiving Day
Juneteenth	Day after Thanksgiving
Independence Day	Christmas Day

Additionally, the CSBD Council of Elected Officials and BWDB must provide prior approval to any deviations from the schedule, except in emergency or reasonably unforeseeable circumstances (e.g., an order of the President or Governor, total loss of facilities from a catastrophic manmade or natural disaster, etc.).

If emergency circumstances exist that result or could foreseeably result in shutdown of CSBD's offices, CSBD will ensure that Commerce is informed of such temporary closure/shutdown or potential temporary closure/shutdown, as soon as reasonably possible.

The procedure below documents the process for approval of CSBD's operating schedule and notification to Commerce of emergency office closure of the CSBD's centers and office.



Official Procedures

PROCEDURE FOR APPROVAL AND NOTIFICATION RELATED TO OFFICE CLOSURE	
Responsibility	Action
CSBD Council of Elected Officials and Broward Workforce Development Board (BWDB)	Approves hours of operation and holiday office closure.
President/CEO or, If Absent, Executive Vice President of Administration	1. Recommends hours of operation to BWDB to meet the needs of our customers and obtains BWDB approval. 2. For emergency closure, reviews information with Executive Vice Presidents, General Counsel and other designated staff. 3. Contacts the Chair of the BWDB Council of Elected Officials by telephone and/or other medium to explain situation that warrants closure. Upon approval, emails the other elected officials. 4. Notifies officials of and the potential duration of CSBD shutdown. 5. Emails the other members of the Broward Workforce Development Board to notify them of agency shutdown. 6. Authorizes the update of the Emergency Hotline with office closure and re-opening information as it becomes available. 7. Notifies the Chair of the BWDB Council of Elected Officials by telephone and/or other medium of reopening date/schedule. 8. Contacts or authorizes contact of the other elected officials and members of the Broward Workforce Development Board by phone or email to notify them of agency of reopening date/schedule.
VP of Human Resources or, If Absent, Executive Vice President of Administration	1. Emails the FL Commerce Chief of Human Resources Louise.Mondragon@commerce.fl.gov and the LWDB.InfoUpdate@commerce.fl.gov email address with holiday schedule and closure information. 2. Requests and receives access from CareerSource FL to the CSBD's page of the Network Directory located at https://analytics.careersourceflorida.com/NetworkDirectory/ 3. Reviews and updates the Network Directory as needed with office hour changes and temporary closures. 4. A minimum of a quarterly review of the Network Directory is mandated by CareerSource Florida with certification that the information is accurate is required.

PROCEDURE FOR APPROVAL AND NOTIFICATION RELATED TO OFFICE CLOSURE	
Responsibility	Action
Executive Vice President of Administration or, If Absent, Executive Vice President of Operations	1. Once approved by the BWBD, ensures that the CSBD's hours of Operations are posted on the CSBD website.
Executive Vice President of Operations or, If Absent, Executive Vice President of Administration	1. Ensures all partners, staff and the public are notified of agency shutdown or potential shut down. 2. Directs implementation of activities related to agency shutdown to ensure that all Administrative Office and Centers Closure Procedures Checklist assignments, included as exhibits to this procedure, are completed.
General Counsel	Confers with President/CEO and Executive Vice Presidents regarding circumstances and potential impact of agency shut down and any planned reopening date/schedule.

II. EXCEPTIONS

Exceptions to this policy, or any part thereof, must be approved by the President/CEO or his/her designee.

III. REFERENCES

Policy 415 – Emergency Operations
Notification Protocol for Staff, the Public and Community Partners Housed in our Career Centers
Master Agreement

IV. EXHIBITS

Administrative Office Closure Procedures Checklists
Centers Closure Procedures Checklists

V. LOCATOR WORDS

Emergency, Holiday, Office Closure, Unscheduled, Community Partners, Notification, Agency Shut down

CHECKLIST: ADMIN BUILDING CLOSURE PROCEDURES DURING AN EMERGENCY

	ACTION	TIMEFRAME	RESPONSIBLE PARTY	BACKUP PARTY
1	Verify Emergency hotline is working properly. 1-866-902-4809	January and May	VP of Human Resources	EVP Administration
2	Verify colocation is operational and ready for emergency.	Quarterly	Network Administrator	VP of IT
3	Ensure bags are provided to staff and available for covering computer equipment if needed	May	VP of IT	Computer Technician Supervisor
4	Ensure all department heads have updated contact information for their Department staff and that the President, Executive VPs and VP of HR have contact information for all Admin Office staff.	May	HR Assistant	VP of HR
5	Notify Chair of Council of Elected Officials of need for closure and obtain approval.	Upon notice of county closure, local emergency or presidential or governor's for closure within 1 hour	President/CEO	EVP Administration
6	Notify members of the Council and Board of office closure.	Upon approval by Chair of Council of Elected Officials within 1 hour	President/CEO	EVP Administration

CHECKLIST: ADMIN BUILDING CLOSURE PROCEDURES DURING AN EMERGENCY

	ACTION	TIMEFRAME	RESPONSIBLE PARTY	BACKUP PARTY
7	Notify Florida Commerce of the closure by emailing the FL Commerce Chief of Human Resources Louise.Mondragon@commerce.fl.gov and via the LWDB.InfoUpdate@commerce.fl.gov> email address. Update CareerSource Florida via the Network Directory with the Temporary Closure information at: https://analytics.careersourceflorida.com/NetworkDirectory/	Within two (2) hours of authorization from CSBD President .	VP of Human Resources	EVP Administration
8	Announcement to staff of emergency building closure and to prep their offices and computer equipment if needed.	Within two (2) hours of notification of authorization to close from CSBD President .	VP of Human Resources	EVP of Administration
9	Cover computer equipment and prep staff offices to prevent damage during closure if needed.	Within one (1) hour of notification to staff of building closure.	Staff and IT Team	NA
10	Prepare and post notification of Office Closure on website and social media	Within two (2) hours of notification of authorization to close from CSBD President .	VP of Communications	EVP of Operations

CHECKLIST: ADMIN BUILDING CLOSURE PROCEDURES DURING AN EMERGENCY

	ACTION	TIMEFRAME	RESPONSIBLE PARTY	BACKUP PARTY
11	Prepare and ensure posting of signage for Office Closure for Admin Office on the front doors of Buildings A & B of the Admin Office	Within two (2) hours of notification of authorization to close from CSBD President .	Multimedia, Design and Marketing Specialist	VP of Communications
12	Text confirmation to CSBD President and Exec. VP of posting of signage at the Admin Office and website update	Upon completion of task prior to departure from building	VP of Communications	EVP of Administration
13	Update phone message to reflect building closure	Within one (1) hour of announcement of building closure.	Network Administrator	Computer Tech 1 (Maryann Barraza)
14	Text confirmation of phone message update with closure information to President and Exec VP.	Upon completion of task	Network Administrator	Computer Tech 1 (Maryann Barraza)
15	Update Emergency Hotline with closure information.	Within two (2) hours of notification of authorization to close from CSBD President .	EVP of -Administration	VP of HR
16	Text confirmation of Emergency Hotline update with closure information to President and Exec VP of Administration.	Upon completion of task	EVP of -Administration	VP of HR

CHECKLIST: ADMIN BUILDING CLOSURE PROCEDURES DURING AN EMERGENCY

	ACTION	TIMEFRAME	RESPONSIBLE PARTY	BACKUP PARTY
17	Setup call forward on main switchboard number if necessary	Within two (2) hours of notification of authorization to close from CSBD President .	Network Administrator	Computer Tech 1
18	Verify doors are scheduled to be closed and electronically lock during period of office closure, if possible.	Within one (1) hour of notification of building closure.	Network Administrator	Computer Tech 1
19	Text confirmation to Executive VP and President that electronic doors are set to remain locked for the entire office closure period	At point of office closure	Network Administrator	Computer Tech 1
20	If electronic closure is not possible, (i.e. building closure due to power outage) physically lock doors and provide text confirmation to agency leadership	At point of office closure prior to departure	Sr. Maintenance Technician	EVP of Administration
21	Notify cleaning company of emergency closure.	Within two (2) hours of notification of authorization to close from CSBD President .	Sr. Maintenance Technician	EVP of Administration
22	Implement procedures for emergency payroll processing in the event of extended closure.	Upon authorization from CSBD President .	Sr. VP of Finance	Controller

CHECKLIST: ADMIN BUILDING CLOSURE PROCEDURES DURING AN EMERGENCY

	ACTION	TIMEFRAME	RESPONSIBLE PARTY	BACKUP PARTY
23	Ensure staff have completed procedures for protecting computer equipment prior to departure	Upon notification of closure if staff are in the office	VP of IT, Department heads & IT team	Supervisory Staff
24	Ensure staff and any visitors have exited the building prior to closure.	At scheduled departure time after notice of closure from agency leadership	Sr. Maintenance Technician	EVP of Operations
26	If opening date is not established, verify that offices are safe to open by checking with the media, state and/or County.	Prior to start of the workday between 6 and 7am	EVP of Operations	VP of HR
27	Notify CSBD President of findings related to closure or opening of offices.	Upon verification of information	EVP of Operations	VP of HR
28	Update Emergency Hotline with opening information.	Upon authorization from CSBD President .	EVP of -Administration	VP of HR
29	-Notify Florida Commerce of opening by emailing LWDB.InfoUpdate@commerce.fl.gov> email address and CareerSource Florida via updating the Network Directory with the regular hours of operation at: https://analytics.careersourceflorida.com/NetworkDirectory/	Upon authorization from President or Exec VP of Administration.	VP of Human Resources	EVP Administration

CHECKLIST: ADMIN BUILDING CLOSURE PROCEDURES DURING AN EMERGENCY

	ACTION	TIMEFRAME	RESPONSIBLE PARTY	BACKUP PARTY
30	Provide text confirmation of Emergency Hotline update with opening information to President and Exec VP.	Upon completion of task	EVP of Administration	VP of HR
31	Remove Office closure information from website and social media and provide update about opening.	By 8am the day of opening	VP of Communications	EVP of Operations
32	Remove Office closure postings from doors	By 8am the day of opening	Front Desk Receptionist	Sr. Maintenance Technician
33	Update Office phone message to remove closure information	By 8am the day of opening	Network Administrator	Computer Tech 1
34	Notify cleaning company of office reopening.	Upon notification of reopening.	Sr. Maintenance Technician	EVP of Operations
35	Review office opening and closure information on Emergency hotline 1-866-902-4809	During Office closure	All staff	
36	Contact hotline and/or supervisor if experiencing an issue due to the emergency	During Office closure	All staff	

