



**Broward Workforce Development Board
One Stop Services Committee**

Tuesday, May 5, 2020

12:30 p.m. – 2:00 p.m.

Call In Number: (888) 585-9008

Passcode: 219-169-288

MEETING AGENDA

Virtual Meeting

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

SELF-INTRODUCTIONS

APPROVAL OF MINUTES

Approval of the Minutes of the 2/4/20 One Stop Services Committee Meeting.

| | |
|----------------|------------------------|
| RECOMM | Approval |
| ACTION | Motion for Approval |
| EXHIBIT | Minutes of the Meeting |

Pages 10 – 14

NEW BUSINESS

1. Renewal of First Staff DBA EmpHire Staffing, Inc., Contract

Consideration to renew the First Staff DBA EmpHire Staffing, Inc., (EmpHire) contract for the staffing of the CareerSource Broward (CSBD) career centers. EmpHire has been staffing the career centers since July 2008. They have complied with all of our financial and personnel requests as well as worked aggressively to keep benefit and insurance costs contained. Their fee remains the same as last year at \$66.50 per employee/per pay period for a total fee of approximately \$172,900.

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|----------------|---------------------|
| RECOMM | Approval |
| ACTION | Motion for Approval |
| EXHIBIT | Memo #03 -19 (HR) |

Pages 15 - 16

2. Contract Renewal for a One-Stop Operator

Consideration to 1) renew the contract with Workforce Guidance Associates, LLC to continue Nadine Gregoire-Jackson as the One Stop Operator and 2) budget up to \$56,000.00 subject to negotiation and based on CSBD need. Since starting as our One Stop Operator last fall, Nadine has had a positive impact, has timely met her contract deliverables and her work is of a high quality. This will be the first of two yearly renewals.

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|----------------|---------------------|
| RECOMM | Approval |
| ACTION | Motion for Approval |
| EXHIBIT | Memo #39 -19 (OPS) |

Pages 17 - 18

3. **PY 2020 – 2021 Preliminary Budget**

Consideration to approve the PY 2020-21 preliminary budget. The Preliminary Budget being presented reflects a decrease of 7.8% in formula and carryforward funds. The total amount of formula and carryforward that we project to be available in PY 20-21 is \$20,509,371 as compared to \$22,255,496 actual in PY 19-20. The budget is allocated to address the local recovery efforts from the COVID pandemic, support the ability to offer our services virtually and continues to emphasize investments in participant training and getting people back to work.

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| RECOMM | Approval |
| ACTION | Motion for Approval |
| EXHIBIT | Memo #09-19 (FS) |

Pages 19 – 26

4. **Continued Eligibility for Atlantic, McFatter and Sheridan Technical Colleges**

Consideration to approve Atlantic, McFatter and Sheridan Technical College's Continued Eligibility for the next two year period 7/1/20 thru 6/30/22. The Workforce Innovation and Opportunity Act (WIOA) requires eligible training providers (ETPs) to submit new applications every two years to remain on the Eligible Training Provider List (ETPL). Atlantic, McFatter and Sheridan Technical College, have met the ETP application renewal requirements. Because Board member, James Payne, is employed by the School Board of Broward County a 2/3 vote of the Board members present at a meeting with an established quorum is required.

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| RECOMM | Approval |
| ACTION | Motion for Approval |
| EXHIBIT | Memo #38 -19 (OPS) |

Pages 27 - 28

5. **Continued Eligibility for Broward College**

Consideration to approve Broward College's Continued Eligibility for the next two year period 7/1/20 thru 6/30/22. WIOA requires ETPs to submit new applications every two years to remain on the ETPL. Broward College has met the ETP application renewal requirements. Because Board member, Dr. Mildred Coyne, is employed at Broward College and Board Member, Francois LeConte serves on the Broward College Business Advisory Committee, a 2/3 vote of the Board members present at a meeting with an established quorum is required.

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| RECOMM | Approval |
| ACTION | Motion for Approval |
| EXHIBIT | Memo #34 -19 (OPS) |

Pages 29 - 30

6. **Continued Eligibility for Ten (10) Current ITA Providers**

Consideration to approve Continued Eligibility for ten (10) of our current ITA providers for the next two year period beginning 7/1/20 thru 6/30/22. WIOA requires ETPs to submit new applications every two years to remain on the ETPL. All ten schools have met the ETP application renewal requirements. These providers are grouped together because we believe they can be passed as a group because there are no known conflicts of interest on the board.

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| RECOMM | Approval |
| ACTION | Motion for Approval |
| EXHIBIT | Memo #32 -19 (OPS) |

Pages 31 – 32

7. **One Stop Services (OSS) Committee Strategic Planning Matrix for 2020 Updates**

Consideration to review and approve the updates to the OSS Committee Strategic Planning Matrix.

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|----------------|---|
| RECOMM | Approval |
| ACTION | Motion for Approval |
| EXHIBIT | OSS Committee Strategic Planning Matrix |

Pages 33 – 38

REPORTS

1. **CSBD's Plan to Re-Open our Centers and Corporate Office**

In anticipation that the end of Florida and local stay at home orders is in sight CSBD has been proactive in planning the re-opening of our office and career centers. For the past several weeks staff have been brainstorming and putting together a plan to gradually reopen in phases.

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|----------------|---------------------------------------|
| ACTION | Review |
| EXHIBIT | Plan for Reopening Our Career Centers |

Pages 39 – 41

2. WIOA State-Level Funds

Consideration to accept \$33,523 in WIOA state-level funds. The funds will be used to enhance one-stop accessibility, assessment and training software as well as for basic and individualized participant services. Approved at the 3/16 Executive Committee meeting. (This is in alignment with the BWDB goal to align Broward County community services (social services and education) to maximize employment and work opportunities for targeted populations (veterans, youth, individuals with disabilities, and ex-offenders).

ACTION Review - Approved at April 23, 2020 Board Meeting
EXHIBIT Memo #30 -19 (OPS)

Page 42

3. Additional Workforce Innovation and Opportunity Act (WIOA) Funds

Consideration to accept \$67,046 in State WIOA funds awarded by the State for WIOA performance under their performance model. These funds will be used to provide WIOA customers with services to 1) build capacity to increase the number of customers we can enroll in WIOA 2) enhance one-stop accessibility, assessment, and training software and 3) increase online assessments, workshops and training and 4) increase the budget for support services needed to sustain the increase in WIOA customers who will need assistance to reconnect with work as the economy recovers from COVID-19. CSBD will continue to monitor demand and program expenditures to assure the maximum number of individuals is being served. As the 4/7 One Stop Services Committee did not meet, this memo was emailed to them for comment, of the members we heard from, they all supported the recommendation. Approved at the 4/13 Executive Committee meeting. *(This is in alignment with the BWDB goal to align Broward County community services (social services and education) to maximize employment and work opportunities for targeted populations (veterans, youth, individuals with disabilities, and ex-offenders).*

ACTION Review - Approved at April 23, 2020 Board Meeting
EXHIBIT Memo #13-19 (QA)

Pages 43 - 44

4. **PY 20 – 21 School Board of Broward County (SBBC) Out of School Contract Renewal**

Consideration to approve the renewal of the SBBC, Out of School youth contract for program year (PY) 20 – 21, for \$550,000, an increase of \$75,000 over last year (\$475,000) to 1) provide for service to a minimum of 135 and a maximum of 205 youth 2) including an additional job developer to assist with developing work experiences in the private sector. Because board member James Payne is employed by SBBC, State rules require the governing boards to approve this item by a 2/3 vote at the Board meeting. As the 4/7 One Stop Services Committee did not meet, this memo was emailed to them for comment, of the members we heard from, they all supported the recommendation. Approved at the 4/13 Executive Committee meeting. *(This is in alignment with the BWDB goal to align Broward County community services (social services and education) to maximize employment and work opportunities for targeted populations (veterans, youth, individuals with disabilities, and ex-offenders)).*

ACTION
EXHIBIT

Review - Approved at April 23, 2020 Board Meeting
Memo #33 – 19 (OPS)

Pages 45 – 46

5. **PY 20 – 21 Broward College Out of School (OSY) Contract Renewal**

Consideration to approve the renewal of the Broward College (BC) out-of-school (OSY) youth contract for program year (PY) 2020 – 2021, for up to \$540,000, an increase of \$75,000 over last year (\$465,000) to provide for an additional staff person who will work on developing worksites in the private sector and to serve 120 youth. Because board member Dr. Mildred Coyne is employed by BC, State rules require the governing boards to approve this item by a 2/3 vote at the Board meeting. As the 4/7 One Stop Services Committee did not meet, this memo was emailed to them for comment, of the members we heard from, they all supported the recommendation. Approved at the 4/13 Executive Committee meeting. *(This is in alignment with the BWDB goal to align Broward County community services (social services and education) to maximize employment and work opportunities for targeted populations (veterans, youth, individuals with disabilities, and ex-offenders)).*

ACTION
EXHIBIT

Review - Approved at April 23, 2020 Board Meeting
Memo #35 – 19 (OPS)

Pages 47 – 48

6. PY 20 – 21 Navigator OSY Contract Renewal

Consideration to approve PY 20 – 21 contract renewals for three Navigator contracts 1) Helping Advance and Nurture the Development of Youth (HANDY) for up to \$122,000 2) The Fort Lauderdale Independent Training and Education (FLITE) for up to \$188,790 and 3) The Center for Independent Living, Broward (CILB) \$60,000. As the 4/7 One Stop Services Committee did not meet, this memo was emailed to them for comment, of the members we heard from, they all supported the recommendation. Approved at the 4/13 Executive Committee meeting. (This is in alignment with the BWDB goal to align Broward County community services (social services and education) to maximize employment and work opportunities for targeted populations (veterans, youth, individuals with disabilities, and ex-offenders).

**ACTION
EXHIBIT**

Review - Approved at April 23, 2020 Board Meeting
Memo #36 – 19 (OPS)

Pages 49 – 51

7. Update on RE-Employment Assistance

The COVID-19 pandemic has impacted thousands of people in Florida, compelling many to apply for Re-employment Assistance (RA) with the Department of Economic Opportunity (DEO). The State system could not handle the volume of customers applying for benefits. CareerSource Broward is assisting DEO in several ways 1) emailed application link to over 24,000 customers in our Employ Florida database 2) 3,000 youth in our summer youth database 3) social media platforms 4) utilized our staff and One Stop Operator to provide a link of the application to core partners and community-based organizations and 5) printed hard copy applications in several languages, along with FAQs on how to file for RA, which is available at each career center. We have trained 3 staff on how to do pin resets in DEO's RA system and additional training 12 received training on 4/8 for a total of 15 staff.

**ACTION
EXHIBIT**

None
Memo #37 – 19 (OPS) Revised

Pages 52 – 53

8. WIOA Local Plan for Program Years 2020/21 – 2023/24

Consideration to approve our Workforce Innovation and Opportunity Act (WIOA) Local Plan. WIOA requires each local workforce development board (LWDB) in partnership with the local chief elected official to develop and submit a comprehensive four-year plan to the state. Our LWDB plan addresses how we will coordinate service delivery with the core programs and is based on the current and projected needs of the workforce investment system in Broward County. As required, the plan was posted on our web page for 30-days for public review. There were no comments. Approved at the 3/16 Executive Committee meeting. *(This is in alignment with the BWDB goal to maintain our role as workforce development leaders through advocacy by the board, collaboration, providing information and intelligence to stakeholders with feedback from the community.)*

ACTION Review - Approved at April 23, 2020 Board Meeting
EXHIBITS Memo #11 – 19 (QA)
Executive Summary

Pages 54 – 61

9. National Dislocated Grant Award

The Florida Department of Economic Opportunity has requested local boards to let them know how much disaster relief funds in the form of National Dislocated Worker Grants will be needed to address the COVID 19 emergency. We have requested \$1.5M. Consideration to accept \$1.5M when awarded to employ individuals dislocated as a result of the COVID-19 virus. (This is in alignment with the BWDB goal to align Broward County community services (social services and education) to maximize employment and work opportunities for targeted populations (veterans, youth, individuals with disabilities, and ex-offenders).

ACTION Review - Approved at April 23, 2020 Board Meeting
EXHIBIT Memo #12 – 19 (QA)

Pages 62 – 63

10. Taylor Hall Miller Parker (THMP), P.A. Program Monitoring Report #3 PY 18-19 – Issued November 2019

THMP identified 5 findings and 23 observations during their program monitoring visit. They reviewed a total of 175 files consisting of 6,325 elements. The findings equate to an error rate of approximately .079%.

ACTION None - Review
EXHIBIT Memo #08 –19 (QA)

Pages 64 – 74

11. Monthly Performance Report

The current performance for the month of March is provided. This month's data reflects that within the Big 7 Regions CSBD is in a four-way tie for 1st in WIOA Entered Employment Rate (EER), ranks 1st in WTP and Veterans EER and ranks 2rd in WTP All Family Participation Rate and WP EER.

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|----------------|------------------------------|
| ACTION | Review |
| EXHIBIT | Performance Report for March |

Pages 75 – 86

12. Broward County and Florida Unemployment Information

The unemployment rate in Broward County was 4.2 percent in March 2020 compared to 2.9% in February. This rate was 1.1% higher than the region's year ago rate of 3.1 percent. Recent data from the U.S. Department of labor suggest that at least 22 million Americans, or roughly 13.5% of the workforce have filed for unemployment. Unemployment cases in Florida now number more than 1 million. We do not have the numbers for Broward County. Nearly every day we receive WARN notices issued from the state for businesses in Broward that have had to close due to COVID-19.

| | |
|----------------|---|
| ACTION | Discussion |
| EXHIBIT | Broward County Labor Market Information |

Pages 87 – 88

MATTERS FROM THE ONE STOP SERVICES COMMITTEE

MATTERS FROM THE FLOOR

MATTERS FROM THE PRESIDENT/CEO

ADJOURNMENT

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| THE NEXT COMMITTEE MEETING IS SCHEDULED FOR TUESDAY, 6/2/2020 AT 12:30 P.M. |
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**Broward Workforce Development Board
One Stop Services Committee**
Tuesday, February 4, 2020 12:30 p.m. – 2:00 p.m.
CareerSource Broward, Main Conference Room
2890 W. Cypress Creek Rd.
Ft. Lauderdale, FL 33309

MEETING MINUTES

THE COMMITTEE WAS REMINDED OF CONFLICT OF INTEREST PROVISIONS.

SELF-INTRODUCTIONS

ATTENDEES: Gary Arenson, Dr. Lisa Knowles, Audrey Ljung, Cassandra Evans, Cynthia Sheppard, Dr. Gertrudis Perez-Dusek, Marjorie Walters (Phone).

STAFF: Mason Jackson, Carol Hylton, Ron Moffett, Rochelle Daniels, Barbara Cevieux and Michell Williams

Guests: Olivia Sarson (Phone)

APPROVAL OF MINUTES

Approval of the Minutes of the 1/7/2020 One Stop Services Committee Meeting.

On a motion by Cassandra Evans and seconded by Marjorie Walters the One Stop Services Committee unanimously approved the minutes of the 1/7/20 meeting.

NEW BUSINESS

1. Approval to Add Additional WIOA Youth Funding to The FLITE Center Contract

Consideration to approve an increase of \$21,000 to the Fort Lauderdale Independence Training & Education (FLITE) Center contract. Funds are available in the youth allocation. The funds will be used for an additional navigator who will be dedicated to working with youth affected by human trafficking.

Ron Moffett explained last month additional funding was reported in the true up budget and as a result we had youth funds that CSBD needed to program. FLITE recently received funding to serve Human Trafficked Youth and CSBD is interested in serving this heavily barriered population. CSBD wants to add an additional \$21,000 to their contract to support a third navigator position.

Audrey Ljung asked for the amount of participants that will be served. Ron Moffett explained that between 12 to 15 youth will be served. Ron explained that all 14 elements for OSY will be available to the youth.

On a motion by Audrey Ljung and seconded by Cassandra Evans the One Stop Services Committee unanimously approved an increase of \$21,000 to the FLITE Center contract.

2. Approval to Expand Out Of School Youth Eligibility

Consideration to expand out of school youth eligibility by defining the term, “needs additional assistance to enter or complete an educational program or to secure or hold employment.” Youth in the distressed communities are often subject to stressors occasioned by their family circumstances. In looking toward the future and our services to the distressed communities, we researched ways to broaden the eligibility criteria.

Ron Moffett explained that this is in alignment with the Board’s desire to provide One Stop Services to the Distressed Communities and its Youth. Gary Arenson inquired if other regions provide these services and if we provide suggestions to these regions. Mason Jackson explained it’s up to the Board in that specific region to adopt the program and he’s aware that some regions are having issues with recruitment. Mason went on to say if a region requests information from our region, we will provide the information to them. Carol Hylton shared that once the acceptance of this motion is passed, CSBD will amend the four (4) year plan that is currently being worked on.

On a motion by Cassandra Evans and seconded by Dr. Lisa Knowles the One Stop Services Committee unanimously approved Expanding-Out Of School Youth Eligibility.

3. New Course Addition for Existing ITA Provider- Broward College

Consideration to approve Broward College’s request to add Marine Engine Technology AS Degree program to the Workforce Innovation and Opportunity Act (WIOA) Individual Training Account (ITA) List. CSBD reviewed the application for completeness and to ensure that Board mandated criteria are met for the training program and related occupational titles. Because Board member, Dr. Mildred Coyne, is employed at Broward College and Board Member, Francois LeConte serves on the Broward College Business Advisory Committee this recommendation must be approved by a 2/3 vote of the Board members present with an established quorum at a Board meeting.

Ron Moffett explained marine engine repair and servicing is an in-demand occupation given the many yacht and boat repair facilities located in Broward County.

On a motion by Dr. Lisa Knowles and seconded by Audrey Ljung the One Stop Services Committee unanimously approved the addition of Broward College’s Marine Engine Technology AS Degree program to the ITA list.

4. New Course Addition for Existing ITA Provider - South Florida Academy of AC

Consideration to approve South Florida Academy of Air Conditionings' request to add HVAC Maintenance Technician program to the ITA list. This training program provides students with the basic HVAC repair knowledge needed to gain employment in the Heating, Ventilation, and Air Conditioning (HVAC) field. CSBD reviewed the application for completeness and to ensure that Board mandated criteria are met for the training program and related occupational title.

Ron Moffett explained this is an existing provider that's adding an additional program that will be offered on weekends. Mason Jackson added the program is 60 hours.

On a motion by Cassandra Evans and seconded by Dr. Lisa Knowles the One Stop Services Committee unanimously approved the addition of South Florida Academy of Air Conditionings' HVAC Maintenance Technician program to the ITA list.

5. Selection of Staffing Companies for Disaster Relief

CSBD utilizes staffing companies who serve as the employer of record for temporary workers for clean-up, humanitarian aid and recovery efforts, including demolition, repair, renovation and reconstruction of damaged and destroyed structures, facilities and lands affected by a disaster. We issued an RFP and received five (5) proposals. All proposers are eligible to participate. Consideration to approve these staffing agencies to be a part of a vendor list to provide temporary disaster relief workers when a state of emergency is declared.

Mason Jackson explained all proposers are eligible to participate and the amount companies will receive at this time is unknown. Mason stated it is important to get contracts in place now so they are ready if and when we need them. Audrey Ljung asked if the participants work with emergency or first responders. Gary Arenson stated it's more for clean-up than fire or hazardous situations. Mason added that in Broward County we do have response recovery committees that take the lead on emergency services.

On a motion by Cassandra Evans and seconded by Audrey Ljung the One Stop Services Committee unanimously approved the Selection of Staffing Companies for Disaster Relief.

6. One Stop Services Committee Strategic Planning Matrix for 2020

On 12/12, the Board held its annual planning meeting. At the meeting, two separate workgroups discussed and made recommendations for the upcoming year. The Board approved these recommendations at the 1/23 meeting and staff has distributed the recommendations amongst Board committees. The goals and objectives are tracked by each committee in the form of a strategic planning matrix. The proposed 2020 matrix is presented for your review. Consideration to designate a workgroup and Chair to develop strategies to achieve the goals.

Ron Moffett mentioned that the matrix stems from the Board's planning day and the items that were vetted by the Board and disbursed to the various committees. These are the items CSBD believe belong to the OSSC meeting. Ron explained compared to last year the matrix has fewer items due to the strong local economy. As a result the board focused more on employers than job seekers.

Audrey Ljung asked what is being looked at pertaining to the employer. Ron explained finding solutions when employers are having problems finding talent. Audrey asked if we can give ideas to employers on where to look to find talent. Mason stated he's working on videos that will highlight looking at underutilized population as a recruitment strategy. He stated the Board wants CSBD to reignite the industry forums done five (5) years ago.