CHECKLIST: ADMIN BUILDING CLOSURE PROCEDURES FOR HOLIDAYS

	ACTION	TIMEFRAME	RESPONSIBLE PARTY	BACKUP PARTY
1	Email reminder announcement to Department Heads of upcoming holiday	1 week prior to holiday or within 2 hours of notification of special holiday addition	VP of Human Resources	HR Administrator
2	Develop staff assignment for FL Commerce to complete during closure if needed	Upon notification of holiday closure within 24 hours	WP Peyser/VETs/TAA Program Manager	Sr. VP of Operations
3	Send out notification to FL Commerce staff to complete assignment or take PLT for closure, along with work assignment if needed	Upon receipt of assignment from Operations	WP Peyser/VETs/TAA Program Manager	Sr. VP of Operations
4	Prepare signage for Office Closure for Admin Office	2 weeks prior to holiday or within 2 hours of notification of special holiday addition	Multi-Media Design & Marketing Specialist	VP of Communications
5	Post notification of Office Closure on website and on social media.	2 weeks prior to holiday or within 2 hours of notification of special holiday addition	VP of Communications	EVP of Operations

CHECKLIST: ADMIN BUILDING CLOSURE PROCEDURES FOR HOLIDAYS

	ACTION	TIMEFRAME	RESPONSIBLE PARTY	BACKUP PARTY
6	Post signage of Office Closure on Admin Office doors for building A & B	2 weeks prior to holiday or within 2 hours of notification of special holiday addition	Multi-Media Design & Marketing Specialist	VP of Communications
7	Provide confirmation to CSBD President of posting of signage on the front and side doors of Admin Office.	2 weeks prior to holiday or within 2 hours of notification of special holiday addition	VP of Communications	EVP of Operations
8	Update phone message to reflect Admin building closure	By 5pm, the day before the holiday	Network Administrator	Computer Tech 1 (Maryann Barraza)
9	Verify doors are scheduled to be locked electronically and ensure doors are locked prior to staff departure.	No later than 3pm day the day before the holiday	Network Administrator	Computer Tech 1 (Maryann Barraza)
10	Provide text confirmation to Executive VP and President that electronic doors are set to remain locked for the entire office closure period	By 3pm the day before the holiday	Network Administrator	Computer Tech 1 (Maryann Barraza)
11	If electronic closure is not possible, (i.e. building closure due to power outage) physically lock doors and provide text confirmation to agency leadership	End of Day, the day before the holiday	Sr. Maintenance Technician	EVP of Operations

CHECKLIST: ADMIN BUILDING CLOSURE PROCEDURES FOR HOLIDAYS

	ACTION	TIMEFRAME	RESPONSIBLE PARTY	BACKUP PARTY
12	Provide text confirmation to CSBD President of CSBD Admin Office phone message has been updated.	Within 30 minutes of close of business, the day before the holiday	Network Administrator	Computer Tech 1 (Maryann Barraza)
13	Annually ensure that CSBD's operational hours and holiday schedule are posted to CSBD website	Upon approval by the BWDB	EVP of Administration	EVP of Operations
14	Notify Florida Commerce of holiday schedule by emailing the FL Commerce Chief of Human Resources Louise.Mondragon@commerce.fl.gov and via the LWDB.InfoUpdate@commerce.fl.gov> email address. Update CareerSource Florida via the Network Directory with the Temporary Closure information at: https://analytics.careersourceflorida.com/NetworkDirectory/	Annually by June 30, or upon request from FL Commerce and/or upon special authorization from President when there is a change.	VP of Human Resources	EVP of Administration
15	Contact vendors to ensure no deliveries are made for the Admin Office and centers during holiday closure	Upon notification of "special" holiday closure within 24 hours	Purchasing Coordinator	Controller

CHECKLIST: ADMIN BUILDING CLOSURE PROCEDURES FOR HOLIDAYS

	ACTION	TIMEFRAME	RESPONSIBLE PARTY	BACKUP PARTY
16	Annually, and during staff onboarding, provide staff, and ISG HR with holiday schedule for office closure	By November 15	VP of Human Resources	HR Assistant; HR Administrator
17	Annually, provide cleaning company holiday schedule for office closure	By December 15	Sr. Maintenance Technician	HR Administrator
18	Annually, provide partners in our centers with holiday schedule for office closure	By December 15	Sr. Manager Career Center Services	Center Managers
19	Remove Office closure information from website and social media.	By 8am the day of opening	VP of Communications	EVP of Operations
20	Remove Office closure postings from doors	By 8am the day of opening	Front Desk - Receptionist	Sr. Maintenance Technician
21	Update Office phone message to remove closure information	By 8am the day of opening	Network Administrator	Computer Tech 1 (Maryann Barraza)

CHECKLIST: CENTERS' CLOSURE PROCEDURES FOR EMERGENCY SHUT DOWN

	ACTION	TIMEFRAME	RESPONSIBLE PARTY	BACKUP PARTY
1	Verify accuracy of listing of partners housed in our centers and provide annual update to VP HR	By January 15	Sr. Manager Career Center Services	Center Managers
2	Ensure bags are provided to staff and available for covering computer equipment if needed	By May 15	VP of IT	Computer Technician Supervisor
3	Ensure staff have necessary bags to protect equipment	By May 15	Center Managers/IT Department	Assistant Center Manager/Designated Supervisor
4	Ensure all Center Managers, Supervisors and Sr. Manager of Career Center Services have updated contact information for their staff.	By May 15	Center Administrative Assistant	Center Managers or their designated staff
5	Notify staff of emergency closure and to prep their offices and computer equipment if needed.	Within two (2) hours of notification of authorization to close from CSBD President .	Sr. Manager Career Center Services	Center Managers
6	Notify partners housed in centers of emergency closure.	Within two (2) hours of notification of authorization to close from CSBD President .	Sr. Manager Career Center Services	Center Managers
7	Prepare and send signage for Office Closure for Centers to the Center Managers or notify Center Managers of signage on the S drive.	Upon notification from CSBD President or Executive VP of emergency Office closure.	Multi-Media Design & Marketing Specialist	VP of Communications

CHECKLIST: CENTERS' CLOSURE PROCEDURES FOR EMERGENCY SHUT DOWN

	ACTION	TIMEFRAME	RESPONSIBLE PARTY	BACKUP PARTY
8	Receive and/or retrieve from the S drive and post signage of Office Closure for Centers	Upon notice of closure from agency leadership	Center Managers	Asst Center Manager or designated supervisor
9	Ensure computer equipment and staff offices are prepped to prevent damage during closure if needed.	Within one (1) hour of notification to staff of building closure.	Staff & IT Team	
10	Update phone message to reflect Center closure for all three centers.	Within one (1) hour of notice of closure from agency leadership	Network Administrator	Computer Tech 1
11	Text confirmation to CSBD President, Exec VPs, Sr. VP of Operations and VP of HR of phone message update for all centers	Upon completion of task	Network Administrator	Computer Tech 1
12	Ensure staff and customers have exited the building prior to closure.	At scheduled departure time after notice of closure from agency leadership	Center Manager	Asst Center Manager or designated supervisor
13	Ensure doors are locked and alarm is set prior to management departure.	At scheduled departure time after notice of closure from agency leadership	Center Manager	Asst Center Manager or designated supervisor
14	Text confirmation to Sr. Manager Career Center Services and Sr. VP of Operations of Center doors being locked and alarms set.	Within one (1) hour of Center closure - upon receipt of notification from Center Manager	Center Manager	Asst Center Manager or designated supervisor

CHECKLIST: CENTERS' CLOSURE PROCEDURES FOR EMERGENCY SHUT DOWN

	ACTION	TIMEFRAME	RESPONSIBLE PARTY	BACKUP PARTY
15	Text confirmation to CSBD President, Exec VPs, Sr. VP of Operations and VP of HR of centers being locked and alarm being set for all Centers.	Within one (1) hour of Center closure - upon receipt of notification from Center Manager	Sr. Manager Career Center Services	Sr. VP of Operations
16	Update Office phone message to remove closure information	By 8am the day of opening	Network Administrator	Computer Tech 1
17	Upon return to office, remove office closure postings from doors	By 8am the day of opening	Center Manager	Asst Center Manager or designated staff
18	Update Office phone message to remove closure information	By 8am the day of opening	Network Administrator	Computer Tech 1
19	Update Emergency Hotline with closure/opening information.	Within two (2) hours of notification of authorization to close or open from CSBD President .	EVP of Administration	VP of HR
20	Text confirmation to CSBD President, Exec VP of Administration, Sr. VP of Operations and VP of HR of Emergency Hotline update with closure information	Upon completion of task	EVP of Administration	VP of HR
21	Review office opening and closure information on Emergency hotline 866-902-4809	During Office closure	All staff	
22	Contact hotline and/or supervisor if experiencing an issue due to the emergency	During Office closure	All staff	
23	Follow-up with staff from whom there's been no contact	During Office closure	Supervisors	Center Manager

CHECKLIST: CENTERS' CLOSURE PROCEDURES FOR HOLIDAYS

	ACTION	TIMEFRAME	RESPONSIBLE PARTY	BACKUP PARTY
1	Verify accuracy of listing of partners housed in our centers and provide annual update to VP HR	By January 15	Sr. Manager Career Center Services	Center Managers
2	Annually provide partners in our Centers the holiday schedule for office closure	Annually each December by December 15th	Sr. Manager Career Center Services	Center Managers
3	Email reminder announcement to staff and partners of upcoming holiday.	1 week prior to holiday or upon notification of special holiday addition	Sr. Manager Career Center Services	Center Managers
4	Prepare and send signage of Holiday Office Closure for Centers to the Center Managers or notify Center Managers of signage on the S drive.	2 weeks prior to holiday or upon notification of special holiday addition	Multi-Media Design & Marketing Specialist	VP of Communications
5	Ensure posting of Holiday Office Closure for Centers is on the CSBD website and on social media	2 weeks prior to holiday or upon notification of special holiday addition	VP of Communications	EVP of Operations
6	Receive and post signage of Office Closure for Centers	2 weeks prior to holiday or upon notification of special holiday addition	Center Managers	Asst Center Manager or designated supervisor