Carol Hylton mentioned the board is refocusing us and talking about a scorecard to understand vacancies and to look at companies of various sizes and trying to match them based on what the needs are.

Ron Moffett stated in the past the recommendation has been to appoint a subcommittee of this committee. He requested that the committee consider an amendment to the motion to allow CSBD staff to finish out the next steps and bring back recommendations to the OSSC.

On a motion by Gary Arenson and seconded by Cassandra Evans the One Stop Services Committee unanimously approved the One Stop Services Committee Strategic Planning Matrix for 2020.

7. Accept Additional State Apprenticeship Expansion Grant Funds

Consideration to accept \$100,000 in additional funding from the Florida Department of Economic Opportunity (DEO) to fund the State Apprenticeship Expansion Grant for the period of 12/1/19 - 6/30/21. This Grant is a collaborative partnership between CSBD, the School Board of Broward County (SBBC) - Atlantic Technical College and the Marine Industries Association of South Florida to train WIOA eligible apprentices in the marine industry. Because a Board member, James Payne, is employed by SBBC, this recommendation must be approved by a 2/3 vote of the Board members present with an established quorum at a Board meeting.

Ron Moffett explained CSBD recently received notice of funding availability for an additional Apprenticeship Expansion Grant in the Marine Industry. The Apprenticeships are Yacht Service Technicians.

On a motion by Dr. Lisa Knowles and seconded by Audrey Ljung the One Stop Services Committee unanimously approved the acceptance of \$100,000 in additional State Apprenticeship Expansion Grant Funds.

REPORTS

1. Individual Training Account (ITA) Performance Report

All ITA providers are contractually required to have a minimum 70% training related placement rate for graduates who complete their programs within 180 days of graduation. CSBD conducted its semi-annual analysis of ITA provider performance in January and found that The Academy of South Florida's Application Architect program did not meet the required performance. Currently they are at a 64% placement rate. They are working with several customers to secure employment to increase their placement rate. CSBD has suspended customer referrals until receipt of evidence to confirm the attainment of a 70% or better graduate training-related placement rate.

Ron Moffett explained the ITA Provider Performance Report is run twice a year. WIOA requires that we provide performance related information to our customers so they can make informed choices about the ITA providers and the courses they would like to select for their ITA. In December's report we noticed that the Application Architect program at the Academy of South Florida, fell below 70%, they are at 64%. We continue to work with them to validate training related employments and should we determine they are above the 70% training-related placement rate we will add them back onto the list.

2. Monthly Performance Report

The current performance for the month of December is provided. This month's data reflects that within the Big 7 Regions CSBD is in a four-way tie for 1st in WIOA Entered Employment Rate (EER), ranks 1st in WTP EER and WTP Two Parent Participation Rate, ranks 2nd in WTP All Family Participation rate, and ranks 3rd in Veterans EER.

Ron Moffett went over the report. Gary Arenson asked about the status of Miami's reporting and Mason Jackson informed the committee that the state was contacted and they were looking into it, no additional information is available at this time.

3. Broward County and Florida Unemployment Information

The unemployment rate in Broward County was 2.5 percent in December 2019 compared to 2.6% in November. This rate was 0.6% lower than the region's year ago rate of 3.1 percent. The region's December 2019 unemployment rate was equal to the state rate. The Ft. Lauderdale-Pompano Bch-Deerfield Bch Metro Division had the highest annual job growth compared to all the metro areas in the state in other services (+2,100). In December 2019 nonagricultural employment in the Ft. Lauderdale-Pompano Bch-Deerfield Bch Metro Division increased by 1.5% over the year. Local labor market information from the DEO Employment and Unemployment Press Release dated 1/24/20 is provided for review.

Mason stated he sends the Questions and Answers (Q&A), and Press Releases for Monroe, West Palm Beach, Broward and Dade Counties to everyone on his LMI distribution list so the Board can see how we compare to the other regions in South Florida.

MATTERS FROM THE ONE STOP SERVICES COMMITTEE: NONE

MATTERS FROM THE FLOOR:

Ron shared that a committee meeting has been added. The next meeting will be on 4/7/2020.

MATTERS FROM THE PRESIDENT/CEO:

Mason Jackson shared the flyer on Multiple Pathways to the American Dream. The event is an attempt to reach parents regarding alternatives to going to college. Mason informed the committee that industry leaders will be there to showcase the types of jobs you can obtain without a college degree. He explained that the project is under the Fort Lauderdale Chamber of Commerce and he's getting the word out through email blasts and social media.

ADJOURNMENT 1:46 P.M.

THE NEXT COMMITTEE MEETING IS SCHEDULED FOR TUESDAY, 4/7/2020 AT 12:30 P.M.

Memorandum #03 – 19 (HR)

To: One Stop Services Committee

From: Mason Jackson, President/CEO

Subject: Renewal of First Staff DBA EmpHire Staffing, Inc., Contract

Date: May 1, 2020

SUMMARY

This is to recommend the renewal of the First Staff DBA EmpHire Staffing, Inc., (EmpHire) contract for the staffing of the CareerSource Broward (CSBD) career centers. EmpHire has been staffing the career centers since July 2008. They have complied with all of our financial and personnel requests as well as worked aggressively to keep benefit and insurance costs contained. Their fee remains the same as last year at \$66.50 per employee/per pay period for a total fee of approximately \$172,900.

BACKGROUND

In June 2018, the CareerSource Broward (CSBD) governing boards approved entry into a contract with First Staff, Inc., dba EmpHire Staffing to staff the career centers following a competitive RFP. The contract provides for three (3) one year renewal periods. This will be their second renewal under the current contract.

EmpHire has been an excellent contractor providing the staff in our career centers. They work within our rules which prohibit advance payments and managing the cost of the payroll. They have learned our cost allocation requirements and closely monitor time sheets to assure staff follow the cost allocation rules. They also agreed a number of years ago to forgo a “cost plus percentage” contract which is standard in their industry but prohibited by federal rules, in favor of a flat fee per employee per pay period. Their fee was derived using an average salary as the baseline.

EmpHire has managed workers compensation and benefits costs, which are pass through expenses, while still offering the same menu of benefits to staff. They provide Employment Practices Liability Insurance for the career center staff and they also provide liability insurance. These latter two costs are included in their per employee fee. EmpHire has provided weekly reports regarding personnel changes and has two dedicated staff people servicing our contract.

DISCUSSION

As we generally do, before recommending a renewal we sit down with our contractors to review any changes to the contract. No increase is proposed to the per employee/per pay period fee of \$66.50 from last year. Based on our projected staffing level, the estimate for this expense is \$172,900.

EmpHire will continue to address all personnel and disciplinary issues, provide annual safety training and monitor cost allocation. They do not charge us when there is a vacancy although they work with us on posting positions, recruitment, screening, and onboarding.

RECOMMENDATION

That the contract with EmpHire be renewed for the 2020-2021 program year, at a rate of \$66.50 per employee/per pay period for an estimated cost of \$172,900.

Memorandum #39 – 19 (OPS)

To: One Stop Services Committee

From: Ron Moffett, Senior Vice President of Operations

Subject: Contract Renewal for a One-Stop Operator

Date: April 27, 2020

SUMMARY

Consideration to renew the contract with Workforce Guidance Associates, LLC to continue to provide one stop operator services for up to \$56,000 the same amount as last year as this contract began mid-year. This is the first renewal under the current contract which can be renewed for up to a total of three (3) years.

BACKGROUND

The Workforce Innovation and Opportunity Act (WIOA) requires local boards, with the agreement of the chief local elected officials, to competitively procure and select a one-stop operator. Last fall, the CSBD governing boards approved the recommendation of the Review Committee chaired by Dr. Knowles to award the contract for the One Stop Operator to Workforce Guidance Associates, LLC. for up to \$56,000. Nadine Gregoire-Jackson, the principal for Workforce Guidance Associations LLC, previously worked for CSBD as the One-Stop Senior Program Manager and is assigned to serve as the CSBD one-stop operator. She knows WIOA and the local system very well.

DISCUSSION

Since starting last fall Ms. Jackson has completed the contract deliverables on time and they are of a high quality. Over the course of the last few months she has done many positive things to deepen our relationships with our partners to the benefit of both parties and ultimately to the benefit of our mutual customers. Some examples include:

1. Trained one stop partners on how to access a list of “hot Jobs” on our website. Our partners are now accessing this information and sharing it with their customers to assist them with finding employment.
2. Provided our marketing materials to one stop partners and similarly she provided our career center staff with partner’s marketing materials.
3. Showcased ours and our one stop partners’ resources and services to the social service community including the faith based organizations.
4. Assisted the partners in the development of partner pages to be added to the CSBD website that will connect to partner program websites.
5. Provided training to partners on the features of Employ Florida so they can share the information with their clients.

CSBD is pleased with the work Ms. Jackson has accomplished thus far and we are desirous of continuing our contract with Workforce Guidance Associates, LLC. It is recommended that their contract be renewed at the same amount as last year for up to \$56,000.

RECOMMENDATION

To renew the contract with Workforce Guidance Associates, LLC. for the delivery of one stop operator services to for up to \$56,000.

Memorandum #09 – 19 (FS)

To: One Stop Services Committee

From: Mason Jackson, President/CEO

Subject: Program Year (PY) 20-21 Preliminary Budget

Date: May 1, 2020

SUMMARY

The Program Year (PY) 20-21 Preliminary Budget being presented in the amount of \$20,509,371 reflects a decrease of \$433,653 in formula funds, and \$1,312,472 in carryforward funds for a total decrease of 7.8%. PY 19-20 funding was \$22,255,496.

This does not include dedicated grants because those grants may only be spent for the specific purposes outlined in those grants. PY 20-21 dedicated grants total \$4,512,218 which when added to formula funds total of \$25,021,589 as compared to the PY 19-20 total of \$25,305,342. This does not include our general (unrestricted) fund.

CSBD recommends acceptance and approval of the preliminary PY 20-21 budget.

BACKGROUND

Below are the considerations for the PY 20-21 budget:

1. Workforce Innovation and Opportunity Act (WIOA) Adult (AD), Dislocated Worker (DW) and Youth
 - a. Formula allocations for WIOA are based on our local area's share of unemployed, long term unemployed, mass layoff data and other factors.¹ Based upon last year's low unemployment our WIOA AD and DW formula allocations are reduced by 3.4% and our youth by 5.2%.
 - b. The AD and DW WIOA allocation including carry forward for PY 19-20 reflects a decrease of \$1,632,547 for a projected total allocation of \$10,287,204.
 - c. Our AD and DW carryforward is less than last year's due to increased enrollments into training. Our new initiative of holding Eligible Training Provider fairs in our centers has been extremely successful in attracting new customers into training.
 - d. Over the past several years the State has awarded a supplemental allocation of AD/ DW, and youth funding after the start of the year. We anticipate receiving a supplemental award in PY 20-21 as well in about the same amount as in PY 19-20 of \$572,512.

¹ The data upon which our formula grants was based does not reflect the jobless numbers resulting from the shut-down of our economy due to COVID 19. Areas of our state were differently impacted and had COVID 19 joblessness been included in this year's calculations South Florida, which was hard hit would likely have seen an increase in the allocation.

- e. The youth allocation including carry forward for PY 20-21 is slightly decreased by \$83,097. The amount available is \$4,114,074. While we are required to spend a minimum of 20% of the youth allocation on Work Experience, we have budgeted 32% of the funds for work experience to ensure we meet the requirement and allow for the maximum benefit to youth who need to be connected with work.
2. The state allocations for Temporary Assistance for Needy Families (TANF), Wagner Peyser (WP), Supplemental Nutrition Assistance Program (SNAP), and Re-employment Assistance (RA) funds are based on factors such as: participation rates, unemployment, and number of low income families. Generally, the better a local area is doing, the lower the allocation to the local area. The allocations were determined prior to the COVID pandemic and as indicated in Footnote 1 on the previous page.
 - a. TANF - As our rolls have been increasing relative to the other regions our formula allocation for PY 20-21 was also increased by 2.3% or \$94,936.
 - b. We are projecting level funding for SNAP and RA. WP and Veterans pass thru is expected to slightly decrease as can be seen in the chart below. This does not include the salaries for the state staff in the career centers which are paid by the state.

A budget true-up based on the actual allocations will be presented by the January Meeting in 2021.

Table 1 presents a comparison between PY 19-20 and PY 20-21 of the total non-dedicated funds. For PY 19-20, it includes the actual amount of carryforward which varies from year to year and supplemental allocations received. For PY 20-21, it includes the projected amount of carryforward and supplemental allocations.

Table 1: Comparison of Projected Funds Including Carry Forward PY 19-20 TO PY 20-21
(% changes are rounded)

| Fund Name | PY 19-20 Total Funds Available | PY 20-21 Total Funds | \$ Change | % Change |
|--|---|---------------------------------|--------------------|-----------------|
| WIOA (Adult/DW) | | | | |
| Formula Funds | 7,629,818 | 7,368,836 | (260,983) | -3.4% |
| Carryforward | 4,289,933 | 2,918,369 | (1,371,564) | -32.0% |
| Subtotal | 11,919,751 | 10,287,204 | (1,632,547) | -13.7% |
| WIOA (Youth) | | | | |
| Formula Funds | 2,745,254 | 2,603,065 | (142,189) | -5.2% |
| Carryforward | 1,451,917 | 1,511,009 | 59,092 | 4.1% |
| Subtotal | 4,197,171 | 4,114,074 | (83,097) | -2.0% |
| Welfare Transition Program (WTP) | 4,162,699 | 4,257,635 | 94,936 | 2.3% |
| Wagner Peyser (WP) | 1,143,662 | 1,071,380 | (72,282) | -6.3% |
| Veterans (DVOP/LVER) | 338,648 | 285,512 | (53,136) | -15.7% |
| Re-employment Assistance (UC/RA) | 106,685 | 106,685 | 0 | 0.0% |
| Supplemental Nutritional Assistance Program (SNAP) | 386,880 | 386,880 | 0 | 0.0% |
| Totals | 22,255,496 | 20,509,371 | (1,746,125) | -7.8% |

The WIOA Adult and DW funding streams are combined in Table 1 because WIOA allows 100% transferability between these funding streams.

Table 2 presents a comparison between PY 19-20 and PY 20-21 of our dedicated grants. They are not included in the preliminary budget for PY 20-21 because the funds are dedicated to the below listed activities.

Table 2: Comparison of Dedicated Grants

| Grant / Program | Description | PY 19-20 Amount \$ | PY 20-21 Anticipated Amount \$ |
|---|--|--|---------------------------------------|
| Children's Services Council (CSC) | Summer Youth Employment Program (SYEP) | 278,500 ² | 1,898,942 |
| City of Fort Lauderdale | SYEP | Summer Program was Suspended due to COVID as a result we will not realize the revenue from these contracts this year | 190,000 |
| City of Pembroke Pines | SYEP | | 22,383 |
| City of Hollywood | SYEP | | 7,000 |
| Bank of America | SYEP | | 33,697 |
| Broward County | SYEP | | TBA ³ |
| National Emergency | COVID 19 | 100,000 | 1,058,834 |
| Reemployment Services and Eligibility Assessment (RESEA) | Reemployment assistance and assessments | 551,120 | 551,120 |
| Trade Adjustment Assistance (TAA) | Workers who become unemployed due to impact of international trade | 270,000 | 270,000 |
| Apprenticeship (Wheelhouse IT) | IT apprenticeship grant-Broward College | 100,000 | 87,756 |
| Pre-Apprenticeship Expansion (Youth) | School Board | 363,557 | 250,000 |
| Apprenticeship Expansion | Marine Industry Apprenticeship | 100,000 | 100,000 |
| Pathways to Prosperity Families Ascent to Economic Security (FATES) | Occupational training for the working poor | 128,737 | 33,296 |

² That portion of the summer award expended prior to the impact of COVID 19

³ Funds were not available this year due to budget cuts we will know about the summer of 20-21 around March of next year.

Table 2: Comparison of Dedicated Grants (Continued)

| Grant / Program | Description | PY 19-20 Amount \$ | PY 20-21 Anticipated Amount \$ |
|--|--|-------------------------------|---|
| Apprenticeship Expansion | Program Manager | 75,000 | 9,190 |
| Disability Resource Grant for Hurricane Relief | Replacement of disability equipment due to hurricane loss | 578,726 | Ended |
| IRMA National Emergency Grant (NEG) | Assist people whose employment was adversely affected due to Hurricane Irma | 316,541 | Ended |
| Governors Challenge - Hurricane Maria | Assist Evacuees who left Puerto Rico and the Virgin Islands because of the impact of Hurricane Maria | 82,460 | Ended |
| DeLuca Foundation/BC | Start-up Now Entrepreneurial Training | 87,705 | Ended |
| TD Charitable Foundation | Start-up Now Entrepreneurial Training | 12,500 | Ended |
| Wells Fargo | Start-up Now Entrepreneurial Training | 5,000 | Ended |
| | Totals | 3,049,846 | 4,512,218 |

DISCUSSION

Detailed below is our expenditure plan for the three one-stop centers, employer services, and participant training for all non-dedicated funding streams. This includes apprenticeships, On the Job Training, Individual Training Accounts, Incumbent Worker Training, subsidized work experience and administrative support.

In making the budget recommendations which follow, we address local recovery efforts from the COVID 19, continue to support virtual service delivery, investments in participant training and getting people back to work. Considerations affecting the budget recommendations include:

1. The state's requirement that a minimum of 50% of the WIOA AD/DW expenditures be spent on training which was lowered to 30% as our economy soared. With the COVID 19 impact on joblessness we don't know whether the State will reinstate the 50% requirement so we are budgeting 53% of the WIOA AD/DW funds for training. We plan to emphasis short-term, on-line and work based training initiatives to assist in the rapid recovery of our local economy.
2. While WIOA requires that 75% of youth funds be spent on Out-of-School (OSY) the CSBD boards approved targeting all WIOA youth funds toward OSY.
3. The cost of the EmpHire contract for staffing the one-stop centers which includes salaries and mandatory benefits, insurance, 401K and health insurance for the staff as well as the EmpHire fee.

4. The level of detail provided is in accordance with the CSBD governing boards' direction in the past. Additional detail is provided to the elected officials per their request. As always, anyone wanting that additional detail may have it upon request.
5. The distribution of the funds among the various activities and services listed is aligned with Board initiatives and key business results, the current labor market, federal and state performance measures.
6. All funds flowing through our system must pay their fair share and are charged our approved State indirect cost rate of 11.44%
7. There is a set-aside of up to \$35,000 budgeted for the annual audit.
8. There is a set-aside of up to \$56,000 budgeted for the One Stop Operator / Coordinator.
9. There is a set-aside of up to \$150,000 for our external program and fiscal monitoring.

The recommended PY 20-21 Preliminary Budget categories are described below and are followed by a budget summary.

| |
|--|
| PROGRAM SUPPORT STAFF - \$5,589,910 |
|--|

This category includes all staff salaries and benefits other than the administrative, state Wagner Peyser staff, and Veterans staff. Included in this category is:

The EmpHire contract for staffing the one-stop centers. EmpHire contract includes staff such as:

- a. The two center managers, two assistant managers and one site supervisor.
- b. Quality Assurance staff,
- c. WIOA AD/DW success coaches
- d. WTP success coaches
- e. SNAP (formerly Food Stamps) staff

| |
|---|
| FACILITIES AND RELATED COSTS – \$3,168,426 |
|---|

This category is for rent, supplies, customer assessments, equipment rental (copiers), telephones and information technology, high-speed lines, monitoring and auditing fees and costs associated with business outreach such as mileage, travel and membership dues.

Expenditures in this category include a rent increase for our North Center pursuant to our lease. Due to COVID 19 we will have to incur costs to our centers to promote social distancing, add Plexiglas dividers and to purchase supplies and materials such as PPE to keep staff and the customers who come to our centers safe. Also included are technological upgrades to improve our ability to offer services virtually.

CONTRACTS – \$1,529,290

This category includes WIOA youth contracted services.

We have set aside funds for five (5) out of school youth (OSY) contracts providing high school and post-secondary credentials, employability and life skills, job skills and placement. The five contracts are 1) HANDY 2) FLITE Center 3) the Center for Independent Living 4) School Board of Broward County and 5) Broward College.

Table 3: PY 20-21 Proposed Contract Amounts

Youth Providers amounts are subject to negotiation.

| Contractor | Service | Funding Stream | PY 19-20 Amount | PY 20-21 Amount | % Change |
|--|---------|----------------|------------------|------------------|------------|
| FLITE Center | Youth | WIOA | 143,790 | 188,790 | 31% |
| HANDY | Youth | WIOA | 115,253 | 122,000 | 6% |
| Center for Independent Living | Youth | WIOA | 53,355 | 60,000 | 12% |
| School Board Broward County (SBBC) - CTACE OSY | Youth | WIOA | 475,000 | 550,000 | 16% |
| Broward College (BC) | Youth | WIOA | 465,000 | 540,000 | 16% |
| Tutoring | Youth | WIOA | 2,500 | 2,500 | 0% |
| Job Club Speakers | WTP | WTP | 10,000 | 10,000 | 0% |
| One Stop Operator | All | All | 56,000 | 56,000 | 0% |
| Total | | | 1,320,898 | 1,529,290 | 16% |

1. Navigators - HANDY, FLITE and Center for Independent Living. Youth who are already receiving services from these agencies are enrolled into WIOA to receive employment services such as work experience, ITA's, leadership skills, employability skills, access to entrepreneurial skills, GED and training if appropriate. This will be the first full program year for serving youth who are victims of human trafficking.
2. Full Service Providers – Broward County Public Schools and Broward College. OSY with one or more barriers to employment and/or education are recruited and enrolled to receive WIOA services including case management, employability skills, GED, and post-secondary training.
3. Vendor for Tutoring – Tutoring set aside for youth in need.
4. WTP Job Club Speakers - \$10,000 is budgeted to continue the motivational speakers in our welfare transition customers' Job Club. The speakers inspire customers and emphasize the necessary soft skills needed to gain employment and be successful. We see evidence of the success of the speakers through customer testimonials and in our performance.
5. One Stop Operator – Funded to coordinate the services of the various programs among one-stop partners. This is a required service under WIOA.

| |
|-------------------------------|
| TRAINING - \$7,512,507 |
|-------------------------------|

This category includes 1) ITAs budgeted at up to \$12,000 per participant for tuition and education-related expenses 2) OJT reimbursements and other work based training activities such as IWT, upgrade OJT, subsidized work experience and apprenticeships so our customers can earn while they learn. This amount is for participants across all formula funding streams that allow training related expenditures.

| |
|---|
| PARTICIPANT SUPPORT SERVICES – \$855,322 |
|---|

This category funds participant support costs for gas cards, clothing vouchers, bus passes, and participant performance incentives for WIOA AD / DW and Youth, and WTP. For PY 20-21, we have kept the support services percentage the same as PY 19-20, which is 4% of the total budgeted allocation.

| |
|-------------------------------------|
| ADMINISTRATION – \$1,853,918 |
|-------------------------------------|

Currently our indirect cost rate is 11.44% and is comprised of 9% administration and 2.44% program costs totaling 11.44%. Dedicated grants contribute their fair share in the same percentage to the indirect cost rate. The 9% Administration shown on Table 4 (presented on the next page) on the far right represents a simple percentage of total administration costs to total available funds.

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

Pursuant to board permission we can spend up to 9% on administration. We have been able to maintain our administrative costs at 9% going into next year although the law allows us to spend up to 10%.

RECOMMENDATION

That the governing boards accept and approve the preliminary PY 20-21 budget.

Table 4: PY 20-21 Preliminary Budget Summary

| TOTAL AVAILABLE FUNDING | WIOA Adult/DW | | WIOA Youth | | WTP | | WP | | DVOP/ LVER | | DVOP | | LVER | | UC | | SNAP | | PY 20-21 TOTAL \$ | PY 19-20 % of | PY 20-21 % of |
|------------------------------|-------------------|-------------|------------------|-------------|------------------|-------------|------------------|-------------|----------------|-------------|----------------|-------------|----------------|-------------|----------------|-------------|----------------|-------------|-------------------|---------------|---------------|
| PY 20-21 Allocation | 6,975,376 | | 2,424,013 | | 3,867,637 | | 774,741 | | 285,512 | | 155,684 | | 129,828 | | 106,685 | | 386,880 | | 14,820,844 | | |
| PY 20-21 Supplemental | 393,460 | | 179,052 | | - | | | | | | | | | | | | | | 572,512 | | |
| PY 19-20 Carryforward | 2,918,369 | | 1,511,009 | | 389,998 | | 296,639 | | | | 0 | | | | | | | | 5,116,016 | | |
| TOTAL | 10,287,204 | | 4,114,074 | | 4,257,635 | | 1,071,380 | | 285,512 | | 155,684 | | 129,828 | | 106,685 | | 386,880 | | 20,509,371 | | |
| TOTAL EXPENDITURES | | | | | | | | | | | | | | | | | | | | | |
| 30,266 | | | | | | | | | | | | | | | | | | | | | |
| Program Support | 2,532,415 | 25% | 411,690 | 10% | 2,217,984 | 52% | 132,568 | 12% | 30,266 | 11% | 17,956 | 12% | 12,310 | 9% | 43,740 | 41% | 221,247 | 57% | 5,589,910 | 28% | 27% |
| Facilities & Related Costs | 1,014,085 | 10% | 100,496 | 2% | 784,746 | 18% | 857,606 | 80% | 231,618 | 81% | 124,903 | 80% | 106,714 | 82% | 52,753 | 49% | 127,122 | 33% | 3,168,426 | 16% | 15% |
| Training | 5,507,187 | 54% | 1,655,141 | 40% | 350,180 | 8% | - | 0% | - | 0% | - | 0% | - | 0% | - | 0% | - | 0% | 7,512,507 | 37% | 37% |
| Contracts | 22,600 | 0% | 1,473,210 | 36% | 23,080 | 1% | 5,000 | 0% | 2,000 | 1% | 1,000 | 1% | 1,000 | 1% | 800 | 1% | 2,600 | 1% | 1,529,290 | 6% | 7% |
| Participant Support Services | 189,340 | 2% | 191,212 | 5% | 474,770 | 11% | - | 0% | - | 0% | - | 0% | - | 0% | - | 0% | - | 0% | 855,322 | 4% | 4% |
| Administration* | 1,021,576 | 10% | 282,326 | 7% | 406,876 | 10% | 76,207 | 7% | 21,627 | 8% | 11,824 | 8% | 9,804 | 8% | 9,392 | 9% | 35,911 | 9% | 1,853,918 | 9% | 9% |
| TOTAL | 10,287,204 | 100% | 4,114,074 | 100% | 4,257,635 | 100% | 1,071,381 | 100% | 285,513 | 100% | 155,684 | 100% | 129,828 | 100% | 106,685 | 100% | 386,880 | 100% | 20,509,372 | 100% | 100% |

*Currently our in-direct cost rate is 11.44% it includes administration costs along with program costs.

Memorandum #38 – 19 (OPS)

To: One Stop Services Committees

From: Ron Moffett, Senior Vice President of Operations

Subject: Continued Eligibility Status for Current ITA Providers – Atlantic Technical College, McFatter Technical College and Sheridan Technical College

Date: April 27, 2020

SUMMARY

The Workforce Innovation and Opportunity Act (WIOA) requires eligible training providers (ETP) submit new applications every two years to remain on the Eligible Training Provider List (ETPL). Atlantic, McFatter and Sheridan Technical College, have met the ETP application renewal requirements. CSBD recommends approval of Atlantic, McFatter and Sheridan Technical College's Continued Eligibility for the next two year period 7/1/20 thru 6/30/22. Because Board member, James Payne, is employed by the School Board of Broward County a 2/3 vote of the Board members present at a meeting with an established quorum is required.

BACKGROUND

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

As the eligibility period for Atlantic, McFatter and Sheridan Technical College expires 6/30/20, these providers were required to submit their continued eligibility applications by 4/1/20. The school Board of Broward County providers are considered separately because there are known conflicts on the Board.

DISCUSSION

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

1. Verification of licensure, accreditation or otherwise authorized under Florida law to provide training programs,
2. Issuance of an industry recognized credential,

3. Whether the credential can be stacked with other credentials as part of a sequence to move an individual along a career pathway or up a career ladder,
4. Information on cost of attendance, including costs of tuition and fees, for participants completing the program,
5. A description of how the provider will ensure access to training services programs including serving individuals who are employed and individuals with barriers to employment and through the use of technology (if applicable); and,
6. Reporting to the Florida Education and Training Placement Information Program (FETPIP) which includes data on enrollment, graduation rates and employment.

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

Atlantic, McFatter and Sheridan Technical College's submitted their renewal application timely and each included all the mandated criteria. As a result CSBD is recommending Atlantic, McFatter and Sheridan Technical College for approval to continue on the CSBD ETPL for the next 2 year period 7/1/20 thru 6/30/22.

There is no need to approve the courses already approved by the CSBD governing boards as those courses continue to be available to participants as long as:

- a. Atlantic, McFatter and Sheridan Technical Colleges continue to be on the ETPL,
- b. The courses continue to lead to an occupation on the targeted occupation in demand list or those courses approved for youth and our welfare customers; and,
- c. Performance metrics for placement meet our local policy and contract provisions.

Because Board member, James Payne, is employed by the School Board of Broward County a 2/3 vote of the Board members present at a meeting with an established quorum is required.

RECOMMENDATION

Approve Atlantic, McFatter and Sheridan Technical College's Continued Eligibility status for the next two year period beginning 7/1/20 thru 6/30/22.

Memorandum #34 – 19 (OPS)

To: One Stop Services Committee

From: Ronald Moffett, Sr. Vice-President of Operations

Subject: Continued Eligibility for Broward College

Date: April 27, 2020

SUMMARY

The Workforce Innovation and Opportunity Act (WIOA) requires eligible training providers (ETP) submit new applications every two years to remain on the Eligible Training Provider List (ETPL). Broward College, has met the ETP application renewal requirements. CSBD recommends approval of Broward College's Continued Eligibility for the next two year period 7/1/20 thru 6/30/22. Because Board member, Dr. Mildred Coyne, is employed at Broward College and Board Member, Francois LeConte serves on the Broward College Business Advisory Committee, a 2/3 vote of the Board members present at a meeting with an established quorum is required.

BACKGROUND

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

As the eligibility period for Broward College expires 6/30/20, they were required to submit their continued eligibility application by 4/1/20.

DISCUSSION

The information required by the state for continued eligibility is information we have required from our providers for many years. This includes but is not limited to licensure, accreditation, issuance of an industry recognized credential and reporting to the Florida Education and Training Placement Information Program (FETPIP).

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

Broward College submitted their renewal application timely and it included all the mandated criteria. As a result CSBD is recommending Broward College for approval to continue on the CSBD ETPL for the next 2 year period 7/1/20 thru 6/30/22.

There is no need to approve the courses already approved by the CSBD governing boards as those courses continue to be available to participants as long as:

- a. Broward College continues to be on the ETPL,
- b. The courses continue to lead to an occupation on the targeted occupation in demand list or those courses approved for youth and our welfare customers; and,
- c. Performance metrics for placement meet our local policy and contract provisions.

Because Board member, Dr. Mildred Coyne, is employed at Broward College and Board Member, Francois LeConte serves on the Broward College Business Advisory Committee this recommendation must be approved by a 2/3 vote of the Board members present with an established quorum at a Board meeting.

RECOMMENDATION

Approve Broward College's Continued Eligibility status for the next two year period beginning 7/1/20 thru 6/30/22.

Memorandum #32 – 19 (OPS)

To: One Stop Services Committee

From: Ron Moffett, Senior Vice President of Operations

Subject: Renewal of Status for Current ITA Providers

Date: April 27, 2020

SUMMARY

The Workforce Innovation and Opportunity Act (WIOA) requires eligible training providers (ETP) submit new applications every two years to remain on the Eligible Training Provider List (ETPL). All twelve (12) of our current ITA providers who are required have met the ETP application renewal requirements. This memo applies to ten (10) of the 12. The remaining two (2) – Broward College and the School Board of Broward County are covered under separate memos.¹ CSBD recommends renewal of Continued Eligibility status for all 10 of the ITA provider's covered by this memo for the next two year period beginning 7/1/20 thru 6/30/22

BACKGROUND

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

As the eligibility period for CSBD ITA Providers expires 6/30/20, all providers were required to submit their continued eligibility applications by 4/1/20.

DISCUSSION

This memo applies to 10 of the 12 ITA providers who are required have met the ETP application renewal requirements. These providers are grouped together because we believe they can be passed as a group because there are no known conflicts of interest on the board. The remaining 2 – 1) Broward College and the 2) School Board of Broward County are considered separately because there are known conflicts on the Board.¹

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

1. Verification of licensure, accreditation or otherwise authorized under Florida law to provide training programs,
2. Issuance of an industry recognized credential,

¹ Because Broward College and the School Board's Technical Colleges require a 2/3rds vote their recommendations are brought separately. See memos 34-19 and 38-19.

3. Whether the credential can be stacked with other credentials as part of a sequence to move an individual along a career pathway or up a career ladder,
4. Information on cost of attendance, including costs of tuition and fees, for participants completing the program,
5. A description of how the provider will ensure access to training services programs including serving individuals who are employed and individuals with barriers to employment and through the use of technology (if applicable); and,
6. Reporting to the Florida Education and Training Placement Information Program (FETPIP) which includes data on enrollment, graduation rates and employment.

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

The following 10 current ITA providers submitted their renewals applications timely: and each included all the mandated criteria:

| | | |
|---|--|---|
| 1. Academy of South Florida | 5. Florida Atlantic University | 9. Ruby's Academy for Health Occupations |
| 2. Bar Education dba Southeastern College | 6. Florida National University | 10. South Florida Academy of Air Conditioning |
| 3. City College | 7. New Horizons Computer Learning Center | |
| 4. Concorde Career College | 8. PC Professors | |

As a result CSBD is recommending for approval for all 10 ETPs to continue on the CSBD ETPL for the next 2 year period 7/1/20 thru 6/30/22.

There is no need to approve the courses already approved by the CSBD governing boards as those courses continue to be available to participants as long as:

- a. The ETP's listed above continues to be on the ETPL
- b. The course continues to be on the targeted occupation in demand list or on those courses approved for youth and our welfare customers
- c. Performance metrics for completions and placement meet our local policy and contract provisions.

RECOMMENDATION

Approved Continued Eligibility status for all 10 of the ITA provider's covered by this memo for the next two year period beginning 7/1/20 thru 6/30/22.

BROWARD WORKFORCE DEVELOPMENT BOARD



ONE-STOP SERVICES COMMITTEE

Strategic Planning Matrix for 2020

Dr. Lisa Knowles,
BWDB Chair

Gary Arenson,
OSSC Chair
Gina Alexis, Co-Chair

Mason Jackson,
President/CEO

CareerSource Broward Mission:

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

CareerSource Broward Vision:

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

One-Stop Services Committee Goal:

To maximize employment and training opportunities for all job seekers, including youth and those with multi-faceted barriers.

| STATE STRATEGIC GOAL: Lead the Nation in Economic Growth and Prosperity by Supporting Talent and Business Development. | | | | |
|--|---|---|----------------------|----------|
| SIX PILLARS: Talent Supply and Education and Innovation and Economic Development | | | | |
| BWDB/CareerSource Broward Strategic Goal #1: Improve the Sustainability of the Workforce System through Increased Funding, Efficiency, Technology, and Relevancy. | | | | |
| Objective | Next Steps | Benchmark / Performance Measures | Anticipated Due Date | Comments |
| 1.0 Research the industries and occupations that are likely to be impacted by the use of artificial intelligence. | 1.0.1 Educate our training providers on industries and occupations that are prone to automation to ensure they are incorporating emerging industries / occupations into their curriculum. | Staff will present findings at an ITA Providers meeting so they can add information to their curriculum on ways to automate. | 8/2020 | |
| | 1.0.2 Work with employers that will be impacted by artificial intelligence to offer our services such as IWT to retain workers, and minimize layoffs. | Intermediaries and Business development Specialists will identify employers that are eligible for IWT training to assist them in retraining their staff | 8/2020 | |
| 1.1 Consider new technology (e.g., tools / apps) for jobseekers to use in their job search efforts. | 1.1.0 Contact 5 other Workforce Boards to conduct research on new tools and techniques (e.g., tools, apps, virtual job fairs) that can/should be used by job seekers. | A minimum of 5 other workforce boards are contacted. | 5/2020 | |
| | 1.1.1 Develop Informational materials promoting the new tools and techniques and make them available to job seekers. | New information is incorporated in our workshop curriculum. | 7/2020 | |
| | 1.1.2 Update appropriate workshops to assist jobseekers with using the latest tools, platforms and technology. | Informational materials are developed and made available to job seekers. | 7/2020 | |
| | 1.1.3 Research and procure Virtual Job Fair software and conduct a minimum of 3 Virtual Job Fairs. | Workshop instructor guides, visuals and workbooks are updated and put into operation | 7/2020 | |
| | 1.1.4 Review social media platforms, determine if there are emerging places to conduct job search/look for a job. | Virtual Job Fair software is researched, software is procured and a minimum of 3 Virtual Job Fairs are hosted by CSBD. | 8/2020 | |

| STATE STRATEGIC GOAL: Lead the Nation in Economic Growth and Prosperity by Supporting Talent and Business Development. | | | | |
|---|---|--|----------------------|----------|
| SIX PILLARS: Talent Supply and Education and Innovation and Economic Development | | | | |
| BWDB/CareerSource Broward Strategic Goal #2: Maintain our Role as Workforce Development Leaders Through Advocacy by the Board, Collaboration, Providing Information and Intelligence to Stakeholders with Feedback from the Community. | | | | |
| Objective | Next Steps | Benchmark / Performance Measures | Anticipated Due Date | Comments |
| 2.0 Explore ways to partner with community organizations to share best practices. | 2.0.1 One Stop Operator (OSO) will meet with Community Organizations to gather information on their services and the processes they use. 2.0.2 The OSO will schedule and hold a virtual "Community town hall" to dialogue and share best practices with community partners (e.g., case management practices). | One Stop Operator scheduled and held meetings with all WIOA core partners and a minimum of 5 community organizations. | 7/2020 | |
| | | Information about best practices is identified and a list is compiled. | 7/2020 | |
| | | A minimum of one Community Town Hall meeting is held and best practices are discussed and shared among the attendees. | 8/2020 | |
| | | The list of best practices is posted to our website and our social media platforms are used to promote it as a resource for community organizations. | 8/2020 | |
| 2.1 Consider ways to identify other community resources, through the one-stop operator, for example, workforce housing and transportation. | 2.1.1 OSO conducts a review to identify the availability of other community resources that will remove barriers to employment for our job-seekers. 2.1.2 OSO will survey various community organizations in Broward County to determine services provided and eligibility requirements. 2.1.3 OSO will work with QA and IT to create a database that will be developed by category (food, housing, mental health) on CSBD's Intranet to be a ready reference for staff. | The review of employment-related resources available in the community is completed. | 6/2020 | |
| | | A survey tool was developed and sent out to determine services provided and eligibility requirements. | 6/2020 | |
| | | A Database / asset inventory is created and made available to staff. | 8/2020 | |
| | | Staff is made aware and trained on how to access and use the database. | 8/2020 | |

| STATE STRATEGIC GOAL: Lead the Nation in Economic Growth and Prosperity by Supporting Talent and Business Development. | | | | |
|---|------------|----------------------------------|----------------------|----------|
| SIX PILLARS: Talent Supply and Education and Innovation and Economic Development | | | | |
| BWDB/CareerSource Broward Strategic Goal #2: Maintain our Role as Workforce Development Leaders Through Advocacy by the Board, Collaboration, Providing Information and Intelligence to Stakeholders with Feedback from the Community. | | | | |
| Objective | Next Steps | Benchmark / Performance Measures | Anticipated Due Date | Comments |

| | | | | |
|---|--|--|--------|--|
| 2.2 Consider identifying the “influencers” to hear the voice of the Distressed Community. | 2.2.1 One Stop Operator (OSO) will meet with our partners who are working in the Distressed Communities and identify influencers / Champions / Ambassadors | OSO has held meetings with our partners working in the distressed communities. | 6/2020 | |
| | | A minimum of three influencers / Champions / Ambassadors are identified. | 6/2020 | |
| | 2.2.2 OSO will develop one or more methods (questionnaires, surveys, zoom meetings) to hear the voice of customers living in our six distressed zip codes. | A minimum of one method is developed to gather feedback on barriers and employment related issues. | 6/2020 | |
| | 2.2.3 Feedback will be organized and a plan of action is drafted to work on a pilot program of actionable items. | The feedback is compiled into a list and a pilot project plan is developed. | 7/2020 | |
| | 2.2.4 A cross functional group of partners is assembled to pilot employment related initiatives in one zip code. | Pilot project with partners is launched in a zip code to remove barriers to employment, | 8/2020 | |

| STATE STRATEGIC GOAL: Lead the Nation in Global Competitiveness by Promoting Florida's Innovation, Pro-business Climate and Opportunity. | | | | |
|---|--|---|----------------------|----------|
| SIX PILLARS: Talent Supply and Education and Innovation and Economic Development | | | | |
| BWDB/CareerSource Broward Strategic Goal #3: Encourage Job Seekers to Choose CSBD for Comprehensive Employment, Education and Training Services, and to Connect them to the Workforce System Using the State Job Bank. | | | | |
| Objective | Next Steps | Benchmark / Performance Measures | Anticipated Due Date | Comments |
| 3.0 Explore ways to enhance / expand messages sent out via social media, and mainstream media. | 3.0.1 Develop a pocket card of job seeker services | A pocket card of job seeker services is developed and provided to Board members so they have information to promote our services. | 5/2020 | |
| | 3.0.2 Our Communications Director will collaborate with his counterparts around the state and develop recommendations to expand messages sent out via social media, and mainstream media | A minimum of 5 workforce boards are contacted | 6/2020 | |
| | | A minimum of three new strategies are developed to expand messages sent out via social media, and mainstream media. | 7/2020 | |
| | | CareerSource Florida is engaged using the statewide communication director group and additional or improved ways to promote Employ Florida are developed. | 8/2020 | |
| | 3.0.3 Develop a multi-media campaign to promote the features and benefits of using Employ Florida. | A local multimedia campaign is developed and operationalized to promote the features and benefits of using Employ Florida | 8/2020 | |