CHECKLIST: CENTERS' CLOSURE PROCEDURES FOR HOLIDAYS

	ACTION	TIMEFRAME	RESPONSIBLE PARTY	BACKUP PARTY
7	Update phone message to reflect Center Holiday closure for all locations	By 5pm or end of day, the day before the holiday	Network Administrator	Computer Tech 1
8	Ensure staff and customers have exited the building prior to closure.	At scheduled departure time, the day before the holiday	Center Manager	Asst Center Manager or designated supervisor
9	Ensure doors are locked and alarm is set prior to management departure.	At scheduled departure time, the day before the holiday	Center Manager	Asst Center Manager or designated supervisor
10	Text confirmation to Sr. Manager Career Center Services and Sr. VP of Operations of Center doors being locked and alarms set.	Within 30 minutes of End of Day, the day before the holiday	Center Manager	Asst Center Manager or designated supervisor
11	Text confirmation to CSBD President, Exec VPs, Sr. VP of Operations and VP of HR of centers being locked and alarm being set for all Centers.	Within 30 minutes of End of Day, the day before the holiday	Sr. Manager Career Center Services	Sr. VP of Operations
12	Update Office phone message to remove holiday closure information	By 8am the day of opening	Network Administrator	Computer Tech 1

CHECKLIST: CENTERS' CLOSURE PROCEDURES FOR HOLIDAYS

	ACTION	TIMEFRAME	RESPONSIBLE PARTY	BACKUP PARTY
13	Remove Holiday Office closure information from website and social media.	By 8am the day after the holiday.	VP of Communications	EVP of Operations
14	Upon return to the office remove Holiday Office closure postings from doors	By 8am the day after the holiday.	Center Manager	Designated Staff

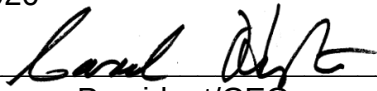


Official Procedures

Department: Human Resources (HR)

Procedure Name: Notification Protocol for Staff and Community Partners Housed in our Career Centers

Last Review Date: 4/2/2020

Approved by: 
President/CEO

11/8/2024
Effective Date

Where space allows, CareerSource Broward (CSBD) rents office space in its career centers to community partners. This procedure is to provide guidance on the process to ensure timely notice of agency closure to our staff and the community partners who rent space in our offices.

I. PROCEDURES

A. NOTICE OF SCHEDULED OFFICE CLOSURES FOR HOLIDAYS	
Responsibility	Action
VP of HR or Designee	1. Annually in January and in May, ensures Emergency Hotline is active and functional. 2. Each year in November, no later than November 15th, creates and provides a calendar of holiday closures for the upcoming year and provides it to staff and center management.
Senior Manager Career Center Services	1. Creates and maintains a listing of all the community partners located in CSBD's three career centers (as applicable) with key information that includes: a) the name of the organization b) the point person(s) for notification of office closure c) the individual(s) office and cell phone numbers d) individual(s) email address(es). 2. Engages center management to verify the accuracy of the list annually and to periodically make any updates needed regarding changes in personnel or contact information. 3. Each year in January, no later than January 31st, provides the list to the VP of HR or designee, the Sr. VP of Operations, Executive Vice President of Operations and Executive Vice President of Administration. 4. Ensures that the community partners are aware of our office holiday schedule by either providing the information directly to our points of contact or ensures that center management has confirmed acknowledgement of our schedule with our designated points of contact. 5. Each year in December, no later than December 31st, notifies the VP of HR and Sr. VP of Operations that the office holiday schedule for the upcoming year, has been provided to our partners in the centers.
VP of Communications or Designee	Develops and provides signage for holiday closures to all center locations at least two weeks before the scheduled closure.



Official Procedures

B. NOTICE OF UNSCHEDULED or EMERGENCY OFFICE CLOSURES	
Responsibility	Action
President/CEO or Designee	1. Provides approval for unscheduled or emergency office closure. 2. Provides directions to the VP of HR or designee to notify staff of office closure.
Executive VP of Operations or Designee	Updates CSBD's Emergency Hotline (1-866-902-4809) with closure and opening information.
VP of HR or Designee	Notifies staff and center leadership by phone and/or email of impending office closure.
Center Management	1. Contacts the designated point of contacts for community partners in our career centers and notifies them of our agency's office closure verbally and by email. 2. Advises partners to use our Emergency Hotline to verify when the office will reopen or contact the Center Manager. 3. Verifies that all staff and community partners have vacated the premises in the event of an unscheduled or emergency closure.
VP of Communications or Designee	1. Develops and provides signage for unscheduled or emergency closures to all career center locations as soon as feasibly possible prior to closure. 2. Updates the CSBD website of closure and reopening information.
Staff	1. Complies with directives for office closure. 2. Uses the Emergency Hotline to verify office opening and/or leave message if applicable. 3. For emergency closure, contacts supervisor to advise of status, if needed. 4. Returns to work after unscheduled or emergency closure as soon as possible after the event.

II. EXCEPTIONS

Exceptions to this policy, or any part thereof, must be approved by the President/CEO or his/her designee.

III. REFERENCES

Policy #417 – Employee Hotline

IV. EXHIBITS

Emergency Hotline Mailbox List
Partners in Our Centers - Sample

V. LOCATOR WORDS

Emergency, Holiday, Office Closure, Unscheduled, Community Partners, Notification



Emergency Hotline Mailbox List

EMERGENCY HOTLINE NUMBER: 1-866-902-4809

The purpose of the Emergency Hotline is for the agency to provide updates on office closure or reopening and for staff to be able to obtain office closure or opening information. It is not for contacting your supervisor because supervisors may not be able to provide an immediate response. However, if you have not been able to contact your supervisor to provide an update on your status, you may leave a message on the hotline.

The phone system will issue prompts so you can leave a message in the appropriate department's mailbox, but becoming familiar with the codes for each department should expedite the process. Below is the Mailbox List for leaving a message in your department's mailbox, which should **only** be used if you have not been able to reach your supervisor.

For **Exec & Legal**, please press **EL or 35#**.

For **Human Resources**, please press **HR or 47#**.

For **IT**, please press **IT or 48#**.

For **QA**, please press **QA or 72#**.

For **Operations**, please press **OPS or 677#**.

For **Communications & Business Relations**, please press **CBR or 227#**.

For **Finance**, please press **FI or 34#**.

Thank you.

PARTNERS IN OUR CENTERS					
Organization Name	Center	Name of Primary Contact	Position Title	Phone Number	Email Address
Paradise Childcare Center	Central	Tracey Ann Spencer	Owner	954-677-5685	tspence@paradisecildcare.org
AARP	South	Elio Patino	Project Director	954-202-9791 954-967-1010 x141	epatino@aarp.org
Vocational Rehabilitation	South	Matthew Lane	Unit Supervisor	954-893-5093	Matthew.Lane@vr.fldoe.org



Official Policy Document

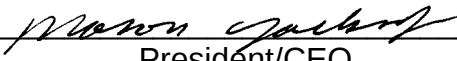
Department: Information Technology (IT)

Policy Number: 610

Policy Name: Information Technology Systems and Services Business Recovery Plan

Date Effective: May 19, 2016

Affects: WIOA ☐ WTP ☐ WP ☐ ALL PROGRAMS ☒ **Workforce Services Plan:** Yes ☒ No ☐

Approved by: 
President/CEO

5/16/16
Date

I. PURPOSE

This Information Technology Systems and Services Business Recovery Plan policy establishes procedures to recover affected information technology systems and services following a disruption at any of CareerSource Broward's (CSBD) facilities. The following objectives have been established for this plan:

1. Maximize the effectiveness of contingency operations through an established plan that consists of the following phases:
 - a. **Notification Phase** to detect and assess damage as outlined in the plan
 - b. **Recovery Phase** to restore temporary IT operations and recover damage done to the original system
 - c. **Reconstitution Phase** to restore IT system processing capabilities to normal operations.
2. Identify the activities, resources, and procedures needed to carry out affected information technology systems and services processing requirements during prolonged interruptions to normal operations.
3. Assign responsibilities to designated CSBD personnel and provide guidance for recovering affected information technology systems and services during prolonged periods of interruption to normal operations.
4. Ensure coordination with other CSBD staff who will participate in the contingency planning strategies. Ensure coordination with external points of contact and vendors who will participate in the contingency planning strategies.



II. APPLICATION

The Information Technology Systems and Services Business Recovery Plan applies to the functions, operations, and resources necessary to restore and resume CSBD's affected information technology systems and services.

A. Scope

To coordinate recovery strategies regarding affected information technology systems and services (major applications or general support systems), operations, and data after a disruption.

B. Assumptions

The following assumptions were used to develop the Information Technology Systems and Services Business Recovery Plan:

- An information technology system or key resource is inoperable at one or more of the CSBD locations and cannot be recovered within 2 hours.
- Preventive controls (e.g., generators, environmental controls, waterproof tarps, sprinkler systems, fire extinguishers, and fire department assistance) are fully operational at the time of a physical location disaster.
- Computer equipment, including components supporting information technology systems and resources are connected to an Uninterruptible Power Supply (UPS) that provides 45 minutes to 1 hour of electricity during a power failure.
- Affected information technology systems and services hardware and software at the affected location(s) are unavailable for at least 2 hours.
- Current backups of application software and data are intact and available at the offsite colocation facility.
- The equipment, connections, and capabilities required to operate the affected information technology systems or services are available at the colocation facility and at a non-affected CSBD location.



III. POLICY

CSBD's information systems and services are vulnerable to a variety of disruptions, ranging from mild (e.g., short-term power outage) to severe (e.g., equipment destruction, fire), and from a variety of sources ranging from natural disasters to terrorists actions. While many vulnerabilities may be minimized or eliminated through technical, management, or operational solutions, it is virtually impossible to completely eliminate all risks. In many cases, critical resources reside outside CSBD's control (such as electric power or telecommunications), and CSBD may be unable to ensure their availability. Therefore, it is CSBD's policy to provide for essential and effective recovery planning, execution, and testing to mitigate the risk of system and service unavailability.

IV. DEFINITIONS

Colocation Facility – a secure offsite facility that provides cooling, power, bandwidth and physical security to customer provided server, storage, and communication equipment.