Plan for Reopening Our Career Centers

Phase 1

A) Physical Preparation

- Establish procedures and order needed supplies to ensure centers are equipped for customer entry and social distancing of both customers and staff:
 - Order toilet paper cleaning supplies, wipes, sanitizer, plastic gloves, and masks. Must also ensure a solid pipeline and/or develop mitigation strategies if supplies and equipment become unavailable.
 - Research key board covers that can be changed after each use.
 - Develop protocols for customers, co-locators and staff regarding outside lines that limit the number of customers in the center, temperature checks and results if they're high, needing gloves and face coverings at all times, the practicing of social distancing (e.g., 6-feet apart, no hand shaking, etc.), and coming in with children.
 - Develop signage, flyers, posting on website verbiage, and include community distribution, social media and press releases.
 - Research CDC guidelines and establish a temperature screening threshold over which employees and customers will not be permitted to enter the offices.
 - Research and purchase thermometers and customer-entry counters.
 - Send email/letter to existing customers of the new process and requirements (e.g., hours of operation, requirement for temperature check, masks etc.)
 - Lay blue tape or ground signs every six feet to establish a customer line outside the career centers and in front of reception desk areas to stagger customer entry and promote social distancing. Consider putting up tents outside to shield waiting customers from the elements.
 - Reduce and separate chairs in center waiting rooms and lobbies to at least 6 feet apart. Adjust maximum size of class attendance for online registration, where needed. For workshop training rooms, we should see what our ITA providers are doing in their classrooms and apply best practices.
 - Mark Resource Room computers for use at every third computer.
 - Have any furniture in storage delivered and have the cleaning company disinfect the entire Administrative Office before staff return.
 - Order and install Plexiglas shields at the reception desk, in cubicles where success coaches meet with customers, and anywhere the public congregates.
 - Coordinate enhanced security for the career centers.

- Increase cleaning services for the centers, to disinfect all centers prior to their reopening and then three times a day. If needed, research cost to increase cleaning of facilities and coordinate.
- Test UC wall phones to see if they are working and ensure phones are at least six feet apart.

B) Procedural Change

- Create and establish HR procedures for staff:
 - The opening of the career centers and the administrative office is predicated on Broward County and child day care centers opening, along with obtaining enough cleaning and safety supplies for staff (i.e., cleaning wipes, sanitizer, plastic gloves, and masks).
 - Assess staff at high risk for the virus and determine if they have the ability to continue to telework:
 - Elderly individuals
 - Individuals with serious underlying health conditions, including high blood pressure, chronic lung disease, diabetes, obesity, asthma, and those whose immune system is compromised such as by chemotherapy for cancer and other conditions requiring such therapy.
 - Determine modified work schedules for center staff by program so that some are teleworking and some are in the office, thereby maximizing social distancing. During this time, staff working remotely will continue to see their customers virtually via Facetime, Zoom, etc.
- Develop protocols for temperature checks. Then, consider hiring an additional staff, such as a WEX with medical assistant experience, to take customer temperatures at the center front door. Determine if staff should be tested for the virus or just temperature checks before they return work. Communicate policy in advance to staff and the related implication (e.g., being sent home).
- Develop signage, flyers, and post on website verbiage aligned with the above protocols.
- Develop and launch virtual service delivery marketing campaign with tagline, “Now offering on-line appointments to keep you and your families safe.”
- Research reloadable cards for distribution of support services to minimize possible transmission of virus in adult programs, while maintaining small amounts of prepaid on hand for emergencies.
- One-Stop Operator will collaborate with community partners to ensure plans are aligned for seamless implementation with customers, such as with DCF, Family Success and BC Housing Authority.
- Modify forms handled by customers, staff, and employers and make them fillable to forms, so they can be completed, signed and returned virtually, minimizing paper contact. Ensure all policies and procedures are updated to reflect new workflow processes.
- Establish dedicated areas in each center for phone/video interviews. Zoom will be utilized for virtual job fairs and employer visits.

Phase 2 – Actual Career Center Reopening

- Return to work date will be determined once shelter in place has ended. Open doors to the public on with guidelines and security at door for enforcement.
- Utilize one door for customer entrance and a different door for customer exit.
- Have someone at the door taking people's temperature. Anyone appearing ill will be asked to leave (with security if needed).
- Enforce no entry of customers or staff into a career center without gloves and face covering.
- Distribute center and office protocols, flyers and post signs to enforce social distancing.
- Cleaning crews will sanitize offices, bathrooms, resource room computers, and UC phones multiple times a day.
- Cleaning crews and/or staff will clean desks, counters and chairs after each center workshop.
- Equip outreach team with PPE kits (masks/gloves/hand sanitizer) for if/when they have to make an employer visit for OJT/WEX purposes.
- Implement chat feature on website as another option to serve customers remotely and arrange training and a staff schedule to apply it when implemented.
- Issue modified work schedule for staff.
- Encourage staff to eat lunch in their office and practice social distancing when entering break rooms.
- Establish whether customers will still need to sign in at the electronic kiosks.
- Continue with virtual job fairs and job seeker workshops and reduce, if not eliminate, the in-center workshops.
- Implement workshop manuals to be provided electronically for those who registered online and handouts will be given to all trainees via email after the class.
- BDS, JD and Intermediary staff can continue to conduct Zoom meetings with employers, except if and when they must do a site visit to complete required paper work for an OJT or WEX.
- Implement the ability for BDS/JDs to do virtual site visits where the employer can take them on a virtual tour to check for suitability of the site.

Considerations

- Reopen TANF, SNAP and RESEA when the Governor reinstates their work requirement.
- Hire additional Resource Room staff whose job is to wipe down and sanitize desk and common areas, after each customer visit.
- Assess Administrative Office staff so that some are teleworking and some are in the office, thereby maximizing social distancing.

Memorandum #30 – 19 (OPS) Revised

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

From: Mason Jackson, President/CEO

Subject: Additional Workforce Innovation and Opportunity Act (WIOA) Funds

Date: March 11, 2020

SUMMARY

Consideration to accept \$33,523 in State WIOA funds. This is the Region 22 share of funds awarded by the State for WIOA performance under their performance model. The funds will be used to enhance one-stop accessibility, assessment and training software as well as for basic and individualized participant services. Approved at the 3/16 Executive Committee meeting.

BACKGROUND

CSBD received an additional \$33,523 of WIOA state-wide discretionary funds awarded for achievements in the employer penetration and adult / dislocated worker training rate. These were criteria under the State's experiment with a new Performance Attainment Model. Several years ago we had opted out of the pilot performance model because the measures were not aligned with the federal measures. Nevertheless, the state applied the pilot's criteria to each board and awarded all the boards some portion of the funds set aside for meeting the goals set by the pilot. CSBD excelled in 2 categories even though we were not participating. They were employer penetration and enrollments in training.

DISCUSSION

The funds can be spent on any allowable WIOA expenditure. It is proposed that we use the funds to meet new one-stop accessibility requirements, including new website accessibility criteria, as well as any distance assessment, workshop or training needs, which may arise as a result of the Corona Virus. Any leftover would be used for participant individualized services.

RECOMMENDATION

Acceptance of \$33,523 in additional WIOA funds.

Memorandum #13 – 19 (QA) Revised

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

From: Mason Jackson, President/CEO

Subject: Additional Workforce Innovation and Opportunity Act (WIOA) Funds

Date: April 16, 2020

SUMMARY

Consideration to accept \$67,046 in State WIOA funds awarded by the State for WIOA performance under their performance model. These additional funds will be used to build capacity to increase the number of customers we can enroll in WIOA. The funds will be used to enhance one-stop accessibility, assessment and training software. These funds will be used to provide WIOA customers with services that include 1) build capacity to increase the number of customers we can enroll in WIOA 2) enhance one-stop accessibility, assessment, and training software and 3) increase distance assessments, workshops and training and 4) increase the budget for support services needed to sustain the increase in WIOA customers who will need assistance to reconnect with work as the economy recovers from COVID-19. CSBD will continue to monitor demand and program expenditures to assure the maximum number of individuals is being served. As the 4/7 One Stop Services Committee did not meet, this memo was emailed to them for comment, of the members we heard from, they all supported the recommendation. Approved at the 4/13 Executive Committee meeting.

BACKGROUND

CSBD received notice of the availability of additional WIOA funding on 4/7/2020. This additional \$67,046 allocation of WIOA Adult and Dislocated Worker funds have a begin date of 7/1/19 and an end date of 12/31/2020.

DISCUSSION

These funds have been allocated using the WIOA Adult and Dislocated allocation formula and use of these funds must follow all applicable WIOA laws, rules, and regulations. The WIOA Adult customer group is primarily determined eligible for service based on two criteria: they are economically disadvantaged, and they lack in-demand occupational skills. Dislocated workers are generally eligible for service if they have been terminated or laid off or have received such notice and is eligible for re-employment assistance and is unlikely to return to a previous industry or occupation. Both groups have barriers to employment.

As a result of the mass layoffs due to COVID-19, CSBD has seen increased demand for occupational and skill upgrade training and learning that can be accessed remotely and taken on-line. CSBD staff has determined these funds are best used for 1) building capacity to increase the number of customers we can enroll in WIOA 2) enhancing one-stop accessibility, assessment and training software 3) increasing distance assessments, workshops, and training and 4) increasing the budget for support services needed to sustain the increase in WIOA customers who will need assistance to reconnect with work.

The funds can be spent on any allowable WIOA expenditure. It is proposed that we use the funds to meet new one-stop accessibility requirements, including new website accessibility criteria, as well as to increase distance assessment, workshop or training needs as a result of the COVID-19. Any leftover would be used for participant individualized services.

RECOMMENDATION

Acceptance of \$67,046 in additional WIOA funds to 1) build capacity to increase the number of customers we can enroll in WIOA 2) enhance one-stop accessibility, assessment and training software and 3) increase distance assessments, workshops and training and 4) increase the budget for support services needed to sustain the increase in WIOA customers who will need assistance to reconnect with work.

Memorandum #33 – 19 (OPS) Revised

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

From: Mason Jackson, President/CEO

Subject: PY 20 – 21 School Board of Broward County (SBBC) Out of School (OSY) Contract Renewal

Date: April 14, 2020

SUMMARY

Consideration to approve the renewal of the School Board of Broward County's (SBBC) out-of-school (OSY) youth contract for program year (PY) 2020 – 2021, in the amount of \$550,000, an increase of \$75,000 over last year (\$475,000) to provide for service to 1) provide for service to a minimum of 135 and a maximum of 205 youth well as an additional job developer to assist with work experiences in the private sector. The renewal of their contract is presented separately because Broward Workforce Development Board (BWDB) member, James Payne is employed by SBBC. This recommendation requires a 2/3 vote of approval of the BWDB members present at a meeting with an established quorum. As the 4/7 One Stop Services Committee did not meet, this memo was emailed to them for comment, of the members we heard from, they all supported the recommendation. Approved at the 4/13 Executive Committee meeting.

BACKGROUND

CareerSource Broward (CSBD) released an RFP in the Spring of PY 18 – 19 to serve out-of-school youth. The School Board of Broward County proposal to serve OSY in GED programs followed by placement into employment or post-secondary education was approved for funding as a result of that RFP. This is the first of three possible renewals.

The SBBC serves youth ages 18 to 24 providing case management, career pathway planning, employability skills training, GED, paid internships and placement into jobs or post-secondary training.

DISCUSSION

The SBBC has met their enrollment target of 135 youth and used the flexibility under the agreement to enroll 68 additional youth. The SBBC also did this under their previous contract. Youth exit at different times depending upon when they are enrolled and when they earn their GED credentials.

We did note that we would like to increase youth work experience which will help us to meet the federal 20% expenditure requirement in that cost category. Until now most of the SBBC internships have been into worksites on the SBBC campus'. To assist in serving the additional 60 youth and to encourage the development of work experiences in the private sector, CSBD and the SBBC have agreed to increase the contract amount to add an additional job developer.

The SBBC is meeting performance with respect to attainment of the GED credential and placement of the youth into a job or post-secondary school.

CSBD is recommending that the SBBC contract be renewed in the amount of \$550,000 which will pay for an additional job developer, staff salary increases approved by the SBBC and related costs. This is a \$75,000 increase from the amount approved last year of \$475,000.

The chart below details SBBC's performance for program year (PY) 19 – 20 to date.

| SBBC Contract Deliverables | Due Date | Current Performance |
|--|-----------------|--|
| Enroll 135 youth into the OSY GED program with the ability to enroll up to 205 youth. | 6/30/20 | Met – 203 youth were enrolled. |
| 80% of youth enrolled in training leading to a GED must achieve a measurable skills gain. | 6/30/20 | In progress – 74 of 203 or 36% of the youth have achieved a measurable skills gain and 166 youth are still in training and on track to receive a gain by the end of the program year. |
| 75% of youth enrolled must complete their GED and obtain their high school credential. | 6/30/20 | In progress – 74 of 203 or 36% of the youth have obtained their high school credentials to the date of this memo. |
| 90% of youth enrolled shall exit the program into military, post-secondary education or unsubsidized employment. | 6/30/20 | In progress – 36 of 37 youth who exited have gone on to employment or post-secondary education. 1 youth was neutral due to medical health. |

In response to COVID-19, youth have moved to attending GED classes online while provider staff continues to give counseling and guidance. CSBD continues to collaborate with SBBC program staff in order to maintain program continuity.

RECOMMENDATION

CSBD recommends renewal of the SBBC OSY contract in the amount of \$550,000

Memorandum #35 – 19 (OPS) Revised

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

From: Mason Jackson, President/CEO

Subject: PY 20 – 21 Broward College Out of School (OSY) Contract Renewal

Date: April 14, 2020

SUMMARY

Consideration to approve the renewal of the Broward College (BC) out-of-school (OSY) youth contract for program year (PY) 2020 – 2021, for up to \$540,000, an increase of \$75,000 over last year (\$465,000) to provide for an additional staff person who will work on developing worksites in the private sector and to serve 120 youth. The renewal of their contract is presented separately because Broward Workforce Development Board (Board) member, Dr. Mildred Coyne is employed by BC. This recommendation requires a 2/3 vote of approval of the Board members present at a meeting with an established quorum. As the 4/7 One Stop Services Committee did not meet, this memo was emailed to them for comment, of the members we heard from, they all supported the recommendation. Approved at the 4/13 Executive Committee meeting.

BACKGROUND

CareerSource Broward (CSBD) released an RFP in the Spring of PY 18 – 19 to serve out-of-school youth. Broward College's proposal to serve OSY in post-secondary programs followed by placement into employment or additional, Bachelors's level post-secondary education was approved for funding as a result of that RFP. This is the first of three possible renewals.

BC serves youth ages 18 to 24. The BC Get Real! Program creates a community within BC that offers career exploration, career guidance, academic advising, post-secondary skills training job placement and follow up services.

DISCUSSION

BC is serving 119 youth this year. Their target enrollment goal is 120. However, with schools closing due to COVID-19 they have not had a chance to complete enrollment. BC is projected to meet performance with respect to the attainment of a degree or credential and placement of the youth into a job or post-secondary school. Youth exit at different times depending upon when they are enrolled and when they earn their degree or credentials.

In response to COVID-19, youth have moved to attending classes online while provider staff continue to case manage the youth.

CSBD is recommending that the BC contract be renewed in the amount of \$540,000. This is an increase of \$75,000 over last year to pay for an additional job developer, who will work on developing worksites in the private sector.

The charts below detail BC's performance for PY 19-20 to date.

OSY Program – Broward College Get Real! Program

| Broward College Contract Deliverables | Due Date | Current Performance |
|--|-----------------|--|
| Enroll 120 youth into training | 6/30/20 | 119 youth were served. 39 of these youth completed their studies prior to the start of the program year and 80 are enrolled in classes. |
| 90% of youth enrolled into training leading to a degree or credential must achieve measurable skills gain. | 6/30/20 | In progress – 21 of 80 or 26% of the youth have achieved a measurable skills gain and 51 youth are on track to receive a gain by the end of the program year which is 72 of 80 or 90%. |
| 90% of the youth must attain the credential associated with their program of study. | 6/30/20 | In progress – 25 youth have received their credentials. An additional 11 are projected to receive their credentials in May 2020. The remaining 44 youth will be carried forward into next year. |
| 90% of the youth enrolled shall be exited into the military, post-secondary education and unsubsidized employment. | 6/30/20 | In progress – 13 of the 14 youth exited have into employment or have continued onto post-secondary education. <ul style="list-style-type: none"> • One youth is excluded from performance • An additional 13 youth are projected to exit by the end of the program year. • Of the youth exited plus the youth projected to exit, 26 of the 27 will have met this measure or 96%. |

RECOMMENDATION

Approve the renewal of the BC OSY contract up to \$540,000 to serve 120 OSY.

Memorandum #36 – 19 (OPS) Revised

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

From: Mason Jackson, President/CEO

Subject: PY 20 – 21 Navigator OSY Contract Renewal

Date: April 14, 2020

SUMMARY

Consideration to approve PY 20 – 21 contract renewals for three Navigator contracts, 1) Helping Advance and Nurture the Development of Youth (HANDY) for up to \$122,000 2) The Fort Lauderdale Independent Training and Education (FLITE) for up to \$188,790 and 3) The Center for Independent Living, Broward (CILB) \$60,000. As the 4/7 One Stop Services Committee did not meet, this memo was emailed to them for comment, of the members we heard from, they all supported the recommendation. Approved at the 4/13 Executive Committee meeting.¹

BACKGROUND

In PY2018 – 2019 CSBD issued a Request for Proposals for out of school youth services (OSY). The CSBD governing boards approved three navigator contracts. This will be the first renewal under that Request for Proposals. The three OSY Navigator contracts for the delivery of Workforce Innovation and Opportunity Act (WIOA) youth services were with:

| Provider | Program Name | PY 2019 – 2020 Funding |
|----------|------------------------|------------------------|
| HANDY | The LIFE Program | \$ 115,253 |
| FLITE | Let's Get To Work | \$ 143,790 |
| CLIB | Jobs for Youth Program | \$ 54,260 |

The Navigator contracts target youth ages 17 to 24 with case management, access to Individual Training Accounts, computer-assisted instruction and GED preparation, career pathway planning, employability skills training, paid internships, placement into post-secondary training or jobs.

DISCUSSION

We are seeing excellent results with the youth that are exiting the program. Provider youth are some of the most vulnerable youth in our workforce area. They have many challenges and are able to get the one on one attention needed through the small caseloads provided by the navigator programs.

¹ The amounts in the summary have been updated to correct a scrivener's error when memo was approved at the 4/23 Board meeting. However, the recommended amounts approved by the Board were correct.

We are recommending the following funding for next year.

| Provider | Program Name | Proposed PY 2020 -2021 | Comment |
|----------|------------------------|------------------------|---|
| HANDY | The LIFE Program | \$122,000 | Includes an increase of \$7,000 to cover staff merit increases and other expenses. |
| FLITE | Let's Get To Work | \$188,790 | Includes an increase of \$45,000 for the additional navigator approved by the governing boards to serve victims of human trafficking and to cover staff merit increases and other expenses. |
| CLIB | Jobs for Youth Program | \$60,000 | Includes an increase of \$6,000 to cover staff merit increases and other expenses. |

Provider performance to date is immediately below.