Critical System / Service – a technology service that is critical in providing and facilitating normal business operation, such as email, network authentication, internet access, document management services, etc.

Non-critical System / Service – a technology service that is not critical to regular business operations, such as digital display service, One Stop sign-in, various reporting services, etc.

Service Interruption – a service interruption that prohibits or impairs a user's ability to properly utilize a critical or non-critical service as intended.

V. PROCEDURE

All information technology system and service interruptions will be reported to the CSBD Information Technology (IT) Department through the Track-It system. Upon receipt of system or service interruption, the CSBD IT Department will assess the issue to determine its criticality and impact to normal business operations.

Interruptions to Critical Systems or Services

Interruptions to critical systems or services will be immediately reported to the CSBD Executive Management team and the appropriate Department Head related to the area of interruption. It will be the responsibility of the notified Department Head to coordinate appropriate communication of the issue to any and all staff affected by the system or service interruption. Actions related to the resolution of the interruption will be documented in the referenced Track-It ticket. The CSBD VP of IT will provide hourly updates to the CSBD Executive Management team and notified Department Head as to the status for the resolution of the issue.



The IT Department will have 2 hours to restore the service through local and prepaid support services. If resolution is unsuccessful within the 2-hour period, the IT Department will engage with advanced pay-for-technical support to further assist in resolving the issue. The IT Department will be required to work until the issue is resolved. This may require the rotation of staff to keep up on resolution efforts. All IT Department staff members will be notified when service restoration efforts have exceeded 2 hours, putting them on stand-by status for rotation purposes. Temporary restoration services may be put in place until restoration of normal services has been achieved. The final disposition of the service interruption will be documented in the Track-It system and articulated to the CSBD Executive Management team and relevant Department Head(s).

The following are the critical systems or services that will affect normal business operations if completely inaccessible or inoperable:

- Network authentication services
- Email system
- Document Management Services
- Financial Management System
- Firewall services
- Internet services
- State Management Information Systems
- Virtual server environment
- Antivirus services
- Database services
- Web services
- Public facing website
- Internal Intranet site
- Wide Area Network (WAN) communication services
- Telephone communication services
- Power services

Note that critical services, such as power and telecommunications reside outside the direct control of the agency; therefore, the availability of these services cannot be ensured. The CSBD IT Department will, however, work closely with the appropriate service provider to restore services in these areas as quickly as possible.

Interruptions to Non-Critical Systems or Services

Interruptions to non-critical systems or services will be reported to the appropriate Department Head related to the area of interruption. It will be the responsibility of the notified Department Head to coordinate appropriate communication of the issue to any and all staff affected by the



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system or service interruption. Actions related to the resolution of the interruption will be documented in the referenced Track-It ticket. The CSBD VP of IT will provide updates every 4 hours to the notified Department Head as to the status for the resolution of the issue.

The IT Department will have 8 hours to restore the service through local and prepaid support services. If resolution is unsuccessful within the 8-hour period, the IT Department will engage with advanced pay-for-technical support to further assist in resolving the issue. Temporary restoration services may be put in place until restoration of normal services has been achieved. The final disposition of the service interruption will be documented in the Track-It system and articulated to the notified Department Head. The final disposition of the service interruption will be documented in the Track-It system and articulated to the CSBD Executive Management team and notified Department Head.

Colocation Services

To mitigate potential risks resulting from power, Internet service, and other natural disaster interruptions, CSBD has elected to house and operate all enterprise servers and communication appliances at a secure colocation data facility. The services provided at the colocation data facility include:

- Ultra-secure restricted access
- Redundant Internet connections
- Variety of Internet speed options
- Temperature regulated air conditioning
- Power filtering and conditioning
- Redundant uninterrupted power
- Redundant power generators capable of providing power independent of FPL
- Ability to withstand major wind event (Category 5 hurricane resistant design)
- Immediate fire suppression technology
- SSAE 16 (SOC 1) Type II compliant

The colocation facility offers the ability to host staff onsite, in the event that all CSBD sites are inaccessible or have no communication back to the WAN backbone and enterprise server infrastructure. This feature allows staff to operate critical functions within the safety of the secure facility.

Staff and Facility Disposition

Considering that not every type of IT system and service interruption and their duration can be identified, based on the severity of the interruption, the CSBD President/CEO or his designee have the discretion of relocating staff to alternate sites, sending specific staff home, or closing a location entirely until the interruption or issue has been resolved.



VI. EXCEPTIONS

Exceptions to this policy, or any part thereof, must be approved by Vice President of IT, Executive Vice President and/or the President/CEO.

VII. REFERENCES

HR Policy 415 - Emergency Operations

VIII. EXHIBITS

None

IX. LOCATOR WORDS

Critical System, Critical Service, Colocation Facility, Non-critical System, Non-critical Service, Service Interruption, Business Recovery



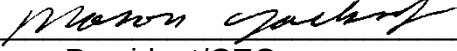
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Department: Information Technology (IT) **Policy Number:** 604 **Revises:** Policy #604 (6/4/15)

Policy Name: Network Security and Ethics

Date Effective: July 15, 2016

Affects: WIOA ☐ WTP ☐ WP ☐ ALL PROGRAMS ☒ **Workforce Services Plan:** Yes ☒ No ☐

Approved by: 
President/CEO

7/12/16
Date

I. PURPOSE

To provide a policy regarding the security, use, and control of the CareerSource Broward's (CSBD) PC network and affiliated networks.

II. APPLICATION

This policy applies to all staff and contract providers who use or supervise the use of computers connected to CSBD's Wide Area Network (WAN).

III. POLICY

CSBD is responsible for securing its computing systems in a reasonable and economic fashion against unauthorized access and/or abuse, while making them accessible for authorized and legitimate users. This responsibility includes informing users of expected standards of conduct and the punitive measures for not adhering to them. Any attempt to violate the provisions of this policy will result in disciplinary action in the form of temporary revocation of user accounts, regardless of the success or failure of the attempt. Continued violations will lead to permanent revocation of the user's account, termination of employment or termination of the provider's contract, or other disciplinary action.

Security is critical to maintaining the integrity of the data that resides on our systems. As such, it is critical that we have procedures in place that will prevent the unauthorized access, modification, duplication, dissemination, or destruction of mission-critical data, and sensitive client records. This section will address several different concerns in this area and identify the proper procedures to follow with regard to the system.

Individuals must not attempt to undermine the security or the integrity of the computing systems or networks and must not attempt to gain unauthorized access. Users may not use any computer program, computer software or device to intercept or decode passwords or access controlled information. If security gaps are observed, they should be reported to the appropriate supervisor immediately.



Background:

It is important for all CSBD personnel to practice responsible and ethical behavior in their computing activities. Staff has access to many valuable and sensitive resources, and their computing practices can adversely affect other persons and/or diminish the reputation of the agency. Most computer users act responsibly. However, a few who do not, either through ignorance or by intent, have the potential for disrupting others. Recent network technology makes it possible for computer abusers to seriously affect those outside the CSBD network.

Ethics:

The list below constitutes a "Code of Computing Practice" for users of CSBD computing resources.

1. Respecting the Environment

Computing tools are goods essential to the service and administrative functions of CSBD. The continued availability of these expensive, and sometimes fragile resources, requires that they be legitimately used and treated with care and good sense.

Reasonable care should be exercised when using any CSBD computing resource. Some examples are: recommended PC power-up and shutdown procedures must be followed to reduce maintenance and breakage; not touching the LCD panel of the monitor causing the image to become disfigured; and anger should not be vented on one's keyboard.

2. Taking Responsibility

Where accounting for resource use is applicable, users are responsible for the use of the computing accounts assigned to them. They should ensure that their userIDs (or usernames) and passwords are secure, and take all reasonable precautions against others obtaining access to the resources they have been allotted or allowed to access. Under NO circumstances are users to disseminate their userID or work under a userID not assigned to them. Users must use their accounts only for their intended purposes. CSBD owned computing resources, including computer time, should NOT be used for unauthorized commercial or private purposes.

Users must not attempt to subvert the restrictions or mechanisms associated with their computer accounts.



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It is required that everyone “password lock” their computer, (by pushing Ctrl, Alt, Delete at the same time and then pressing enter), whenever it is not in use or is left unintended for a period of time.

Any misuse / damage of the system or data held within it due to an unlocked computer or the sharing of a userID will be the sole responsibility of the person that is found to be logged onto that system.

3. Respecting Privacy

Users should apply standards of professional ethics and polite conduct to their use of CSBD computing resources. Contemporary ethics demands the respect of privacy. Unauthorized access of, damage of, or tampering with, any information stored in a CSBD computer is a direct violation of this code. Willful and improper access to, alteration of, or divulging of the contents of personnel record files or other proprietary administrative files, is prohibited and may be considered as grounds for termination of employment. Persons, who knowingly receive, divulge, or pass on CSBD computer data that has been improperly accessed or obtained, shall be considered accessories to the original infraction.

4. Obeying Copyright Laws

It is against the law to copy commercial software that has not been placed in the public domain or distributed as “freeware.” Software “piracy” (i.e., copying a commercial software product purchased by a party other than you) injures all of us. It reduces the incentives for the software industry to invest in new projects. It also reduces the willingness of vendors to provide support and it makes violators vulnerable to criminal prosecution. Worse than any of these, software piracy is morally wrong. It is indistinguishable from shoplifting or theft. Even though the theft takes place behind a computer screen, it makes the thief no less morally culpable.

5. Being Sensitive to the Needs of Others

CSBD aspires to provide the highest quality, computing environment. During peak periods, the demand for computing resources may, at times, exceed the supply of workstation connections. Responsible computing is sensitive to the needs of all who seek to use such resources, and that during peak periods one should limit their use of computing technology to perform only the most essential tasks. Consideration for others should also be a priority when one is using limited resources; such as, central computer disk space, network bandwidth, printer capacity, etc. Furthermore, all communications are public records.

6. Using Civil Standards of Communication



Within the broad context of free discussion and debate, communications between members of the CSBD community are expected to reflect high ethical standards and mutual respect and civility. It makes no difference whether the communication medium is a face-to-face exchange, or via a local or national computer network.

Obscene, racist/sexist, harassing or threatening language or actions, for example, clearly violate ethical standards and laws, and are as inappropriate for computer-mediated communications as for other forms of discourse. Use of e-mail or computer networks to send unsolicited junk mail, "for-profit" chain letters, receive or send personal e-mail, or to facilitate any illegal activity, is prohibited.