HANDY OSY Program

Serves youth with barriers to employment/education through case management; referral to WIOA funded services, career pathway planning, employability skills training, paid internships, GED preparation, placement into jobs and follow up services.

| HANDY Contract Deliverables | Due Date | Current Performance |
|--|----------|---|
| Enroll 25 youth into the program with the ability to enroll up to 40 youth. | 6/30/20 | Met – 31 youth were enrolled |
| 90% of the youth enrolled shall be exited into, military, post-secondary education, and unsubsidized employment. | 6/30/20 | In progress of the 12 youth who have exited we have 100% positive results as 8 youth were placed into jobs. The other 4 youth were excluded from performance. ² |

² An exclusion applies when a youth has an illness that prevents them from participating for 90 days, is justice involved, or meets other criteria established by USDOL which exempts the youth from being in the calculation for performance

FLITE OSY Program

Serves foster care youth/Road-to-Independence (RTI) and Victims of Human Trafficking through referral to WIOA funded services, paid internships, work experience, GED preparation, support services, and placement into jobs and post-secondary education.

| FLITE Contract Deliverables | Due Date | Current Performance |
|--|----------|--|
| Enroll 25 youth into the program with the ability to enroll up to 40 youth. | 6/30/30 | Met – 30 youth were enrolled |
| 75% of youth enrolled in GED preparation must complete their GED and obtain their credentials | 6/30/30 | Exceeded - 100% or 2 of 2 youth enrolled in GED training have obtained their diploma. |
| 90% of youth enrolled shall be exited into military, post-secondary education and unsubsidized employment. | 6/30/20 | In progress – To date, there have been 12 exits. 91% of the youth who are included in our performance metric exited and went on to employment or post-secondary education. One youth did not. The 12 th youth was excluded and not included in our performance |

CILB OSY Program

Serves youth with disabilities to help them achieve their career and occupational goals through peer counseling, employability skills training, work experience and access to all WIOA services.

| CILB Contract Deliverables | Due Date | Current Performance |
|---|----------|---|
| Enroll 12 OSY youth into the program with the ability to enroll up to 15 youth | 6/30/20 | Met – 12 youth were enrolled |
| 90% of youth enrolled shall be exited into military, post-secondary education and unsubsidized employment | 6/30/20 | To date, there have been no exits It should be noted that this is the first year of their program. |

CILB youth have completed the employability skills training. CILB has worked to identify appropriate worksites for youth work experience (WEX) assignments that match their occupational and educational goals.

RECOMMENDATION

Approve the renewal of the OSY contracts for up to the amount listed subject to negotiation: 1) HANDY at \$122,000 2) FLITE at \$188,790 and 3) CILB at \$60,000.

Memorandum #37 – 19 (OPS) Revised

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

From: Mason Jackson, President/CEO

Subject: Assisting DEO with RA Applications and PIN Resets for Customers

Date: 4/16/2020

SUMMARY

CareerSource Broward has assisted with ongoing efforts to help Broward County citizens access reemployment assistance and employment services. We are providing services like distributing paper applications, pin resets, conducting media interviews, participating in virtual community town halls and more. Nearly 28,000 Employ Florida registrants and summer jobs applicants were given information on the reemployment assistance program, and more than 6,000 paper applications were distributed at our three career centers.

BACKGROUND

COVID-19 has caused thousands of Floridians to lose their jobs, which required many of them to apply for reemployment benefits. DEO's reemployment online database could not handle the large influx of customers filing for assistance, which caused the system to crash. So, DEO provided customers an option to be able to file a claim using a hard-copy application.

In addition, customers who were once a RA claimant but have not applied within 90 days, the system requires them to obtain staff assistance to reset their PIN in DEO's database. However, DEO could not handle the magnitude of concurrent requests being made, which further delayed customer claims for RA.

DISCUSSION

CSBD has been proactive in offering assistance to DEO. Below is a breakdown of what CSBD has put in place to assist Broward County customers with filing for RA.

- 1) Assisting customers with filing for RA by:
 - Sharing DEO's new RA guidance to over 24,000 customers in our employment database and through social media platforms, along with the link to the hard-copy RA application for customers to download.
 - Also shared information to nearly 3,000 parents and/or legal guardians of youth who applied to participate in our summer youth program.
 - Printed and deployed hard copy applications in several languages, along with FAQs on how to file for RA, at each career center location.
 - Making all three career centers available as local "Pick-Up Application" sites (approximately 900 applications were distributed on day one 1,600 on day two and over 1,700 on day three).

- Collaborated with one-stop operator, to inform our core partners; our Distressed Community Liaison and local community partners, such as The Urban League of Broward County, The United Way, Children's Services Council of Broward County and faith based organizations to send out link to paper reemployment application.
 - Our President informed the Broward Workforce Development Board and the Council of Elected Officials, Broward County Library, Greater Fort Lauderdale Alliance, Greater Fort Lauderdale Chamber of Commerce, Hispanic Unity of Florida, United Way and the Urban League to name a few, to also help distribute and provide direct access to paper applications for individuals to apply for reemployment assistance.
 - Conducted media interviews with several South Florida media partners (WSVN Channel 7, WPLG Local 10 News, Sun-Sentinel, WLRN, etc.) in order to help spread the word about available employment/hiring resources for job seekers and employers.
 - Participated in several virtual city and community town hall meetings to promote CSBD services.
- 2) Assisting customers with resetting their PIN in DEO's RA system by identifying and training (CSBD/DEO) dedicated staff members. Three (3) staff were trained on 4/6 and have begun resetting PINS, and an additional 12 staff were trained on 4/8 for total of 15 staff dedicated to do PIN resets. These trainings were done as soon as they were offered and the authorizations were completed as soon as the state could do them.
 - 3) Creating an online link for customers to request our help with resetting their PIN (ie. www.careersourcebroward.com/reemploymentassistance)
 - 4) Distributing information regarding the offer that FedEx made to mail completed Reemployment Assistance applications that are brought to any FedEx store location in Broward County. The very important benefit here is that the filers get a tracking number which will tell them when their claim is delivered. We distributed this information widely throughout our community.
 - 5) Distributing information about the new, mobile-enabled state filing website and chat feature which should be faster and allows people to file electronically from their cell phones if they don't have computers with internet access.

Subsequent to the Board meeting in our on-going commitment to assist Broward County residents CSBD has:

- 6) Developed a plan to move away from paper apps due to a reduction in the number of people coming to center for applications.
- 7) Obtained 5 licenses and training from DEO which will allow us to input scanned applications into the system.
- 8) Received guides and eligibility scenarios for the Pandemic Unemployment Assistance (PUA) we which we have posted to the website.

RECOMMENDATION

None for information only.

Memorandum #11 – 19 (QA) Revised

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

From: Mason Jackson, President/CEO

Subject: WIOA Local Plan for Program Years 20/21 – 23/24

Date: March 11, 2020

SUMMARY

Consideration to approve the CSBD Workforce Innovation and Opportunity Act (WIOA) Local Plan for Program Years 20/21 – 23/24. WIOA requires local workforce development boards (LWDB), in partnership with the chief local elected officials, to develop and submit a comprehensive four-year plan to the state. Pursuant to CareerSource Florida's (CSF) guidelines, our LWDB plan addresses how we will coordinate service delivery with the core partners and is based on the current and projected needs of the workforce development system in Broward County. In accordance with the law, we posted the plan on our website on 2/10 to allow for a 30-day public review period. The final plan will be submitted to the state on 3/26. Approved at the 3/16 Executive Committee meeting.

BACKGROUND

WIOA requires each LWDB, in partnership with the chief local elected officials, to develop and submit a comprehensive four-year plan to the state. The Plan follows the guidance received from CareerSource Florida (CSF). WIOA emphasizes the importance of collaboration and transparency in the development and submission of the plan, and requires that our partners and the public be given an opportunity to provide comments and input in the development of the plan.

On 2/7/2020 CSBD advertised in two community newspapers 1) the Sun-Sentinel and 2) the Broward Daily Business Review indicating the plan would be available for public review on 2/12/2020. No one attended the meeting. The plan was also published on our website in the section for public meeting notices.

DISCUSSION

The plan provides a complete view of the system-wide needs of the local workforce development area and addresses how we will 1) foster strategic alignment, 2) improve service integration and 3) ensure that the workforce system is industry-relevant; responding to the economic needs of our local workforce development area and matching employers with skilled workers. Our local plan explains how we will strive toward greater efficiencies by working to reduce duplication and maximizing financial and human resources. Lastly, our plan addresses current and future strategies to address the continuous improvement of our local and statewide workforce system by focusing on customer service excellence while aligning with the business and market-driven principles of the CSF network.

An Executive Summary of the Plan is attached to this memo. contains the sections listed below. We have also indicated changes and updates, as required by the planning guidance, for each section. The final WIOA four-year plan will be submitted to the state on 3/26/2020 and will be effective 7/1/2020 for Program Years 20/21 – 23/24.

RECOMMENDATION

Approval of Workforce Innovation and Opportunity Act (WIOA) Local Plan for Program Years 20/21 – 23/24.

Executive Summary

I. Organizational Structure

The elected officials entered into a Consortium Agreement which describes how they shall execute their duties and responsibilities. The Consortium Agreement was amended on January 28, 2016, at a publically noticed regularly scheduled combined elected officials and workforce board meeting to incorporate their WIOA responsibilities.

CSBD serves as staff to the local board and also as the fiscal agent. There is an agreement in place between the Board and the CSBD Council of Elected Officials. In accordance with the requirement that firewalls are to be in place to guard against conflict of interest, the Board, the CSBD Council of Elected Officials and CSBD have also implemented the following safeguards:

1. We have adopted a code of conduct applicable to the Board and to CSBD employees in accordance with the Uniform Guidance found at 2 CFR 200.
2. Because CSBD is a political subdivision under Florida Statutes 163.01, staff, the Board and the CSBD Council follow state statutes with respect to the application of conflict of interest policies, in accordance with the Florida state statutes and the code of ethics for public officials, and files Form 8B as required whenever there is a conflict, which arises in conjunction with a contract to be entered into by CSBD, or its governing boards.
3. CSBD follows the State Contracting Policy regarding conflict of interest, which is echoed by the Uniform Guidance that requires CSBD as a sub-recipient to notify the state (recipient) in the event of a conflict.
4. All issues concerning conflict of interest of board members or staff are also noted in the minutes of the meeting at which a vote is taken.
5. The BWDB has appointed an Audit Committee, which reviews all budget, monitoring and monetary issues.
6. CSBD contracts for external monitoring. All monitoring reports, state and external reports, as well as the annual audit appear on the Audit Committee Agenda and on the joint CSBD Council of Elected Officials and BWDB Board Regular Meeting Agendas for acceptance or action as appropriate.

Currently, CSBD procures a staffing company to manage and staff the one-stop career centers. CSBD will continue to use the staffing company model for the delivery of WIOA Title I adult and dislocated worker services and for the delivery of career services under any discretionary grants received. EmpHire Staffing is the staffing agency that was competitively procured to provide the staff who delivers the career services.

CSBD procured and contracted with a one-stop operator, Workforce Guidance Associates, LLC., to coordinate services among the partners.

II. Analysis of Need and Available Resources

This section provides an analysis of existing and emerging in-demand industry sectors and occupations, along with the knowledge and skills needed to meet the needs of the employers in the workforce area.

All youth program elements are available to youth as part of a menu of services based on their objective assessment and Individual Service Strategy (ISS). The 14 elements identified by WIOA are available to youth on an as-needed basis through our contracted youth services providers. CSBD continues to contract with out-of-school youth service providers using three different service models 1) Navigator, 2) Vendor and 3) Traditional Full Service.

CSBD combines funds provided by the CSC and various local units of government to serve an estimated 600 – 800 at-risk and low-income youth, ages 16 – 18, during the summer months. WIOA funds, when available, may be used to serve youth with employability skills and a work experience. Welfare Transition Program funds, when available, may serve youth through age 24 with employability skills and a work experience.

III. Local Workforce Development Area Vision and Strategic Goals

The Plan includes a description of the workforce development activities in the local workforce area, an analysis of the strengths and challenges experienced in the delivery of the services, and the capacity to provide services to meet the education and skill needs of job seekers and the employment needs of local employers.

The core partners all have seats on the BWDB as required by law and also serve on Board committees. CSBD has entered in a Memoranda of Understanding with both our core and legislative partners. Because of the presence of our core partners on the board and BWDB committees, they are a part of the decision-making process.

IV. Coordination of Services

To expand our function as strategists and community conveners to hear “the voice of the customer” on the workforce needs of Broward County, we participate in community and business initiatives to harness the expertise that exists within the local workforce area. The intent of our participation in these collaborative efforts is to meet local workforce area development needs, coordinate services as well as to find solutions for special populations with barriers to employment. Recommendations from the meetings move on to our governing boards, culminating in the roadmap, which are both incorporated into this workforce services plan and also into a strategic planning matrix, as applicable to each of the board’s committees, so that the members can work on the objectives throughout the year.

As is required by WIOA, secondary and post-secondary education is represented on the Board. This provides an opportunity for education to be aware of and have input into Board initiatives and activities. Education representatives are also invited to business forums so they can hear directly from the business community with respect to training needs and skills gaps. The Plan identifies the advantages of a single school district,

technical college and community district has when working to meet employer and student needs.

V. Description of Local One-Stop System

All required partners are co-located in the CSBD career centers. The partners make their core services available through the one-stop centers. All one-stops are American with Disabilities Act (ADA) compliant. Integrated Resource Teams (IRT) are assembled for special needs individuals. Each center has a Disability Specialist assigned to assist these customers with using the assistive technology, or to schedule an interpreter as needed. CSBD assistive tools include: screen readers, screen magnifiers, JAWS software, bigger keyboards, and a specialized mouse. Staff is trained annually on disability etiquette and serving customers with disabilities.

CSBD has also hired staff to go out into the distressed communities to bring them information about CSBD services and also to bring our workshops to where the customers live. WIOA allows local boards to set the rate of reimbursed for OJT up to 75%. CSBD's OJT reimbursement rate is 75% straight-time wage reimbursement for all employers, including those with 251 or more employees that are located in a distressed zip code or opportunity tax zone. As job seekers work close to their homes, especially in distressed communities, it makes sense to offer this type of reimbursement to these employers instead of basing it on job seekers' characteristics, which could be discriminatory.

VI. Description of Program Services

The one-stop system provides access to the career services, as required by WIOA section 134 and integrates Wagner-Peyser, Veterans, RA and RESEA, WIOA Title I, TAA, WT/TANF, SNAP Employment and Training, Vocational Rehabilitation, Adult Education and Family Literacy Act funding streams and programs.

A key CSBD partnership with the Greater Ft. Lauderdale Alliance helps to prioritize industry clusters through sharing types of businesses relocating to our local workforce area. CSBD also reviews various industries' hiring demands, references Enterprise Florida's Statewide Strategic Plan along with the Florida Chamber Foundation's Six Pillars of Florida's Future Economy™.

Intermediaries are utilized to engage the targeted industries of Healthcare, Technology, Marine, Aviation, Hospitality/Tourism, Retail and Construction to partner with trade and professional associations expanding its service delivery to employers.

To comply with the WIOA priority emphasis to recipients of public assistance, low-income, and basic skills deficient job seekers and USDOL ETA TEGL 3-15, guidance CSBD has included the following priorities of service:

ADULT PRIORITIES

1. Veterans and eligible spouses who are WIOA eligible and who also have one of the barriers in the priority list which follows.
2. Individuals who are not veterans or eligible spouses, but who have any one or more of the barriers in the priority list which follows.

3. Veterans and their eligible spouses who do not have any of the barriers listed as a WIOA priority in the chart below including:
 - a. Military spouses who have lost employment as a direct result of a relocation to accommodate a permanent change in duty station of the spouse.
 - b. Military spouses who are a dependent spouse of a member of the Armed Forces on active duty whose family income is significantly reduced, as determined by the State or local area, because of a deployment, a call or order to active duty, a permanent change of station, or the service-connected death or disability of the service member.
 - c. Military spouses who are unemployed or underemployed and are experiencing difficulty in obtaining or upgrading employment.
4. Individuals who are not veterans and do not have any of the adult barriers listed below.

The barriers referred to in the Adult Priorities chart are the barriers listed in WIOA, paragraph 24 (3) and below in alphabetical order and are defined pursuant to WIOA.

1. Disabled Individual
2. Displaced homemaker
3. Ex-Offender
4. Foster Care – dependent youth or who have aged out of the dependency system
5. Homeless or Runaway
6. Indian, Alaska Native, and Native Hawaiian as defined in WIOA Section 166
7. Individuals facing a substantial cultural barrier
8. Individuals within 2 years of exhausting lifetime eligibility under the Welfare Transition Program
9. Long-term unemployed individual (unemployed and looking for work 27 weeks or more)
10. Older individual
11. Migrant and seasonal farm worker
12. Single parent (including single pregnant women)

In addition to these priorities, customers must also meet income eligibility based on the BWDB Self-Sufficiency guidelines.

Dislocated workers have their own eligibility criteria.

CSBD supports the use of registered apprenticeships to enhance employment opportunities for job seekers. CSBD meets periodically with Atlantic Technical College to discuss additional ways we can partner to expand apprenticeship opportunities. CSBD added all the apprenticeships in Broward County to its ITA List, which is available to job seekers. CSBD has two representatives on its Board that provide training in the apprenticeship arena, which helps to enhance the awareness of apprenticeships and their use.

CSBD is providing entrepreneurial training to Broward County residents interested in starting their own businesses.

In PY 18-19, CSBD was awarded two CareerSource Florida Apprenticeship Grants; one is a pre-apprenticeship training in construction and the other is apprenticeship training in

the IT industry. Thirty-five (35) youth completed pre-apprenticeship training in administration, construction, culinary arts and horticulture. CSBD has also placed seven (7) individuals in a construction apprenticeship program with the Fort Lauderdale Housing Authority. In PY 19-20, CSBD was awarded a CareerSource Florida Apprenticeship Grant in the Marine Industry.

In addition to the Youth Program eligibility, CSBD wanted to expand the universe of youth able to be served under WIOA the One Stop Services Committee reviewed the current definition of “requires additional assistance.” Their recommendations were approved for inclusion in the plan by the CSBD governing boards as follows:

CSBD is defining the term “requires additional assistance” (for OSY) to enter or complete an educational program or to secure or hold employment as having low income (as referred by law) and one of the barriers listed below:

1. Historical or current personal or family substance abuse
2. Gang involved, affiliated, or affected due to family member involvement
3. Victim of abuse or domestic violence or family history of abuse or domestic violence
4. Victim of human trafficking
5. A youth who has a parent that is or was incarcerated within the past 24 months
6. A youth lacking a significant or positive work history based upon:
 - a. Their having been fired from one (1) or more jobs within the last six (6) months, or
 - b. Their having been employed in three (3) or more jobs within the last 12 months, and who is no longer employed or,
 - c. A youth who has actively been seeking full-time employment for at least two (2) months, but remains unemployed, or employed part-time. Includes a youth with no employment history.

VII. Public Comment Process

In accordance with the WIOA regulations, which require local areas to establish a public comment process consistent with state direction, CSBD made available this plan to the public on its website on 02/10/2020 with notice advising the community of the public hearing to solicit their comments on CSBD’s WIOA Local Plan.

A public hearing was held on 02/12/2020, pursuant to an advertised notice. Present at the public hearing and representing was CSBD’s Quality Assurance and Executive Office staff.

A draft of the proposed CSBD Local Plan was posted on the CSBD website on 2/10/2020, and the public had 30-days to submit comments, including at its publicly held hearing on 02/12/2020.

Entities represented on the Broward Workforce Development Board and its committees, which include economic development, public and private education, veterans groups, community based organizations, chambers, entities representing the disabled, to name a few provided input to the plan by appearing at committee and board meetings to share their thoughts and recommendations regarding the local workforce system.

CSBD also held a planning “retreat” to solicit ideas for the plan in November 2019. Questions were formulated as a guide for the Board members, which centered on how to make our services more accessible to employers and job seekers, and enhance the effectiveness of CSBD.

Memorandum #12 – 19 (QA)

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

From: Mason Jackson, President/CEO

Subject: National Dislocated Worker Grant (DWG) Funds

Date: March 20, 2020

SUMMARY

The Florida Department of Economic Opportunity (DEO) has requested local boards to let them know how much disaster relief funds in the form of National Dislocated Worker Grants (DWG) will be needed to address the COVID 19 emergency. CareerSource Broward (CSBD) is requesting \$1.5M.

BACKGROUND

National Dislocated Worker Grants (DWGs) are discretionary grants awarded by the Secretary of Labor under Section 170 of the Workforce Innovation and Opportunity Act (WIOA) to provide employment-related services for dislocated workers due to:

- a. Layoffs
- b. Service-related layoffs
- c. Trade-related layoffs
- d. Disasters and emergencies

The grants allow us to provide transitional employment or temporary employment opportunities to individuals affected by the COVID 19.

DISCUSSION

In response to COVID-19, DEO requested local boards to anticipate the funding needed to respond to layoffs as a result of the virus. The Executive, Legal and Operations department estimate needing \$1.5M to assist individuals whose jobs were affected by COVID -19. This sum will cover the cost of participant wages, a program manager, disaster grant staff and related overhead as well as staffing company costs for serving as the employer of record for the participants, which is how participants are employed during a disaster. Workers' wages are paid by this grant and not by the public or private non-profit agencies to which they're assigned.

CSBD will use the staffing companies recently procured and approved by the CSBD governing boards, at its last meeting, for disaster relief employment.

Generally, disaster relief funds can be used to employ individuals with governmental and not for profit organizations needing workers to perform the following activities:

- Loading, unloading, packing, delivering food and emergency supplies (may include truck-driving)
- Delivering to and/or shopping for necessary food and emergency supplies for homebound individuals
- Backfilling and/or increasing volunteer and/or employee slots when governmental and nonprofit agencies lose volunteers/employees in high-risk categories and face an increased workload due to the emergency (e.g., 211, Guardian ad Litem, hospitals, food distribution centers, nursing homes, domestic abuse shelters)
- Healthcare professionals and aides
- Positions to assess needs and provide assistance and resources to individuals affected by the emergency
- Sanitation workers.

If USDOL awards the grants as a response to the increased layoffs we may also be able to place individuals in transitional jobs which are work experience in the private sector with up to 10% of the grant funds.

RECOMMENDATION

To accept up to \$1.5M when awarded we requested by DEO, to employ individuals dislocated as a result of the COVID-19 virus in Broward County.

Memorandum #08 – 19 (QA) Revised

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

From: Mason Jackson, President/CEO

Subject: Results of the Taylor Hall Miller Parker (THMP), P.A.
Program Monitoring Report #3 – PY 18-19 – Issued November 2019

Date: January 12, 2020

SUMMARY

THMP conducted program monitoring for the period April 1 through August 1, 2019. There were 5 findings and 23 observations. All findings and observations were corrected except where cases were closed and no further action could be taken. Reviewed at the 2/10 Audit Committee and Executive Committee meetings.

BACKGROUND

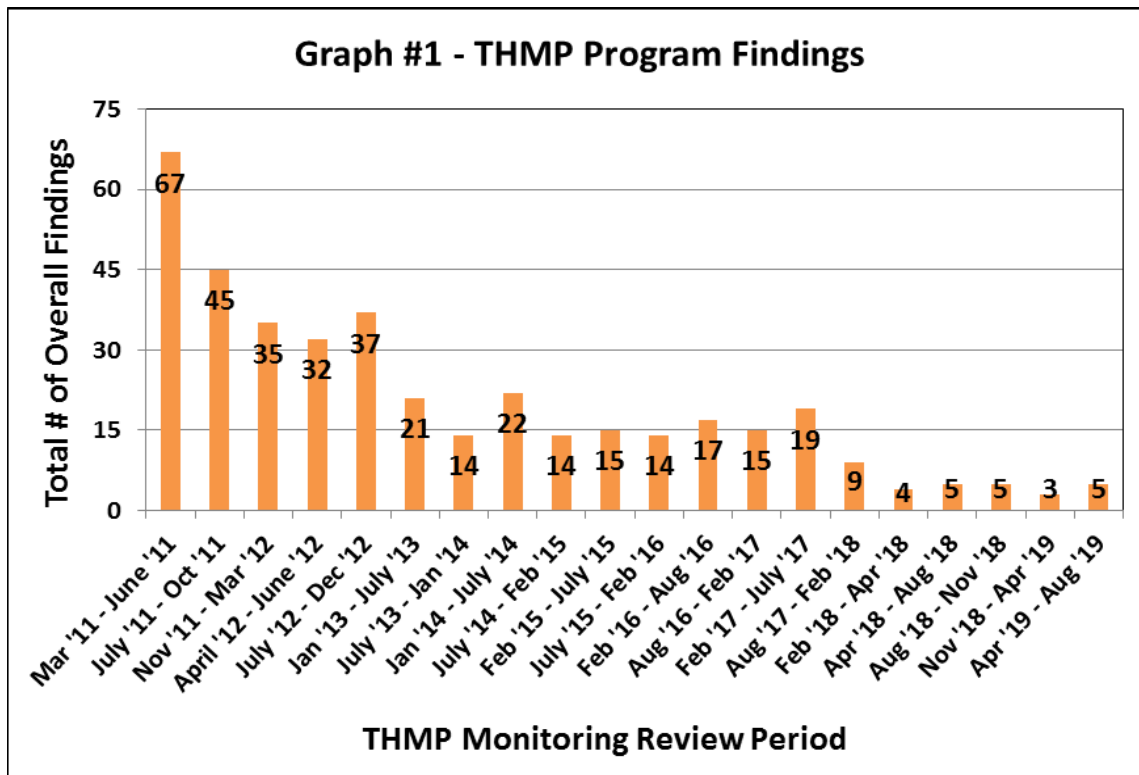
THMP monitors program activities three times a year. This was their third report for PY 18-19.

DISCUSSION

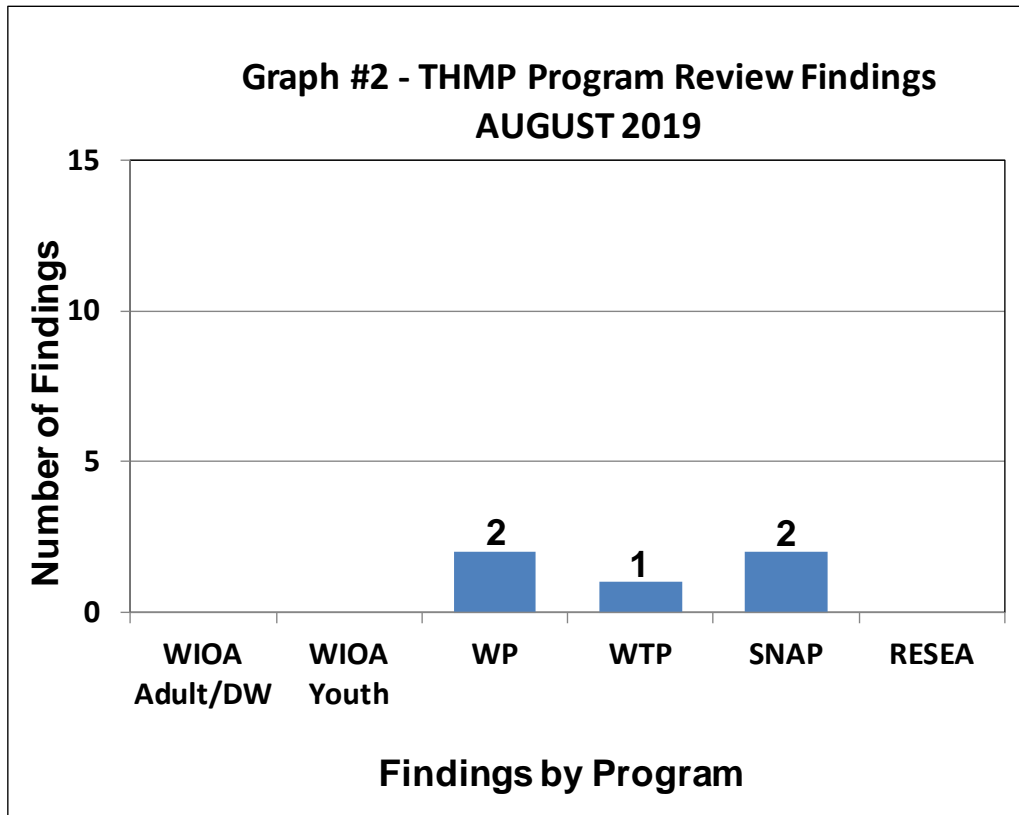
THMP identified 5 findings and 23 observations during their program monitoring visit. They reviewed a total of 175 files consisting of 6,325 elements. The findings equate to an error rate of approximately .079%.

THMP Program Findings

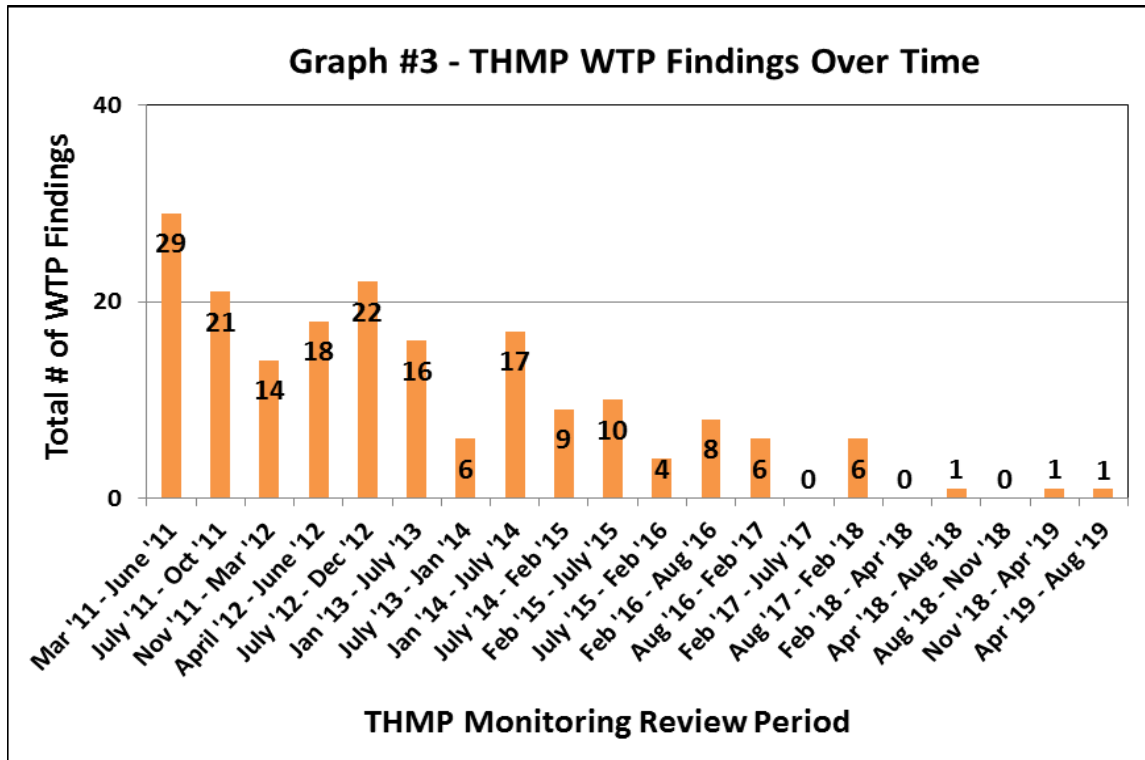
A trending chart for THMP program findings, per review period since March 2011, is represented in Graph #1, as follows:



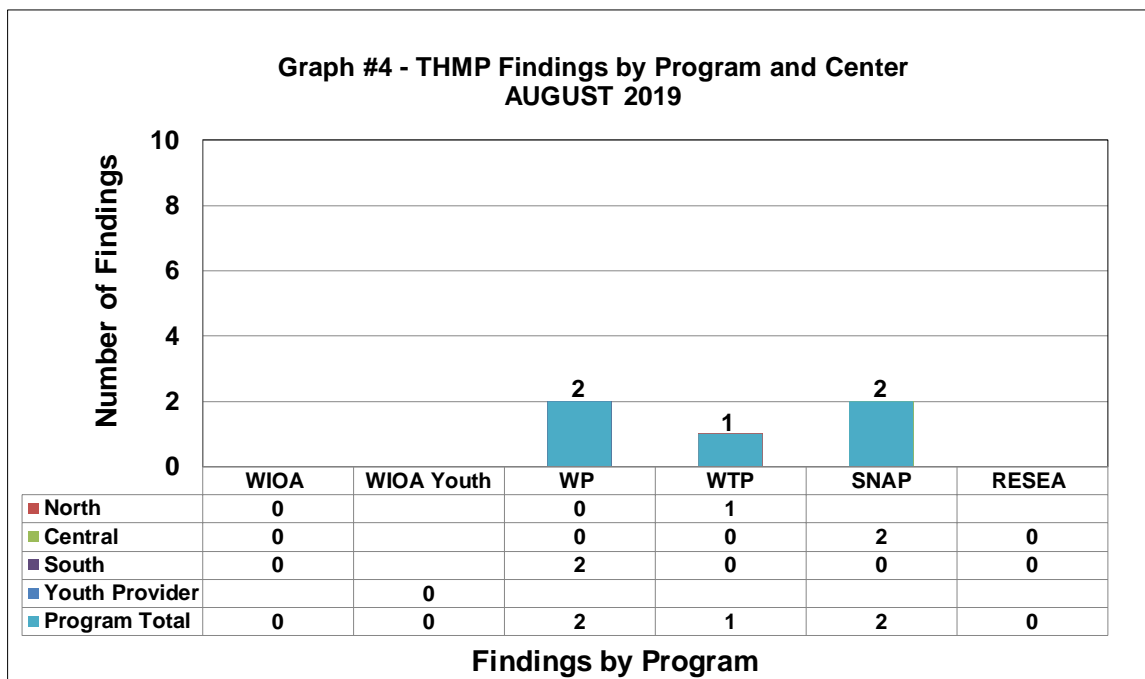
A breakdown of findings by Program is represented in Graph #2, as follows:



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



A breakdown of findings by Program and Center is represented in Graph #4, as follows:



THMP Program Findings for the period of April – August 2019

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

I. WIOA Adult/Dislocated Worker

30 WIOA Adult and Dislocated Worker files were reviewed, 10 from each Center. There were no **(0)** findings or observations.

II. WIOA Youth

19 WIOA Youth files were reviewed: 5 Broward College, 3 FLITE Center, 3 HANDY, and 8 School Board of Broward County's CTACE. There were no **(0)** findings.

There was 1 WIOA Youth observation.

| Observation WIOA Youth |
|---|
| An incentive activity was not entered in Employ Florida. (Broward College) |
| Recommendation |
| Staff should enter an incentive activity in Employ Florida to reflect the service. |
| Agree/ Disagree |
| Agree |
| Resolution |
| This was an error made by youth provider staff and has been corrected. The CSBD Youth Program Manager has instituted two strategies: 1) the youth provider supervisor will verify an incentive activity has been entered in Employ Florida prior to approving a support service request, and 2) the CSBD Youth Program Manager will conduct random sampling of cases monthly to ensure no future occurrences. |

III. Wagner-Peyser (WP)

A. 30 WP files were reviewed, 10 from each Center. There were **2** findings.

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| Findings WP Services |
| A placement service was taken by the WTP job developer; however, a case note was not entered to document the placement verification information for 2 customers (e.g., source, customer, employer, wage rate, start date). (South-2) |
| Recommendation |
| CSBD should ensure the placement verification information is entered into Employ Florida. |
| Agree/ Disagree |
| Agree |
| Resolution |
| This was corrected during fieldwork. This was isolated to one WTP Job Developer, who met with the DEO Supervisor on 11/20/19, on how to enter a placement case note in Employ Florida. |

B. 30 WP job orders were reviewed, 10 from each Center. There were no (0) findings.

There was 1 WP job order observation.

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| Observation WP Job Order |
| The method, name and title of contact were not included in an employer verification case note. (Job Order Unit) |
| Recommendation |
| When staff verify newly registered employers, the method, name and title of contact should be included in the case note. |
| Agree/ Disagree |
| Agree |
| Resolution |
| This was corrected during fieldwork. The Job Order Unit staff member was coached on this and is no longer with CSBD. |

IV. Reemployment Services and Eligibility Assessment (RESEA)

10 RESEA files were reviewed, 7 from Central and 3 from South. There were no (0) findings or observations.

V. Welfare Transition Program (WTP)

- A. 24 WTP mandatory files were reviewed, 8 from each Center. There was 1 finding.

| |
|--|
| Finding WTP Domestic Violence |
| The domestic violence situation identified in the customer's online Assessment Questionnaire was not addressed with the customer based on the case notes, and a safety plan was not created and retained in the case file. (North) |
| Recommendation |
| CSBD should ensure that domestic violence cases are properly processed. |
| Agree/ Disagree |
| Agree |
| Resolution |
| Although the customer noted 'Yes' on the domestic violence question, she indicated while meeting with her Success Coach that it was a neighborhood concern that was since resolved. This does not meet the domestic violence criteria; however, the Success Coach has updated the case note. |

There were 13 WTP mandatory observations.

| |
|--|
| Observation WTP IRPs |
| Signed IRPs in 2 case files were not updated with new monthly work activity assignments. (North/Central) |
| Recommendation |
| CSBD should take appropriate actions to improve performance, case management, and system information. |
| Agree/ Disagree |
| Agree |
| Resolution |
| This was corrected. Involved staff understand how to better track customers' monthly performance and monitor their caseloads for compliance. |

| |
|---|
| Observation WTP Employment |
| The employment verification date on documentation in the case file did not match the date entered in OSST. (South) |
| Recommendation |
| CSBD should take appropriate actions to improve performance, case management, and system information. |
| Agree/ Disagree |
| Agree |
| Resolution |
| CSBD revised the Employment Verification Form so that it is aligned with OSST to prevent staff misinterpretation of what date to enter. |

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|--|
| Observations WTP Pre-Penalties and Sanctions |
| <ul style="list-style-type: none"> a) Incorrect pre-penalty termination dates were entered in OSST. Upon compliance, pre-penalties should have been terminated with the date the customers agreed to comply. (Central-2/South-2) b) An incorrect pre-penalty termination date was entered in OSST. Upon determining good cause, the pre-penalty should have been terminated with the date of the supposed failure. (South) c) Customers were not held accountable to complete requisite hours as assigned. (Central-2) |
| Recommendation |
| CSBD should take appropriate actions to improve performance, case management, and system information. |
| Agree/ Disagree |
| Agree |
| Resolution |
| <ul style="list-style-type: none"> a) CSBD recently received guidance from the State that they will be updating their WTP sanction policy going forward, removing this requirement, so that pre-penalty termination dates will reflect the actual date the customer complied. b) This was an isolated incident involving a scrivener's error. c) This occurred with a new Success Coach who was reassigned the cases. To provide better oversight of bulk transfer of cases, CSBD revised Policy 545: Transfer of Customer Files, to ensure QATC staff assist with case review prior to transfer to a new Success Coach, to ensure any issues are corrected beforehand. |

| |
|---|
| Observations WTP Case Management |
| <ul style="list-style-type: none"> a) There were no case notes entered to document that counseling took place for a customer who consistently completed more than the maximum allowable hours in the Community Service activity. (North) b) Case notes did not create a clear picture of what was happening with 2 cases. (Central-2) |
| Recommendation |
| CSBD should take appropriate actions to improve performance, case management, and system information. |
| Agree/ Disagree |
| Agree |
| Resolution |
| <ul style="list-style-type: none"> a) This was corrected. In addition, CSBD revised our case note policy to address the issue. b) The involved Success Coach no longer works at CSBD. Case note policy was updated to ensure staff use approved templates. We also sent a request to the State to enhance OSST so that we can generate reports based on no recorded staff-entered case note activity. |

B. 7 WTP Transitional files were reviewed from each Center for a total of 21 files. There were zero (0) findings.

There was 1 WTP Transitional observation.

| |
|---|
| Observation WTP Transitional |
| A \$100 Transitional Clothing service was provided and recorded in OSST; however, the service in OSST did not contain a start date. (North) |
| Recommendation |
| CSBD should ensure that services are entered correctly. |
| Agree/ Disagree |
| Agree |
| Resolution |
| This was an isolated incident involving a new Success Coach and was corrected. |

VI. Supplemental Nutritional Assistance Program (SNAP)

10 SNAP files were reviewed, 5 Central and 5 South. There were 2 SNAP findings.

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| Finding SNAP JPRs |
| The Education JPR entry for 1 customer was not properly supported. Online Universal Class participation was counted as one hour for each course lesson completed, rather than actual hours. (Central) |
| Recommendation |
| CSBD should ensure that JPR entries are correct and properly supported. |
| Agree/ Disagree |
| Agree |
| Resolution |
| The customer accessed the portal through the library system which we discovered does not allow for tracking of actual hours. We have since ceased that practice. CSBD has purchased different online learning platforms (i.e., Metrix, Workforce Skills 21st Century) that provide actual hours. |

| |
|--|
| Finding SNAP Engagement |
| The customer was not assigned to 80 hours in program components for one month. (Central) |
| Recommendation |
| CSBD should ensure participants are properly engaged in program components. |
| Agree/ Disagree |
| Agree |
| Resolution |
| The Success Coach misread the date for closure alert and closed the case early. |

There were 7 SNAP observations.

| |
|--|
| Observation SNAP Activities |
| <ul style="list-style-type: none"> a) A customer completed more than 24 job contacts in one day. CSBD policy states that participants cannot complete more than 24 job searches in a day. (South) b) Current practice is to count online education hours through Universal Class based on the contact hours listed on the completion certificate; however, this is the average time for the course per the Universal Class course catalog and not actual time spent. |
| Recommendation |
| CSBD should ensure participants are properly engaged in program components. |
| Agree/ Disagree |
| Agree |
| Resolution |
| <ul style="list-style-type: none"> a) This was corrected. In addition, CSBD created a SNAP Acknowledgement Form for customers as a guide to educate them on acceptable participation hours. b) A SNAP lab has been implemented to capture actual online education hours. CSBD has purchased different online learning platforms (i.e., Metrix, Workforce Skills 21st Century) that provide actual hours. |

| |
|---|
| Observation SNAP Case Management |
| <ul style="list-style-type: none"> a) Less than required hours were assigned in OSST for one month for the customer, and they did not agree with documentation in the case file. (Central) b) The customer's assignment was changed on the SNAP Monthly Participation Agreement to include the Work Experience activity; however, activities were not updated in OSST. (South) c) The assigned activities/hours in OSST were not properly updated to agree with 2 SNAP Monthly Participation Agreements. (Central/South) |
| Recommendation |
| CSBD should ensure participants' cases are properly managed. |
| Agree/ Disagree |
| Agree |
| Resolution |
| <ul style="list-style-type: none"> a) This is a new Success Coach who made the error. Since then, we have implemented the process of requiring all new SNAP Success Coaches to take the THMP online SNAP training within 45 business days of hire. b) This was an isolated incident and has been corrected. c) One case is closed and could not be corrected. The other case has been corrected. |

| |
|--|
| Observation SNAP Sanctions |
| An incorrect failure date was recorded in OSST for a sanction request initiated for the customer. (South) |
| Recommendation |
| CSBD should take action to improve accuracy and file documentation. |
| Agree/ Disagree |
| Agree |
| Resolution |
| CSBD updated Policy 596: SNAP Penalties and Sanctions to clarify this issue. This observation was reviewed with all SNAP staff. Additionally, CSBD assigned QATCs to conduct a periodic review of SNAP failure dates for accuracy. |

RECOMMENDATION

None. Presented for informational purposes.