IV. DEFINITIONS

Access - to approach, instruct, communicate with, store data, retrieve data, or otherwise make use of any resources of a computer, computer system, or computer network.

Access Control – a security technique used to regulate who or what can view or use resources in a computing environment.

Audit Trail - a chronological record of information system resource usage. This includes user login, file access, other various activities, and whether any actual or attempted security violations occurred, legitimate or unauthorized.

Computer - an internally programmed automatic device that performs data processing.

Computer network - a set of related remotely connected devices and communication facilities, including more than one computer system, with the capability to transmit data among them through communication facilities.

Confidential Data – any data that is considered sensitive or restricted that is only accessible by the authorized user(s) permitted to access it.

Computer program - an ordered set of data representing coded instructions or statements that when executed by a computer causes the computer to process data.

Computer software - a set of computer programs, procedures, and associated documentation concerned with the operation of a computer system.

Computer system - a set of related, connected or unconnected computer equipment, devices, or computer software.

Password - a unique combination of letters and/or numbers that identifies each user.



Personally Identifiable Information (PII) – information that can be used to distinguish or trace an individual's identity, either alone or when combined with other personal or identifying information that is linked or linkable to a specific individual.

Physical and Environmental Security - the various measures or controls that protect the agency from loss of connectivity and availability of computer processing caused by theft, fire, flood, intentional destruction, unintentional damage, mechanical equipment failure and power failures.

Security Awareness - the knowledge and attitude members of an organization possess regarding the protection of the physical, and especially informational, assets of that organization.

System - refers to the physical computer or network environment / application the computer is connected.

UserID - the name assigned to each user upon generation of a computer account.

V. PROCEDURE

Protecting Customer Personally Identifiable Information (PII):

CSBD currently has access to various state run applications that provide access to hundreds of thousands of confidential client records. Every reasonable measure must be taken to protect and safeguard a customer's PII to eliminate the possibility of any deliberate or accidental breach of data security. Protected PII is information that if disclosed could result in harm to the individual whose name or identity is linked to that information. Examples of protected PII include, but not limited to, social security numbers (SSNs), credit card numbers, bank account numbers, home telephone numbers, ages, birthdates, marital status, spouse names, educational history, biometric identifiers (fingerprints, voiceprints, iris scans, etc.), medical history, financial information and computer passwords. Below are several procedures that will need to be followed in order to safeguard a customer's information:

- a) When absolutely necessary to transmit customer PII in or outside the CSBD network, the PII should be stored or displayed in a way that the PII is not attributable to a particular individual. An example would be using only the last four digits of a customers' social security number. It is strongly recommended that another unique identifier, such as the customers' state ID or user ID, be used in conjunction with their first and last name when transmitting information.



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- b) Lists of participants utilizing full PII should not be copied to paper or downloaded to disc or other portable electronic storage devices.
- c) All web site information, training presentations and printed materials will be free of full PII.
- d) No full PII will be downloaded or stored on laptop computers, PDAs or other portable electronic devices.
- e) When necessary to destroy printed material that includes sensitive PII, use appropriate methods such as a secure shred box.
- f) Do not leave records containing PII open or unattended.
- g) Store documents containing PII in locked cabinets when not in use.
- h) Immediately report any breach or suspected breach of PII to your supervisor.

Request for CSBD Network Access

Requests to access the CSBD computer network and associated system resource must be made through a Track-It ticket submitted by the requestor's supervisor and will need to include a signed copy of the user's Individual Non-Disclosure and Confidentiality Certification Form. Upon receipt of this ticket, the CSBD IT Department will issue the user a restricted user account, which will allow the user to complete the initial security awareness training required to gain regular access to the CSBD network and its resources. Once the user completes the security awareness training, they will need to print the referenced certificate of completion and provide it to their supervisor who will need to scan and attach the certificate to the original Track-It request. When the CSBD IT Department has verified that the user has successfully completed the security awareness training, they will issue the proper security access required for the user to perform their regular job duties.

Request for State System Access

All requests to access the various state Management Information Systems (MIS) must be done by submitting a completed "DEO Information Systems Security Agreement / Confidentiality Form," which you can download from the CSBD Intranet site under Resources – Forms menu option. A copy of the form is also attached to this policy for reference. This form must be signed and dated by the requestor and the requestor's supervisor. Once the request is received by the IT Department, the appropriate Regional Security Officer (RSO) will create the account and grant access based on the information that was submitted. All changes to the original request must be communicated to the IT Department through the submission of a newly completed "DEO Security Agreement / Confidentiality Form," which must be signed and



dated by the requestor and the requestor's supervisor. All original and updated security forms will remain with the IT Department.

Security Awareness and Training

All CSBD staff, contractor and State employees, vendor support personnel and all others that access the CSBD computer network must successfully complete annual security awareness training. Training material may include both written and video guidance followed by a short quiz to ascertain comprehension. The CSBD IT Department will track the training and quiz completions to confirm compliance. Furthermore, all individuals requesting access to the CSBD computer network for the first time will be required to complete the current security awareness training prior to being granted access to the CSBD computer network and/or to any of the various State of Florida Management Information Systems (MIS). This requirement will be incorporated into the new hire orientation procedure and all contractor agreement language.

Security Access Review

The CSBD IT Department will review all assigned network user access on a semi-annual basis to coincide, time wise, with the semi-annual Management Information Systems (MIS) access review that DEO requires each region to complete. The CSBD IT Department will document the results of the semi-annual review within the Track-It system.

Information Technology System and Resource Activity Auditing

Audit trails are critical for analyzing activity and proper usage of CSBD computing resources. The CSBD IT Department is responsible for maintaining various logs necessary to support and comply with IT policy and process procedures and computing analysis efforts.

Log collection includes, but is not limited to:

- Server transactions (e.g., updates, user and system event logs, system administration activities, etc.).
- Firewall and perimeter level data communication devices (Activity by IP address).
- Wide Area Network (WAN) systems and user activities.
- Remote computer access by user.
- Email communications.
- Major application and system updates (to be documented in the Track-It system).
- Track-It request support information (to be documented in the Track-It system).
- Document Management System activity related to each user.
- Financial Management System activity related to each user.
- Custom developed in-house applications (capturing only agreed upon activity).



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Audit logs must, at a minimum, collect information regarding the nature of the event, the date and time, and the associated user (if applicable). Audit logs will be backed up as part of the regular backup schedule used by the IT Department. The CSBD IT Department will periodically use the various logs to analyze system performance and appropriate computing usage. Discoveries regarding improper usage will be articulated to the appropriate personnel for immediate remediation actions.

Physical and Environmental Security

CSBD has direct and indirect access to various types of confidential data. It is critical that this data remain confidential and only accessible by authorized users. Safeguards must be put in place in all technical areas that house Network Server and Communication Equipment (NSCE). Safeguard measures include, but are not limited to:

- Rooms containing NSCE must be locked at all times.
- Access to NSCE rooms limited to authorized users only.
- NSCE must remain raised above floor level at a minimum of 6 inches.
- Uninterrupted Power Supplies (UPS) will be attached to all NSCE to prevent power interruptions and spikes that can potentially damage equipment.
- Fire extinguishers and smoke detectors will remain in visible site of all NSCE.

CSBD has elected to house its enterprise and critical servers at an offsite data colocation facility as an effort to further protect the equipment from environmental and human incidents. Access to the colocation facility is restricted to authorized users only and extensive logs are kept tracking access dates and dates of user visits. The datacenter complies with the Statement of Standards for Attestation Engagement (SSAE) No.16 and Service Organization Control (SOC) 2 and provides various redundant security and uninterrupted computing measures necessary to protect and maximize the uptime of CSBD NSCE.

To decrease the chance of computer and peripheral equipment from being stolen, locking mechanisms are used to secure the equipment to a stationary fixture, such as a desk, file cabinet, or wall.

Violations of this policy as outlined in this document will be considered on a case-by-case basis according to established policies; determinations may include temporary or permanent denial of access privileges, termination of employment, or termination of a provider's contract. In all instances, measures will be taken to protect the system and client information. Users are reminded that some uses of the network are governed by local, state, or federal laws.



VI. EXCEPTIONS

Exceptions to this policy, or any part thereof, must be approved by Vice President of IT, Executive Vice President and/or the President/CEO.

VII. REFERENCES

USDOL Training and Employment Guidance (TEGL) 39-11 - Guidance on the Handling and Protection of Personally Identifiable Information (PII) dated June 28, 2012

AWI Memorandum "Social Security Number Usage" January 24, 2007

Ronald F.E. Weissman, "Ethical & Responsible Computing," *The Open Window*, August, 1989 (*The Open Window* is Brown University's computing newsletter).

University of Tennessee Computing Center "Code of Computing Practice," November, 1987.

Computer Ethics Institute, Washington, D.C. "The Ten Commandments of Computer Ethics"

Statement of Standards for Attestation Engagement (SSAE) No.16

Service Organization Control (SOC) 2

VIII. EXHIBITS

Department of Economic Opportunity Information Systems Security Agreement - Confidentiality Form

Individual Non-Disclosure and Confidentiality Certification Form

IX. LOCATOR WORDS

Account, Internet, Network, Password, Security, Security Agreement Form, DEO Security Agreement Form, UserID, Username, PII

**Department of Economic Opportunity
Information Systems
Security Agreement / Confidentiality Form**

***All required fields **MUST** be completed for access to be granted.
For help completing this form, please refer to instructions on the back.

Action
User Type

Section A - Completed by Requestor

User Contact Information

First Name
Middle Name
Last Name
Job Title
Phone Number
Fax
Email

Primary Unit Information

Organization Name
Address
City
State Zip
Region County
Unit(s)

Section B - Completed by Supervisor

Supervisor Name
Phone
Email

Contract Manager
Phone
Email

System Owner	System	Add	Update	Delete	Read	Reason for Access
Information Technology	DEO Network	☐	☐	☐	☐	
Early Learning	Consolidated Database	☐	☐	☐	☐	
	EFS	☐	☐	☐	☐	
	Fraud Referral System	☐	☐	☐	☐	
	SPE/UWL	☐	☐	☐	☐	
	SharePoint UC	☐	☐	☐	☐	
Unemployment Compensation	Mainframe	☐	☐	☐	☐	
	BOSS	☐	☐	☐	☐	
	Appeals	☐	☐	☐	☐	
	EIS	☐	☐	☐	☐	
Other		☐	☐	☐	☐	
Workforce Services		Role			Data Store	
	EFM	☐			☐	
	OSST	☐			☐	

Section C - Completed by All

Security / Confidentiality Agreement

Your supervisor has authorized you to have access to sensitive data through the use of the Department of Economic Opportunity (DEO) Information Systems and related media (i.e. printed reports, system inquiries, etc.). All confidential information, particularly Personally Identifiable Information (PII) are subject to the protection of federal, state and local laws and are to be protected accordingly. Unauthorized access, use, disclosure, modification, and/or destruction of confidential information is a crime under state and federal laws, including, but not limited to The Florida Computer Crimes Act, Chapter 815 Florida Statutes (F.S.) and Florida's Unemployment Compensation Law, Chapter 443, F.S.

"I certify that I have read the security/confidentiality statement printed above. I further certify and understand that unauthorized access, use modification, dissemination, and/or destruction of confidential information may be punishable as a crime and/or result in disciplinary action taken against me. I acknowledge that I have received, read, and that I understand Chapter 815, F.S., and have received any necessary clarification from my supervisor.

Requestor's Signature

Supervisor's Signature

Security Officer's Signature

Print/Type Name

Print/Type Name

Print/Type Name

Date

Date

Date

Instructions for Completing the DEO Security Agreement Form

Header Section

Action: Please choose the action type requested. Available options are:

1. **Add** - select this action to add a new user account to a system.
2. **Update** - select this action to update an existing user account.
3. **Revoke** - select this action to delete an existing user account.

User Type: Please choose the User Type which best defines the user. Available options are:

1. DEO Employee - select this user type for those users directly employed by the DEO.
2. DEO Contractor - select this user type for those users contracted by the DEO.
3. RWB Employee - select this user type for those users directly employed by a RWB.
4. RWB Contractor - select this user type for those users contracted by a RWB.
5. Other - select this user type for all other users.

Section A - Completed by Requestor

User Contact Information: (Self-explanatory) Please complete this sub-section in its entirety. ALL fields are required.

Primary Unit Information: (Self-explanatory) Please complete this sub-section in its entirety. ALL fields are required except the *Unit(s)* field, which is required only for OSST users.

Section B - Completed by Supervisor

Supervisor Info: (Self-explanatory) Please complete this sub-section in its entirety. ALL fields are required.

Contract Manager Info: (Self-explanatory) Please complete this sub-section, if known.

System Owner: Denotes the DEO Business Unit responsible for the respective Information System.

System: Denotes the system(s) for which access can be requested.

Access Levels - Please select all that apply.

1. **Add:** Select *Add* if the user requires the ability to input new information into the system.
2. **Update:** Select *Update* if the user requires the ability to change information stored in the system.
3. **Delete:** Select *Delete* if the user requires the ability to delete information stored in the system.
4. **Read:** Select *Read* if the user ONLY requires the ability to view information stored in the system.

Roles (EFM and OSST only) - Please select the role which best describes the user's role in the system. Available options are:

- EFM -**
1. **Administrator** - Select if User requires Administrative rights within the EFM .
 2. **Banner Center** - Select if User is employed with a Florida Banner Center.
 3. **DHP Staff** - Select if User is a staff member in the Displaced Homemaker Program (DHP).
 4. **DHP Supervisor** - Select if User is a supervisor in the Displaced Homemaker Program (DHP).
 5. **Staff - Read Only** - Select if User is a RWB program staff member or contractor and requires ONLY Read access.
 6. **Staff - RSO** - Select if User will be assigned as a Regional Security Officer for the EFM.
 7. **State - Staff** - Select if User is an DEO associate requiring generic access to the EFM.
 8. **Supervisor** - Select if User is a Supervisor of an EFM related program.
 9. **TAA Case Manager** - Select if User is a case manager in the Trade Assistance Act (TAA) program.
 10. **Read Only** - Select if User is an DEO associate or contractor and requires ONLY Read access.
 11. **WIA Case Manager** - Select if User is a case manager in a Workforce Investment Act (WIA) program.
 12. **WP Case Manager** - Select if User is a case manager in a Wagner Peyser (WP) program.
 13. **WP/WIA Case Manager** - Select if User is a case manager in both a WIA and WP program.

- OSST -**
1. **Career Manager** - Select if User is a Career Manager in an OSST related program.
 2. **Supervisor** - Select if User is a Supervisor in an OSST related program.
 3. **Supervisor + RSO** - Select if User is a Supervisor and will be assigned duties as an OSST Regional Security Officer
 4. **Report Viewer** - Select if User only requires Read access to OSST reports.

Reason for Access - Please include a brief explanation of why the user requires the requested access.

Section C - Completed by All - (Self-explanatory) Please complete this sub-section in its entirety. ALL fields are required.



EXHIBIT "B-1"

Individual Non-Disclosure and Confidentiality Certification Form

I understand that I will or may be exposed to certain confidential information, including but not limited to, personal identifying information (PII) of individuals who receive public assistance, employment and unemployment insurance records maintained by the Florida Department of Economic Opportunity, made available to my employer, for the limited purpose of performing its official public duties pursuant to a Contract for Services and Non-Disclosure and Confidentiality Certification agreement.

These confidential records may include the name (or other PII), social security numbers, wage, unemployment and employment data and public assistance information which are protected under federal and state law. Such information is confidential and may not be disclosed to others. In order to perform my public duties associated with the program requirements set forth under contract or agreement, I understand that I may be granted access to confidential data managed and controlled by entities that are not party to this agreement. Prior to receiving access to such systems, I acknowledge and agree to abide by the following standards:

- 1) I will comply with all security requirements imposed as a condition of use for any system(s) to which I may be granted access.
- 2) I will use access to the systems only for purposes authorized by law to secure information to conduct official program business consistent with my official public duties.
- 3) I will not disclose my user identification, password, or other information needed to access the systems to any party nor shall I give any other individual access to information secured.
- 4) If I become aware that any unauthorized individual has or may have obtained access to my user identification, password, or other information needed to access the Workforce Systems or other systems to which I have been granted access, I will immediately notify the Regional Workforce Board Security Officer.
- 5) I will store any disclosed confidential information in a place physically secure from access by unauthorized persons.
- 6) I will store and process disclosed information maintained in electronic format, such as magnetic tapes or discs, in such a way that unauthorized persons cannot obtain the information by any means.
- 7) I will undertake precautions to ensure that only authorized personnel are given access to disclosed information stored in computer systems.
- 8) I will not share with anyone any other information regarding access to the Systems unless I am specifically authorized by the Agency.
- 9) I will not access or request access to any social security numbers, personal information, wage, employer, unemployment or employment data unless such access is necessary for the performance of my official duties.



EXHIBIT "B-1"

- 10) I will not disclose any individual data to any parties who are not authorized to receive such data except in the form of reports containing only aggregate statistical information compiled in such a manner that it cannot be used to identify the individual(s) or employers involved.
- 11) I will retain the confidential data only for that period of time necessary to perform my public duties. Thereafter, I will either arrange for the retention of such information consistent with federal or state record retention requirements or destroy such data, and any copies made, after the purpose for which the information is disclosed is served in such a way to prevent the information from being reconstructed, copied, or used by any means.
- 12) I certify or affirm I have received training on the confidential nature of the data to which I am being granted access to, the safeguards required for access privileges, and the penalties involved for any violations or have received written standards and instructions in the handling of confidential data from my employer or the Agency. I will comply with all confidentiality safeguards contained in such training, written standards, or instructions, including but not limited to, the following: a) protecting the confidentiality of my user identification and password; b) securing computer equipment, disks, and offices in which confidential data may be kept; and c) following procedures for the timely destruction or deletion of confidential data.
- 13) I understand that if I violate any of the confidentiality provisions set forth in the written standards, training, and/or instructions I have received, my user privileges may be immediately suspended or terminated. I also understand that applicable state and/or federal law may provide that any individual who discloses confidential information in violation of any provision of that section may be subject to criminal prosecution and if found guilty could be fined, be subject to imprisonment and dismissal from employment. I have been instructed that if I should violate the provisions of the law, I may receive one or more of these penalties.

Should I have any questions concerning the handling or disclosure of confidential information, I shall immediately ask my supervisor, security officer, or One-Stop Operator for guidance and comply with their instructions.

Employee Signature: _____ **Date:** _____

Print Employee Name: _____

Organization Name: _____

Organization Address: _____

Job Title: _____

Work Phone Number: _____ **Ext:** _____

Work E-Mail: _____



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Department: Business Relations (BR)

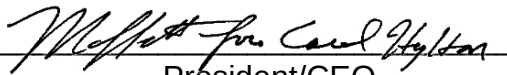
Policy Number: 809

Policy Name: Rapid Response Services

Revises: Policy #809 (4/10/2024)

Affects: WIOA ☒ WTP ☐ WP ☒

Workforce Services Plan: Yes ☒ No ☐

Approved by: 
President/CEO

5/7/2025
Effective Date

I. PURPOSE

To establish policies and procedures for the provision of Rapid Response services to employers and dislocated workers.

II. APPLICATION

This policy applies to all CareerSource Broward (CSBD) staff and any other personnel involved in providing Rapid Response Services.

III. POLICY

It is the local policy of CSBD to provide Rapid Response (RR) services to employers when CSBD:

1. Has been notified by the FloridaCommerce that an employer has filed a notice under the Worker Adjustment and Retraining Notification (WARN) Act.
2. Has learned through news outlets of a current or planned down-sizing.
3. Has been notified by FloridaCommerce that an employer has filed a Trade Adjustment Assistance petition with the U.S. Department of Labor.
4. Has learned of a mass layoff or closure due to natural or force majeure disasters.

When there are more than 50 affected workers, FloridaCommerce will notify CSBD to coordinate services to workers and employees in an expeditious manner. However, CSBD may respond to dislocation within small and medium sized companies under the 50 affected worker threshold for rapid response where such dislocation constitutes a substantial proportion to the state and local economic base.