Performance Report

**Month-to-Month Rolling 12 Month Period &
Program Year-to-Date as of March 2020**

Entered Employment Rate for the Month of March 2020 across all Big Seven Regions

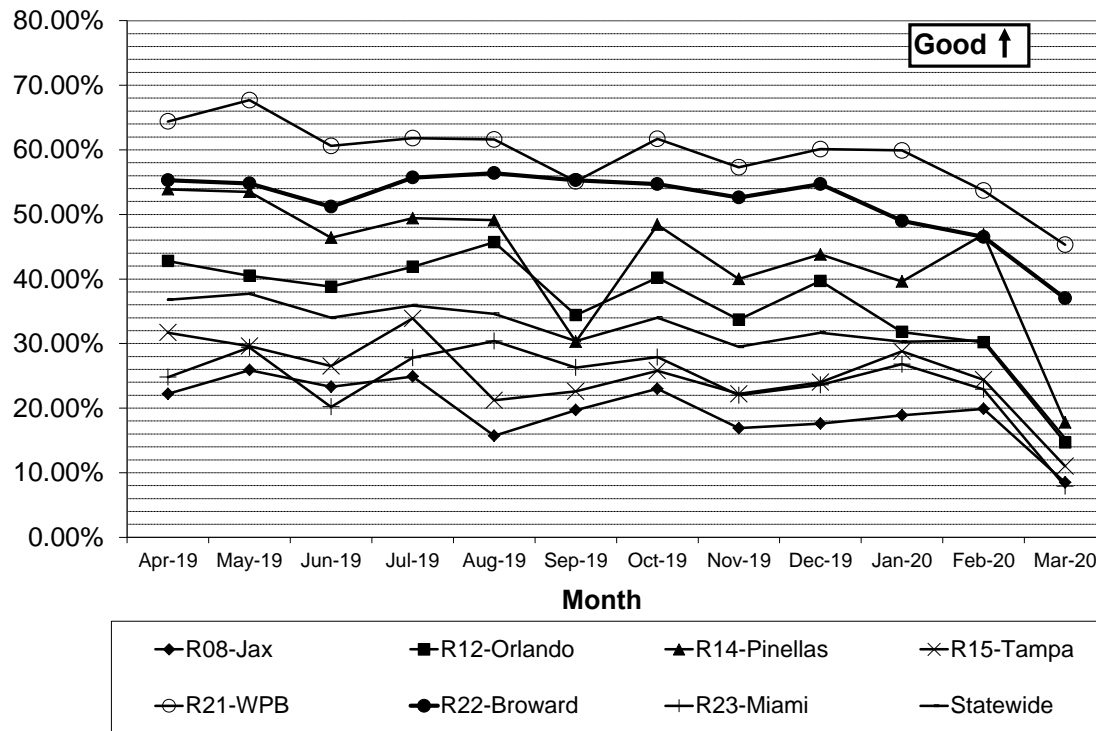
| | WTP | | Wagner-Peyser | | Veterans | | WIOA Adult/DW | |
|--------------------------------|---------------|---|---------------|---|---------------|---|----------------|---|
| Region 8 - Jacksonville | 28.50% | ↑ | 30.70% | ↓ | 36.50% | ↑ | 100.00% | — |
| Region 12 - Orlando | 32.10% | ↑ | 31.00% | ↑ | 33.30% | ↑ | 100.00% | ↑ |
| Region 14 - Pinellas | 22.60% | ↓ | 31.60% | ↓ | 41.20% | ↑ | 100.00% | — |
| Region 15 - Tampa | 16.30% | ↓ | 41.50% | ↓ | 36.40% | ↑ | 70.40% | ↓ |
| Region 21 - WPB | 28.30% | ↓ | 33.80% | ↓ | 39.60% | ↑ | 21.20% | ↓ |
| Region 22 - Broward | 39.00% | ↓ | 43.20% | ↑ | 45.00% | ↑ | 100.00% | — |
| Region 23 - Miami | 25.80% | ↓ | 47.20% | ↓ | 26.70% | ↓ | | — |
| Statewide | 27.70% | ↓ | 37.30% | ↓ | 34.10% | ↑ | 68.20% | ↓ |

Note: Arrows indicate direction of change since previous month's figures. Flat line indicates no change.

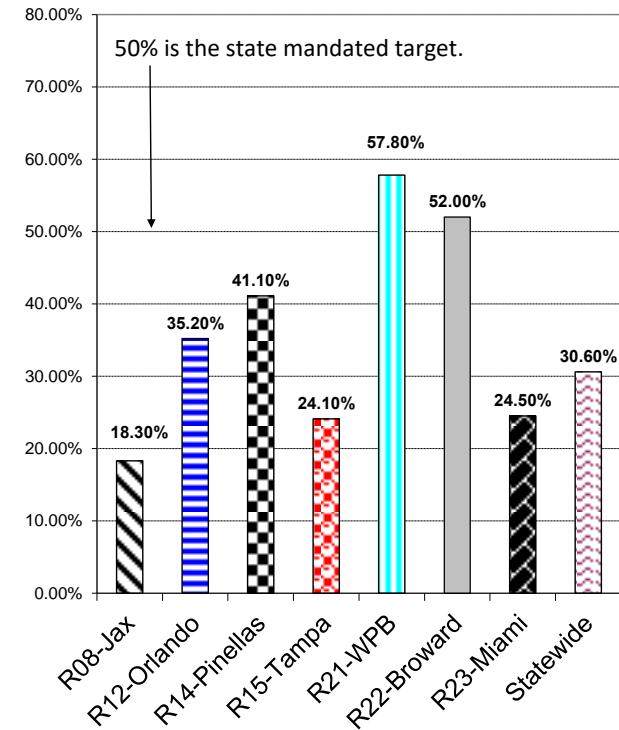
| | | | | |
|----------------------------------|-------------|---|-----------|--------------------------|
| Legend / Abbreviation Key | WTP | Welfare-Transition Program | DW | Dislocated Worker |
| | WIOA | Workforce Innovation and Opportunity Act | | |

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

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

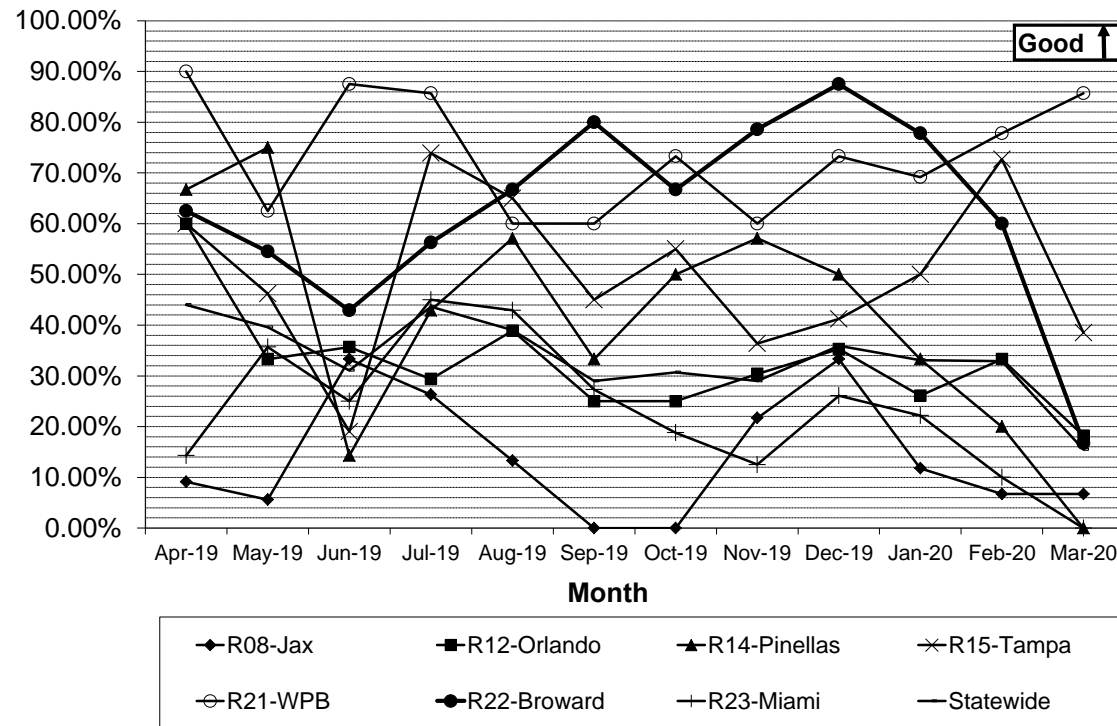


Program Year-to-Date (YTD) Participation Rate as of March 2020

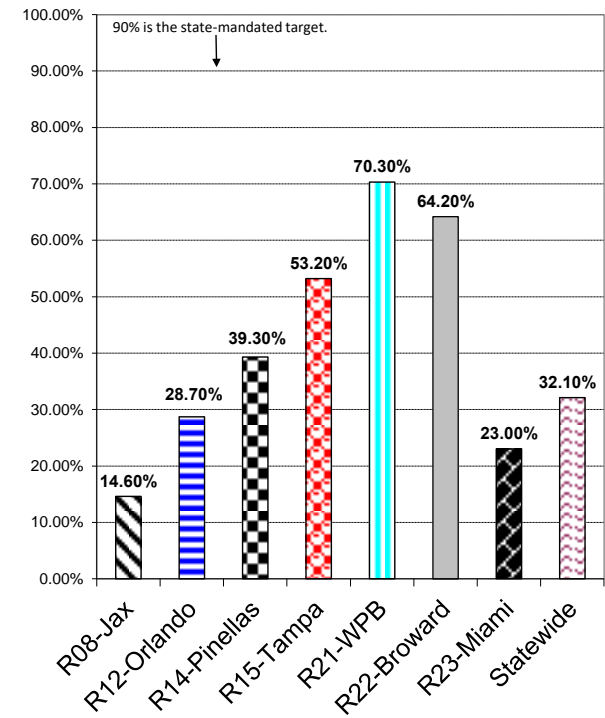


Welfare Transition Program (WTP) Two-Parent Family Participation Data for the Big 7 Regions

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

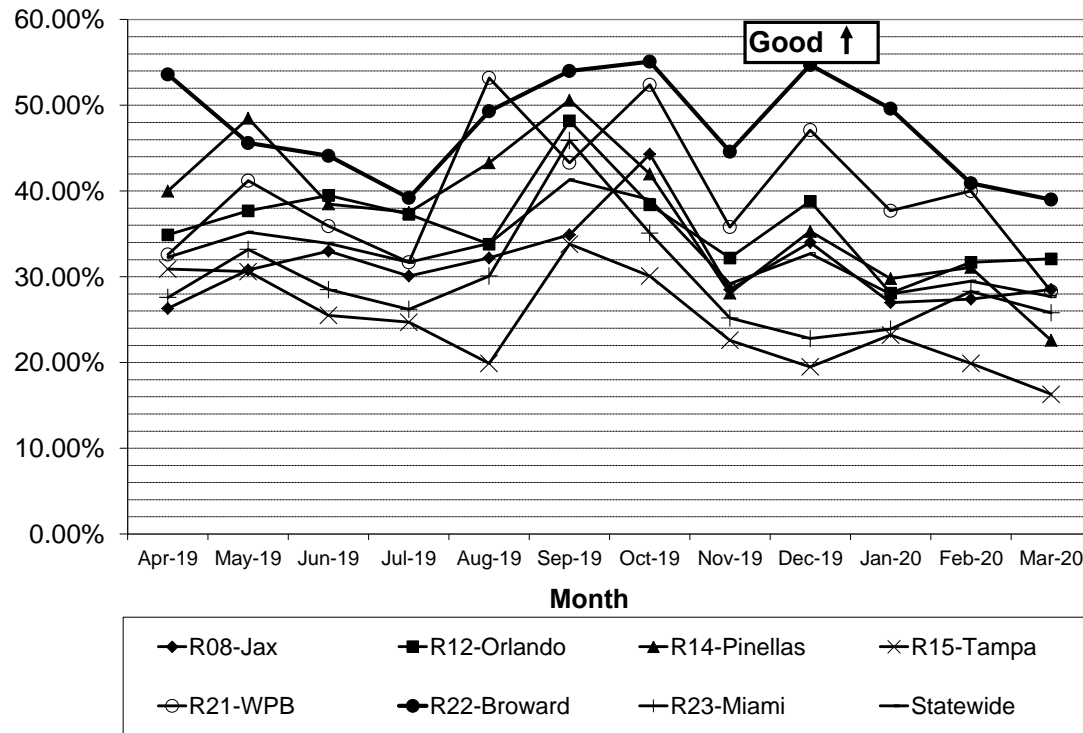


**Program Year-to-Date (YTD)
Participation Rate as of March 2020**

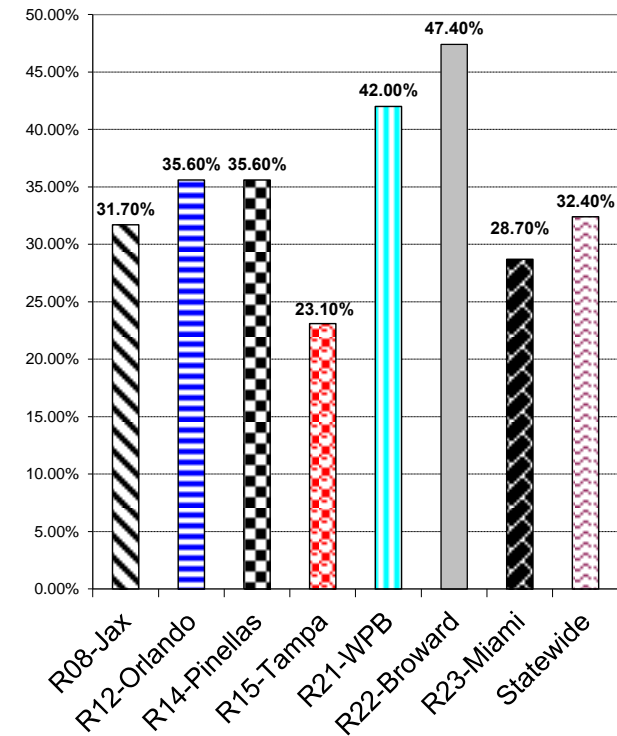


Welfare Transition Program (WTP) Entered Employment (EE) Data for the Big 7 Regions

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



Program Year-to-Date (YTD) EE Rate as of March 2020

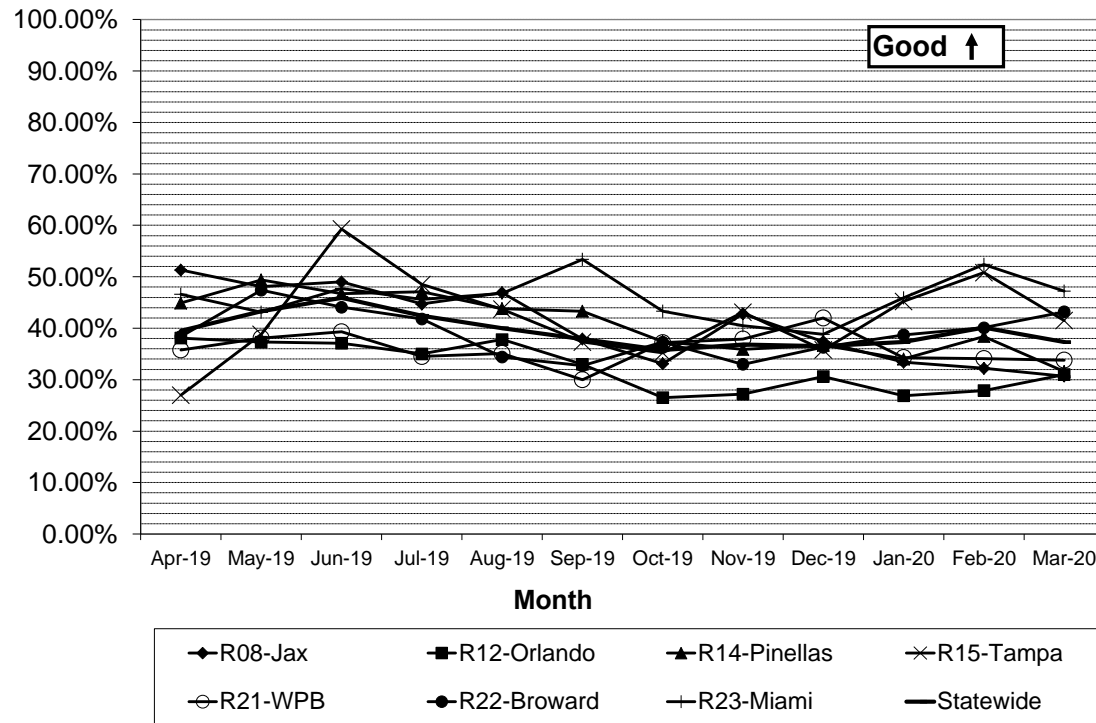


Analysis of Welfare Transition Program (WTP) Performance

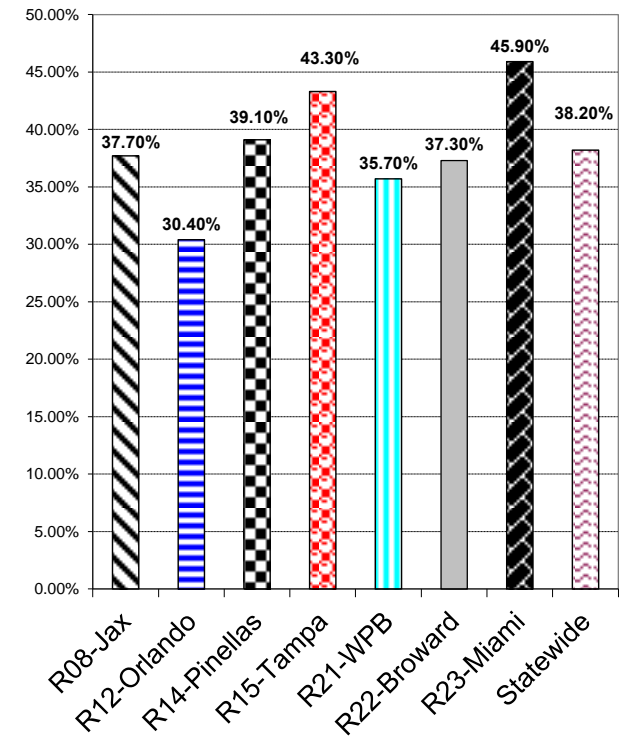
| WTP Program Performance At-A-Glance | Measure | Goal | Month (March) | PYTD |
|---|--|------|---------------|-------|
| | All Family Participation | 50% | 37.0% | 52.0% |
| | Two-Parent Family Participation | 90% | 16.7% | 64.2% |
| | Entered Employment Rate (EER) | 39% | 39.0% | 47.4% |
| Current Situation and Performance Summary | <p>In relation to the Big 7 Regions:</p> <p><u>All Family Participation Rate</u> CSBD ranks 2nd in performance for the month and ranks 2nd Program Year-To-Date.</p> <p><u>Two Parent Participation Rate</u> CSBD ranks 4th in performance for the month and ranks 2nd Program Year-To-Date.</p> <p><u>Entered Employment Rate</u> CSBD ranks 1st place in performance for the month and ranks 1st Program Year-To-Date.</p> <p>The Entered Employment Rate (EER) is calculated by cases closed due to employment divided by the number of overall case closures during the month.</p> | | | |
| Strategies and Action Steps | <p>As a result of COVID-19, in March Governor DeSantis issued an executive order to lift sanctions and grant a waiver from participation requirements to assist Floridians who were receiving TANF and in our WTP performance. The number of Two Parents in our caseloads is small. When one or two families do not participate this negatively impacts our performance. To support all of our customers during the pandemic we are:</p> <ul style="list-style-type: none"> • Actively reaching out and encouraging them to voluntarily engage in activities and services. • Offering employment related assistance and support services to assist with purchasing items needed to obtain employment or remain employed. Currently, over 50% of our population is engaged in one of the following activities: 1) Employment 2) Job Search and 3) Education using tools such as Metrix to upskill their credentials. • Promoting our on-going CSBD virtual job fairs to assist our customer who lost their job with regaining employment. Over 160 WTP customers lost employment since the start of the pandemic. • Working diligently to ensure customers are aware of job opportunities, food distribution sites, and other necessary resources to assist families in need. | | | |

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

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



Program Year-to-Date (YTD) EE Rate as of March 2020

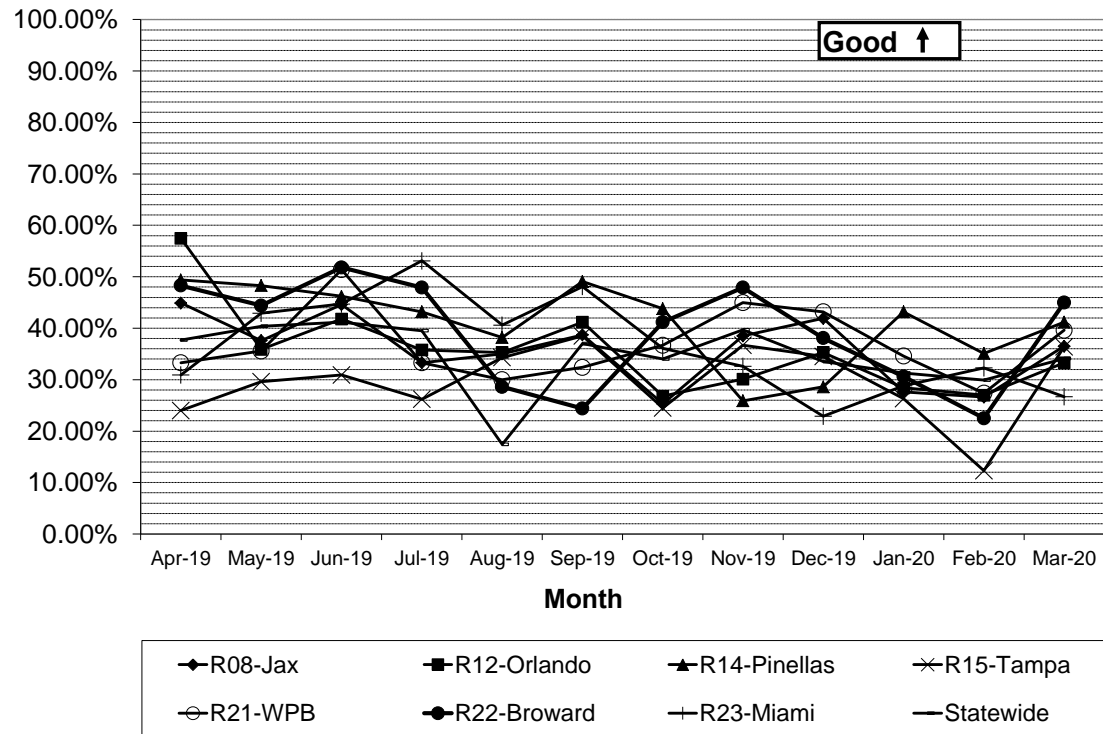


Analysis of Wagner-Peyser (WP) Performance

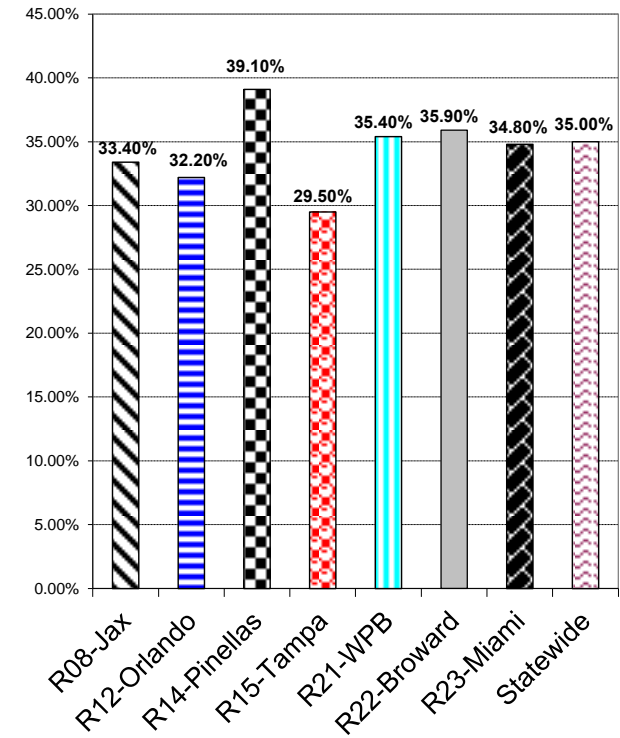
| WP Program Performance At-A- Glance | <u>Measure</u> | Performance* | |
|--|---|---------------|--------|
| | | Month (March) | PYTD |
| | Entered Employment Rate | 43.20% | 37.30% |
| | *Please note: The performance detail is based on the Monthly Management Report (MMR). Due to lagging data, our true YTD rate will adjust at the end of the program year. | | |
| Current Situation and Performance Summary | <p>The data that captures the new wage record is still lagging behind. As stated above the Monthly Management Report will adjust at year end. Trends have shown that the MMR performance is usually 30-35% lower than the final year-end report.</p> <p>CSBD is in 2nd place for performance for the month.</p> <p>Since the beginning of the program year July 2019 there have been 14,210 new registrants in WP.</p> | | |
| Strategies and Action Steps | <p>During the month of March CareerSource Broward closed our centers to ensure the safety of our customers and staff due to COVID-19 and comply with stay at home orders.</p> <p>CSBD quickly equipped staff with laptop computers and cell phones to ensure continuation of our services and continuous customer engagement. This allowed staff to:</p> <ul style="list-style-type: none"> Promote our first ever CSBD Virtual Job fair with over 50 employers. Resulting in over 8,000 individuals attending the job fair. Provide one-on-one phone services to provide resume assistance, individualized job search and job referrals, and promoting CSBD services to recently displaced workers who are in need of assistance with gaining employment. Provide services to recently displaced workers ensuring that customer could login to their Employ Florida (EF) accounts by resetting over 500 passwords. This enabled customers' to access Employ Florida's job bank and apply to recently posted jobs and file for unemployment services. <p>CSBD also assigned 15 staff members who were trained to assist customers with resetting their Connect PINs.</p> | | |

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

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



Program Year-to-Date (YTD) EE Rate as of March 2020

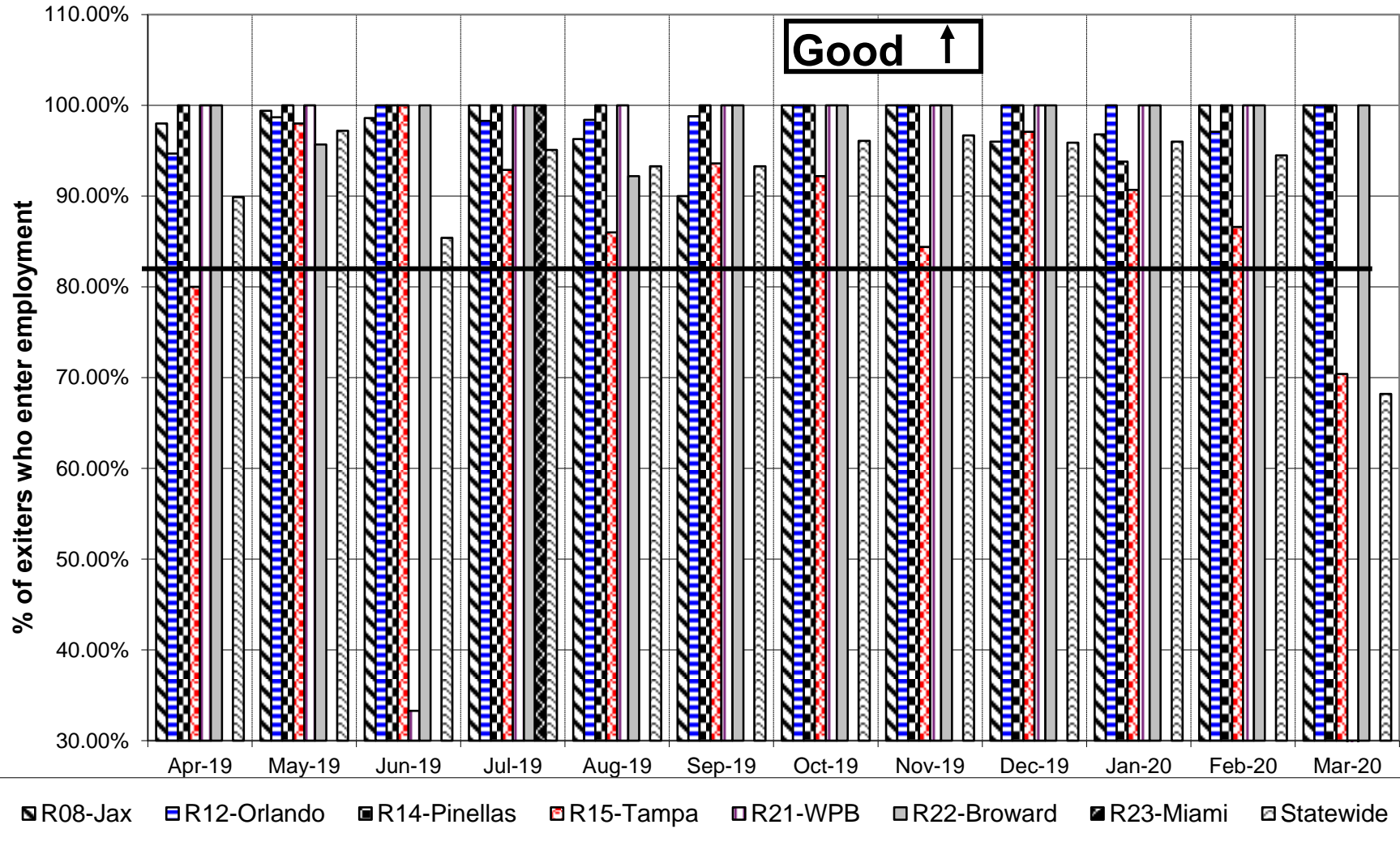


Analysis of Veterans' Performance

| Veterans' Program Performance At-A-Glance | Measure | Performance | |
|---|--|---------------|-------|
| | | Month (March) | PYTD |
| | Entered Employment Rate | 45% | 35.9% |
| Current Situation and Performance Summary | <p>CSBD is in 1st place for performance for the month.</p> <p><u>Since the beginning of the program year July 2019:</u></p> <ul style="list-style-type: none"> • 240 Veterans placed in employment • Over 1,000 Veteran customers actively utilized CSBD employment services | | |
| | <p>During the month of March CareerSource Broward closed our centers to ensure the safety of our customers and staff due to COVID-19 and comply with stay at home orders. CSBD quickly equipped staff with laptop computers and cell phones to ensure continuation of our services and continuous customer engagement. This allowed staff to:</p> <ul style="list-style-type: none"> • Increase calls to provide one-on-one services; providing veterans with resume assistance, individualized job searched/job referrals, and promoting CSBD services to recently displaced veterans in need of assistance with gaining employment. • LVERs are working with employers who are still hiring during COVID-19 providing Veterans with Significant Barriers to employment and Veterans who have become recently displaced options to apply to the open positions. • WP staff is engaging with recently registered Veterans providing information on the upcoming Virtual Job fairs and providing information on our recently launched Virtual Employment Workshops so that customers can take advantage of these services provided by CSBD at no cost. | | |
| Strategies and Action Steps | | | |

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

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



Analysis of Workforce Innovative and Opportunity Act (WIOA) Adult and Dislocated Worker Performance

| WIOA Program Performance At-A- Glance | <u>Measure</u> | Performance | |
|--|--|---------------|------|
| | | Month (March) | PYTD |
| | Entered Employment Rate | 100% | 100% |
| Current Situation and Performance Summary | <p>CSBD is in a 4-way tie for 1st in performance for the month and is 1st in Program Year-To-Date.</p> <p><u>Since the beginning of the program year July 2019:</u></p> <ul style="list-style-type: none"> • 344 WIOA customers entered employment • CSBD has enrolled 650 customers into WIOA-funded training <p><i>Note: While our rate is high we want to continue enrolling customers into basic and individualized services to increase the number special populations' customers receiving WIOA training related services to assist with increasing their employment and wage rates.</i></p> | | |
| | <p>During the month of March CareerSource Broward closed our centers to ensure the safety of our customers and staff due to COVID-19 and comply with stay at home orders. CSBD quickly equipped staff with laptop computers and cell phones to ensure continuation of our services and continuous customer engagement. This allowed staff:</p> <ul style="list-style-type: none"> • To continue enrollments into training, by providing one-on-one telephone and online Orientations, guiding customers in using the Employ Florida website to submit their documents securely online, and discussing virtual learning in place of traditional classroom learning. • Job Developers and employment Success Coaches are working with our recently displaced customers by sending job leads, updating resumes, offering assessments such as Metrix and e-skills to improve customers' soft skills and increase their hard skills and to update their 'prove it file'. • CSBD made TORQ available to assist customers with exploring other jobs that match their competencies and interests. • To promote our virtual career fairs and our recently launched on-line workshops. | | |

**Overview of the CareerSource Broward Region
Not Seasonally Adjusted
April 17, 2020**

- The unemployment rate in the CareerSource Broward region (Broward County) was 4.2 percent in March 2020. This rate was 1.1 percentage points higher than the region's year ago rate of 3.1 percent. The labor force was 1,036,617, up 5,319 (+0.5 percent) over the year. There were 43,658 unemployed residents in the region.
- In March 2020 nonagricultural employment in the Ft. Lauderdale-Pompano Bch-Deerfield Bch Metro Division was 864,500, an increase of 2,500 jobs (+0.3 percent) over the year.
- The financial activities (+3.4 percent); professional and business services (+3.2 percent); trade, transportation, and utilities (+2.3 percent); and other services (+0.8 percent) industries grew faster in the metro area than statewide over the year.
- The Ft. Lauderdale-Pompano Bch-Deerfield Bch Metro Division had the highest annual job growth compared to all the metro areas in the state in trade, transportation, and utilities (+4,500 jobs) in March 2020.
- The Ft. Lauderdale-Pompano Bch-Deerfield Bch Metro Division had the second highest annual job growth compared to all the metro areas in the state in professional and business services (+4,900 jobs).
- The Ft. Lauderdale-Pompano Bch-Deerfield Bch Metro Division had the third highest annual job growth compared to all the metro areas in the state in Financial Activities (+2,200 jobs).
- The industries gaining in jobs over the year were: professional and business services (+4,900 jobs); trade, transportation, and utilities (+4,500 jobs); financial activities (+2,200 jobs); education and health services (+500 jobs); government (+400 jobs); and other services (+300 jobs).
- The leisure and hospitality (-8,500 jobs); construction (-800 jobs); manufacturing (-600 jobs); and information (-400 jobs) industries lost jobs over the year.

Note: All data are subject to revision.

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

| Unemployment Rates | | | |
|---------------------------------------|---------------|---------------|---------------|
| (not seasonally adjusted) | Mar-20 | Feb-20 | Mar-19 |
| CareerSource Broward (Broward County) | 4.2% | 2.9% | 3.1% |
| Florida | 4.3% | 2.8% | 3.2% |
| United States | 4.5% | 3.8% | 3.9% |

| Ft. Lauderdale-Pompano Beach-Deerfield Beach | | | | | Florida | | | |
|---|---------------|---------------|---------------|-----------------------|----------------|---------------|---------------|-----------------------|
| Metropolitan Division | | | | | | | | |
| Nonagricultural Employment by Industry | | | | | | | | |
| (not seasonally adjusted) | Mar-20 | Mar-19 | change | percent change | Mar-20 | Mar-19 | change | percent change |
| Total Employment | 787,900 | 784,000 | 3,900 | 0.5 | 9,083,300 | 8,965,400 | 117,900 | 1.3 |
| Mining and Logging | NA | NA | NA | NA | 5,700 | 5,800 | -100 | -1.7 |
| Construction | 66,100 | 63,900 | 2,200 | 3.4 | 582,800 | 559,600 | 23,200 | 4.1 |
| Manufacturing | 43,000 | 41,400 | 1,600 | 3.9 | 389,100 | 382,400 | 6,700 | 1.8 |
| Trade, Transportation, and Utilities | 254,200 | 250,300 | 3,900 | 1.6 | 1,819,800 | 1,793,400 | 26,400 | 1.5 |
| Wholesale Trade | 33,600 | 32,300 | 1,300 | 4.0 | 351,600 | 351,800 | -200 | -0.1 |
| Retail Trade | 23,100 | 22,000 | 1,100 | 5.0 | 1,112,800 | 1,107,800 | 5,000 | 0.5 |
| Transportation, Warehousing, and Utiliti | 91,500 | 91,000 | 500 | 0.5 | 355,400 | 333,800 | 21,600 | 6.5 |
| Information | 111,800 | 111,300 | 500 | 0.4 | 137,800 | 139,200 | -1,400 | -1.0 |
| Financial Activities | 37,900 | 37,600 | 300 | 0.8 | 596,200 | 585,100 | 11,100 | 1.9 |
| Professional and Business Services | 250,900 | 246,500 | 4,400 | 1.8 | 1,404,600 | 1,381,800 | 22,800 | 1.7 |
| Education and Health Services | 414,900 | 409,800 | 5,100 | 1.2 | 1,368,400 | 1,334,600 | 33,800 | 2.5 |
| Leisure and Hospitality | 8,400 | 8,100 | 300 | 3.7 | 96,100 | 94,500 | 1,600 | 1.7 |
| Other Services | 5,800 | 6,300 | -500 | -7.9 | 122,100 | 121,200 | 900 | 0.7 |
| Government | 28,200 | 28,800 | -600 | -2.1 | 1,156,100 | 1,143,500 | 12,600 | 1.1 |

| Population | 2018 | 2017 | change | percent change |
|---------------------------------------|-------------|-------------|---------------|-----------------------|
| CareerSource Broward (Broward County) | 1,935,878 | 1,917,122 | 18,756 | 1.0 |
| Florida | 21,299,325 | 20,976,812 | 322,513 | 1.5 |

| Average Annual Wage | 2018 | 2017 | change | percent change |
|---------------------------------------|-------------|-------------|---------------|-----------------------|
| CareerSource Broward (Broward County) | \$52,929 | \$51,259 | \$1,670 | 3.3 |
| Florida | \$50,090 | \$48,460 | \$1,630 | 3.4 |

Note: All data are subject to revision.

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