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CSBD will carry out Rapid Response Services in the following manner:

Table A

1 to 10 Affected Workers	• Provide informational materials on CSBD services, such as available services in the career centers, workshop schedules, how to utilize EmployFlorida, etc.
11 to 49 Affected Workers	• Presentation of CSBD services to affected workers at the employer's location, which will include information about filing for re-employment benefits and dealing with change. • If applicable, presentation by community partners with services relevant to the anticipated needs of the affected workers. These are organizations that do not charge a fee for their service and are not selling a service or product. (e.g., Consolidated Credit, Florida KidCare, etc.).
50 or More Affected Workers	• Presentation of CSBD services to affected workers at the employer's location, which will include information about filing for re-employment benefits and dealing with change. • If applicable, presentation by community partners with services relevant to the anticipated needs of the affected workers. These are organizations that do not charge a fee for their service and are not selling a service or product. (e.g., Consolidated Credit, Florida KidCare, etc.). Onsite job fair, if applicable. • Job fair for the affected workers, if requested by the employer, is based on demand and interest from other local employers for the occupations affected by the layoff.

Affected workers will be referred to the nearest CSBD career center for additional re-employment and training services.

CSBD staff will document Rapid Response Services to employers and affected workers in EmployFlorida using the appropriate service codes.

IV. **DEFINITIONS**

EmployFlorida – The state's management information system. It serves as a "Virtual One-Stop" that provides a flexible solution for Success Coaches and other supervisory staff members to enter and share information on participants receiving core, intensive and/or training services through federal, state, and local programs. Case management tracking is available for individuals participating in the Workforce Innovation and Opportunity Act (WIOA), WagnerPeyser Act, Trade Act, Temporary Assistance for Needy Families (TANF), Reemployment Insurance (RI), and other programs that may be defined on a state or local level.



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Rapid Response Services – A service provided by a State, or by an entity designated by a State, with funds provided by the State under section 134(a)(1)(A), in the case of a permanent closure or mass layoff at a plant, facility, or enterprise, or a natural or other disaster, that results in mass job dislocation, in order to assist dislocated workers in obtaining reemployment as soon as possible, with services including:

- A. the establishment of onsite contact with employers and employee representatives:
 - i. immediately after the State is notified of a current or projected permanent closure or mass layoff; or
 - ii. in the case of a disaster, immediately after the State is made aware of mass job dislocation as a result of such disaster;
- B. the provision of information on and access to available employment and training activities;
- C. the provision of emergency assistance adapted to the particular closure, layoff, or disaster; and
- D. the provision of assistance to the local community in developing a coordinated response and in obtaining access to State economic development assistance.

Short-Time Compensation Program – Helps employers retain their workforce in times of temporary slowdown by encouraging work sharing as an alternative to layoff. The program permits prorated reemployment assistance benefits to employees whose work hours and earnings are reduced as part of a Short Time Compensation plan to avoid total layoff of some employees.

Worker Adjustment and Retraining Notification (WARN) Act – Protects workers, their families, and communities by requiring most employers with 100 or more employees to provide notification 60 calendar days in advance of plant closings and mass layoffs.



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V. PROCEDURE

Responsibility	Action
Rapid Response BSM	Learns of the downsizing via a WARN from FloridaCommerce or a non-WARN source. Upon receipt of the notification, determines the appropriate service delivery according to the information in Table A of this policy. Are eleven (11) or more workers affected? - If no, contacts the employer to discuss CSBD services and arranges to provide materials about available CSBD services to dislocated workers. - If yes, meets with the employer at their location to discuss rapid response services. If the employer declines the Rapid Response services, enters an E27 service code and supporting case note in the employer's EF account. Uploads supporting evidence of the employer's refusal or declining of services, such as email correspondence, to the employer's EF account.
Rapid Response BSM	- During the appointment with the employer: - Conducts a presentation using the <u>CSBD Rapid Response Program Presentation for Employer Visits</u>. - Reviews the Layoff Aversion Strategies outlined in CareerSource Florida Administrative Policy #114, including the Short-Time Compensation Program. - Schedules the rapid response sessions for affected workers. The date of the rapid response session(s) is to be no sooner than six (6) business days from the current date. - Confirms whether the employer has the audio/video capabilities for the session's presentation or if a portable CSBD projector and laptop is required. Ensures that the room that the RR session(s) will be held can accommodate the use of the CSBD projector and laptop, if applicable. - Provides the employer instructions for pre-registering the affected workers in EmployFlorida prior to the event to avoid registration wait times the day of the event.



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Responsibility	Action
Rapid Response BSM	f. Leaves an informational packet with the employer that includes: i. Rapid Response Services for Businesses Fact Sheet ii. Short-Time Compensation Fact Sheet iii. Florida Small Business Development Centers Flyer iv. CSBD OJT Flyer to Employers v. CSBD IWT Flyer to Employers 2. After the appointment with the employer: a. Creates a rapid response folder for the employer on the S: Drive in the following location: <u>S:\RAPID RESPONSE ACTIVITIES\RR Sessions</u>. The naming convention for the employer's S:Drive folder will follow the sample below: <i>ABC Company, Inc. RR session date 2016-09-23</i> If the employer has multiple sessions scheduled across different dates, each session will have a designated folder. b. In the employer's rapid response folder, creates sub-folders for each CSBD center. c. Enters the E70-Rapid Response Initial Employer Visit and E43-Short Time Compensation service codes in EmployFlorida with a supporting case note for each service. Guidance of appropriate use of EmployFlorida employer service codes can be found in the <u>EmployFlorida Service Code Guide for Employer Services</u>. 3. At least five (5) business days before the event: a. Submits a Track-It to the Communications Department for applicable printed materials (e.g., workshop flyers, etc.) b. If needed, submits a Track-It to the IT Department requesting a portable projector and laptop for the rapid response presentation. c. If needed due to the anticipated number of attendees for the session(s) and after consultation with the VP of Business Relations, coordinates additional assistance from the Business Services Supervisor. d. For TAA-related downsizings, includes the TAA Success Coach in the event.



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Day of the Rapid Response Session	
Responsibility	Action
Rapid Response BSM	At least one (1) hour before the start of the rapid response session, loads the presentation on the CSBD projector/laptop or equipment provided by the employer. Prepares the room and sign in sheet(s).
Rapid Response BSM	1. Ensures that the attendees sign in as they enter the room. 2. Distributes the <u>CSBD Dislocated Worker Assistance Booklet</u> and the Customer ITA List to the attendees.
TAA Success Coach	For TAA-related sessions, assists the employer and/or affected workers in completing a <u>Trade Act Petition Form</u> .
Rapid Response BSM	Makes presentation of CSBD services using the <u>CSBD Rapid Response Session Presentation</u> .
Rapid Response BSM	After the presentation, distributes the <u>CSBD Dislocated Worker Transitional Reemployment Services Survey</u> to the attendees. Collects the completed surveys as attendees leave the room.



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After the Rapid Response Session	
Responsibility	Action
Rapid Response BSM	1. Enters the E74-Rapid Response Orientation service code in EmployFlorida with a supporting case note, using the guidance found in the <u>EmployFlorida Service Code Guide for Employer Services</u>. 2. Using the Employer Success Story Request Form and the media release form found at the CSBD Testimonial Website, follows up with the employer for a testimonial. Uploads the completed form and completed media release form to the CSBD Testimonial Website below: https://ext.careersourcebroward.com/testimonials/Uploadfiles.aspx 3. Uploads a copy of the session's sign-in sheet(s) to the employer's rapid response folder on the S:Drive. 4. Uploads the surveys to the S:Drive in each center's designated sub-folder, according to the affected worker's address. 5. Sends a notification via email to all CSBD's Center Managers, Assistant Center Managers, Wagner-Peyser (WP) Supervisors, WIOA Supervisors, WIOA Program Manager, and Wagner-Peyser Program Manager that the rapid response information is available on the S:Drive. Includes the S:Drive location in the notification.
Center Manager / Assistant Center Manager	Upon receipt of the notification that the surveys and sign-in sheets are on the S:Drive, assigns the center's WIOA Supervisor and WP Supervisor to coordinate follow-up to the affected workers in the center's sub-folder for job search/referral services and training services based on the survey information.



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After the Rapid Response Session (cont.)	
Responsibility	Action
WIOA and Placement Teams	1. Using the surveys and sign in sheets in the center's S:Drive folder, a. Checks EmployFlorida to determine if the affected worker is registered. If they are registered or not registered, completes b-d below. b. Documents the affected workers RR participation with service code 110 – Attended Rapid Response and a supporting case note. The case note must include the employer's name that the target of the rapid response. c. Contacts each affected worker based on the customer's interest in a scholarship noted in the column on the sign in sheet and the selection(s) made on the survey in reference to their interest of pursuit (e.g., reemployment, training, entrepreneurship, etc.) d. For individuals interested in training and/or the scholarship, invites them to the next WIOA Orientation. e. For individuals interested in employment, schedules a one-on-one meeting in the center to assist with job search. f. For individuals interested in attending workshops, provides the schedule of upcoming workshops from the CSBD website and asks them to register. g. For individuals interested in starting a business, refers them to FAU's Small Business Development Center link below: https://www.fau.edu/sbdc/consulting/ h. For individuals that indicate "Other" on the survey, consults with their supervisor for handling.
Rapid Response BSM	On the last business day of each month, sends the following information to the VP of Business Relations and the Wagner-Peyser Program Manager: a. Total number of rapid response employer visits for the month b. Total number of rapid response sessions for the month c. Total number of affected workers that attended rapid response sessions for the month

In situations where notification of layoffs or plant closings are received after the workers have been terminated from employment, the Rapid Response BSM will attempt to contact the dislocated workers and explain the services available to them in the CSBD centers. Information on benefits and services will be sent to workers, via email or U.S. mail, who were not afforded informational sessions prior to release from employment.



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VI. Early Warning Network System

CSBD maintains an early warning system to identify potential dislocations and layoff aversion opportunities. The Rapid Response Business Services Manager runs an Employer Failure Risk report in Econovue, once per month, to identify employers showing early signs of layoffs. Identified employers will be contacted within five (5) business days and offered employer service solutions to mitigate or avert layoffs.

CSBD will notify external stakeholders, including local economic development agencies, chambers of commerce, and industry associations, as needed, to coordinate layoff aversion strategies and support services.

VII. EXCEPTIONS

Exception to this policy, or any part thereof, must be approved by the Executive Vice President or the President/CEO.

VIII. REFERENCES

WIOA Sec. 3 (51) – Rapid Response Activity

WIOA Sec. 134 (a) (2) (A) (51) – Rapid Response Activity

CareerSource Florida Administrative Policy #114

CSBD Dislocated Worker Assistance Booklet

EmployFlorida Service Code Guide for Employer Services

CSBD Customer ITA List

CSBD OJT Flyer to Employers

CSBD IWT Flyer to Employers



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IX. EXHIBITS

CSBD Rapid Response Program Presentation for Employer Visits (Outplacement)

CSBD Rapid Response Session Presentation (Reduction in Workforce Services)

CSBD Dislocated Worker Transitional Reemployment Services Survey

Trade Act Petition Form

Rapid Response Session Sign-in Sheet

Employer Success Story Request Form

Program Media Release Form

Rapid Response Services for Businesses Fact Sheet

Short-Time Compensation Fact Sheet

Florida Small Business Development Centers Flyer

X. LOCATOR WORDS

Rapid Response, Layoff, WARN, Dislocated Worker, Trade Act

QUICK FACTS

RAPID RESPONSE SERVICES FOR BUSINESSES

WHAT IS RAPID RESPONSE

Rapid Response is a proactive, business-focused program designed to assist companies and their employees facing potential layoffs or plant closures. Rapid Response teams provide early intervention assistance to prevent potential layoffs and immediate on-site services to assist workers facing job losses. These services are tailored to each company based on the needs of affected employees and are carried out by local teams in partnership with the CareerSource Florida network.

EMPLOYER SERVICES

Rapid Response teams work with your company to prevent layoffs and/or minimize disruptions associated with job loss that affect your business, workers, and the community. A local Rapid Response team will meet with you to discuss available programs, including:

- **Incumbent Worker Training** - a program designed to assist employers with enhancing the skills of their workers to maintain a quality, resilient workforce, and prevent layoffs.
- **Customized Training** - a competitive program that supports training for new and existing employees to help businesses stay productive, and profitable, and help employees retain high-wage, high-skilled jobs.
- **Short Time Compensation** - a program available to employers who reduce employee hours and wages as an alternative to layoffs. Affected employees are eligible to receive a percentage of Reemployment Assistance benefits. Employers may retain their current workforce through this program until business conditions improve to avoid the expense of recruiting, hiring, and training new employees.

EMPLOYEE SERVICES

Rapid Response teams will work with affected employees on-site or virtually to provide information and services that enhance re-employment opportunities, including:

- Career counseling and job search assistance.
- Resumé preparation and interviewing skills workshops.
- Reemployment Assistance benefits.
- Information about federally funded education and training opportunities.
- Filing a Trade Adjustment Assistance or Trade Act petition for foreign trade-affected workers.

PROGRAM ADVANTAGES

Rapid Response activities provide benefits tailored to your company and industry, including:

- Reemployment Assistance Insurance costs as workers are re-employed quickly.
- Up-skilling employees to fill increasingly complex or skilled positions internally.
- Higher productivity, better worker education, cross-training, morale, and lower absenteeism.
- Positive community impact and public image.

HOW TO GET STARTED?

Contact your local CareerSource Florida Career Center. Find your local career center:

<http://LCD.Floridajobs.org/>



CONTACT THE STATE
RAPID RESPONSE COORDINATOR AT
RapidResponse@Commerce.FL.gov



FAQs: Short-Time Compensation (STC)

FLORIDACOMMERCE

EMPLOYER

What you need to know if you are an employer:

What is Short-Time Compensation (STC)?

- STC is designed to provide prorated Reemployment Assistance (RA) benefits to employees whose work hours and earnings are reduced as part of a STC plan to avoid total layoff of some employees.

As an employer, what are the requirements for enrolling in Short-Time Compensation?

- Submit a STC Plan application to FloridaCommerce.
- At least 10% of your employees must work reduced hours.
- Employers must certify that they will reduce the employees' normal number of weekly work hours by at least 10%, but no more than 40%.

What is required to be included in the Short-Time Compensation Plan?

- Employees in the affected units must be identified by name and social security number.
- Normal weekly hours of work for employees in the affected unit are reduced by at least 10%, but no more than 40%.
- The plan applies to at least 10% of the employees in the affected unit.
- An individual may not be paid STC benefits for more than 26 weeks in any benefit year.
- The plan describes the way the requirements of **section 443.1116(2), Florida Statutes**, will be implemented, including a plan for giving notice, if feasible, to an employee whose workweek is to be reduced, together with an estimate of the number of layoffs that would have occurred absent the ability to participate in STC.
- Additional information can be found at [FloridaJobs.org](https://www.floridajobs.org) or referencing **section 443.1116, F.S.**

How do I submit a Short-Time Compensation Plan?

- Login to your Reconnect employer account, click the Short-Time Compensation link, and then click "Create STC Plan".

How do I login to Reconnect?

- Employers have an existing User ID and password that was previously mailed to the address of record. If an employer is unable to login, call the Florida Employer Support Unit at 1-877-846-8770 or visit the [Reemployment Assistance Help Center](#) and click "I need to reset my employer password".

Why should I enroll in the Short-Time Compensation Program?

- Employers avoid the expense of recruiting, hiring, and training new workers when business conditions improve.
- Employees are spared the hardships of full unemployment, and employers retain employees who can resume high production levels when business conditions improve.
- Affected employees may continue to work at reduced levels with an opportunity to find other employment before an expected layoff.

What you need to know if you are an employee:

What do I get if I meet the requirements to file a Reemployment Assistance (RA) claim and my employer establishes a Short-Time Compensation Plan?

- You will receive a partial reemployment check to supplement your paycheck.

Am I eligible for Short-Time Compensation?

- Only full-time permanent employees with a set number of hours worked each week may participate in the STC program.
- Employees must work at least 60%, but no more than 90% of their normal work hours, to qualify for STC benefits.
- Employees must meet the eligibility requirements for Reemployment Assistance benefits.

Did you know...

that small businesses support an estimated

43.5%

of Florida's

\$1 trillion

and growing economy?

Florida is growing.

By 2030, Florida is projected to have
26 million residents

Florida's small businesses will create
70% of the 1.5 million
net new jobs needed



Florida will need

500,000

new small businesses by 2030

Small business success will be imperative to meeting Florida's future growth and workforce needs.

The Florida SBDC Network estimates that, in order to support the state's growing economic base and employment needs, Florida will need to foster the creation of 500,000 new small businesses and support the expansion of its existing small businesses.

Learn more about the role our state's small businesses will play in Florida's economic future by reading the Florida SBDC's new State of Small Business Report, which will be released in **February 2020**.

This report is a compilation of data and research from various sources regarding the study of small businesses.

State of Small Business Report

■ *Small Business and Its Impact on Florida*

2020



GET THE REPORT →

www.FloridaSBDC.org/SoSB

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About the Florida SBDC Network

State designated as Florida's Principal Provider of Business Assistance [Fla. Stat. § 288.001]

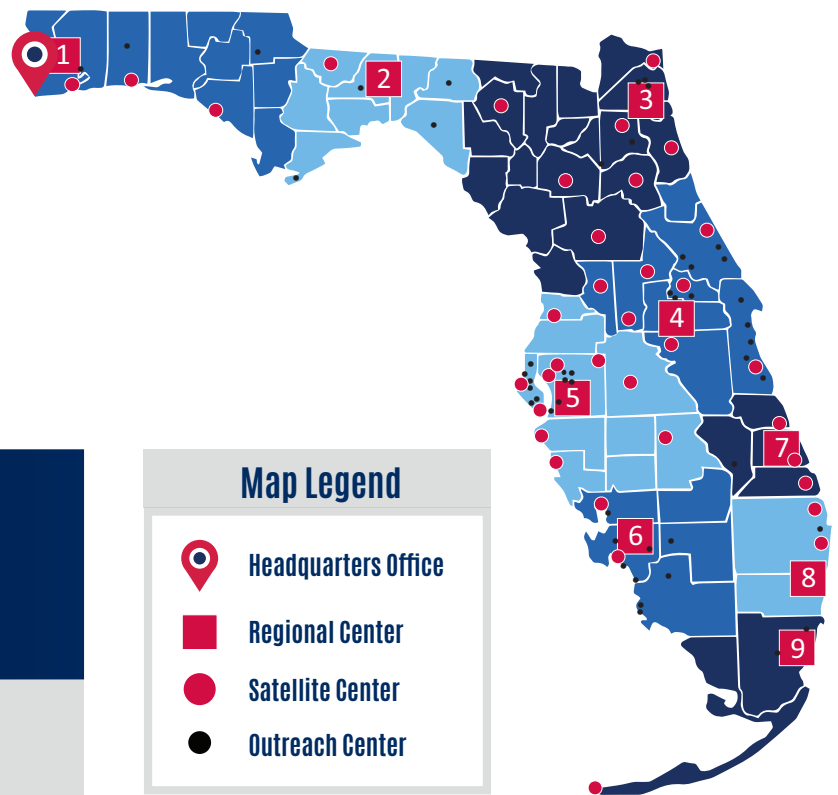
At the Florida SBDC Network, we're passionate about helping small businesses achieve their dreams. Our team of professional business consultants, many of whom are former business owners and executives, leverage their expertise to help small businesses in areas including:

- Strategic & Business Plan Development
- Accessing Capital for Business Growth
- Strategic Intelligence & Market Research
- Market & Sales Growth Development
- Exporting & International Trade
- Acquiring Government Contracts
- Financial Literacy & Cash Flow Management
- Business Recovery & Continuation

9 REGIONS • 40+ CENTERS
50+ OUTREACH LOCATIONS

Our network is comprised of more than 100 investing partners, institutions of higher education, strategic partners, and private organizations who share in our vision of helping to create a better Florida for all by helping small businesses grow.

Partners help make our mission possible and create change in ways that would not be possible by working alone.



Map Legend

- 📍 Headquarters Office
- Regional Center
- Satellite Center
- Outreach Center

Learn more:

about the Florida SBDC Network and find one of our more than 40 offices nearest you by visiting

www.FloridaSBDC.org/Locations

The Florida SBDC Network is a statewide partnership program nationally accredited by the Association of America's SBDCs and funded in part by the U.S. Small Business Administration, Defense Logistics Agency, State of Florida, and other private and public partners, with the University of West Florida serving as the network's headquarters. Florida SBDC services are extended to the public on a nondiscriminatory basis. Language assistance services are available for individuals with limited English proficiency.