

CareerSource Okaloosa Walton

Workforce Innovation and Opportunity Act Local Workforce Plan

Two-Year Modification

January 1, 2023 – December 31, 2024

Local Workforce Development Area 2

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Date Submitted: _____, 2022 Plan Contact: Michele Burns

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INTRODUCTION

These instructions provide direction for local workforce plans (local plans) submitted under Public Law 113-128, the Workforce Innovation and Opportunity Act (WIOA). WIOA requires each local workforce development board (LWDB), in partnership with the appropriate chief local elected official(s), to develop and submit a comprehensive four-year local plan to the state. Additionally, local plans must be modified at the end of the first two-year period of the four-year local plan to reflect changes in labor market and economic conditions and other factors affecting the implementation of the local plan. Federal regulations require states and LWDBs to regularly revisit and recalibrate state plan strategies in response to changing economic conditions and workforce needs of the state (20 Code of Federal Regulations (CFR) 676.135).

WIOA emphasizes the importance of collaboration and transparency in the development and submission of local plans. LWDBs provide leadership, and should seek broad stakeholder involvement, in the development of their local plan. Chief local elected officials, LWDB members, core program partners, mandatory one-stop career center partners, and local economic development entities are an integral part of the planning process. WIOA encourages an enhanced, integrated system by including core programs in its planning and performance requirements. Affected entities and the public must have an opportunity to provide input in the development of the plan. LWDBs must make the plan available electronically and in open meetings to ensure transparency to the public.

In addition to the specific requirements outlined in these instructions, local plans must:

- A. Identify and describe policies, procedures, and local activities that are carried out in the local workforce development area (local area), consistent with the strategic and operational elements of the state plan as well as CareerSource Florida Strategic Policy 2021.12.09.A.1 – Comprehensive Employment Education and Training Strategy.
- B. Align with the CareerSource Florida Board of Director's business and market-driven principles to be the global leader for talent. These principles include:
 - Increasing the prosperity of workers and employers.
 - Reducing welfare dependency.
 - Meeting employer needs.
 - Enhancing productivity and competitiveness.
- C. Address how the LWDB coordinates service delivery with core programs of the Florida Department of Education's Division of Vocational Rehabilitation, Division of Blind Services and Division of Career and Adult Education, as well as other required and optional partners.
- D. Be based on current and projected needs of the local workforce investment system, with an increased emphasis on coordination and collaboration at all levels to ensure a seamless system for employers and job seekers, including veterans, Supplemental Nutrition Assistance Program (SNAP) and Temporary Assistance for Needy Families (TANF) benefit recipients, individuals with disabilities, and individuals residing in rural areas.
- E. Set forth a strategy to utilize all allowable resources to:
 - Assist Floridians with securing employment that leads to economic self-sufficiency and reduces the need for public assistance.
 - Provide opportunities for Floridians to develop skills intended to meet the present and future needs of employers.

- Ensure that workforce-related programs are responsive to present and future needs of business and industry and complement the initiatives of state and local economic development partners, including Enterprise Florida, Inc. in relation to:
 - Job training;
 - The attainment of a credential of value identified pursuant to Section 445.004(4)(h)4.c., Florida Statutes;
 - The attainment of a postsecondary degree or credential of value; and
 - Any other program that has, at least in part, the goal of securing employment or better employment for an individual and receives federal funds or a state appropriation.
 - Prioritize evidence-based, results-driven solutions to improve outcomes for Floridians and Florida businesses.
 - Develop collaborative partnerships that leverage multiple sources of funding to provide services to all customers seeking assistance, especially Florida’s vulnerable populations.
 - Identify barriers to coordinating and aligning workforce-related programs and develop solutions to remove such barriers.
- F. Identify the education and skill needs of the workforce and the employment needs of the local area and include an analysis of the strengths and weaknesses of services provided to address identified needs. Assessments include the best available information, evidence of effectiveness, performance information for specific service models and a plan to improve program effectiveness by adopting proven or promising practices as a part of the local vision.
- G. Provide a comprehensive view of the systemwide needs of the local area.
- H. Address how LWDBs foster strategic alignment, improve service integration and ensure the workforce system is industry-relevant, responding to the economic needs of the local workforce development area and matching employers with skilled workers.
- I. Lead to greater efficiencies, reduce duplication, and maximize financial and human resources.
- J. Address current and future strategies and efficiencies to address the continuous improvement of Florida’s workforce investment system and its focus on customer service excellence.

KEY DATES

ON OR BEFORE

Florida Unified Plan Public Comment.....	February-March 2022
Florida Unified Plan Reviewed by Federal Agencies.....	March-June 2022
Key Dates Sent to Local Boards.....	March 25, 2022
Local Plan Guidelines Issued.....	May 25, 2022
Final Revisions and Approval of Florida Unified Plan.....	July-August 2022
Local Plans Due.....	October 3, 2022
Local Plans Approved by State Board.....	December 2022
Local Plans Effective.....	January 1, 2023

PUBLIC COMMENT PROCESS

Prior to the date on which the LWDB submits the local plan, the LWDB must provide an opportunity for public comment on the development of the local plan. To provide adequate opportunity for public comment, the LWDB must:

- (1) Make copies of the proposed local plan available to the public through electronic and other means, such as public hearings and local news media (WIOA § 108(d)(1)).
- (2) Include an opportunity for comment by members of the public, including representatives of business, labor organizations, and education (WIOA § 108(d)(2)).
- (3) Provide no less than a 14-day period and no more than a 30-day period for comment on the mission to DEO, beginning on the date on which the proposed plan is made available (WIOA § 108(d)(2)).

A. ORGANIZATIONAL STRUCTURE

The local plan must describe the organizational structure in place in the local area, including:

(1) Chief Elected Official(s)

- (a) Identify the chief local elected official(s) by name, title, mailing address, phonenumber, and email address.

RESPONSE

Commissioner Mel Ponder
Okaloosa County Commissioner
302 N. Wilson Street, Ste, 302
Crestview, FL 32536
(850) 423-1540
mponder@myokaloosa.com

Commissioner Michael Barker
Walton County Commissioner
522 Walton Road
DeFuniak Springs, FL 32433
(850) 892-8474
barmike@co.walton.fl.us

- (b) Describe how the chief local elected official(s) was involved in the development, review and approval of the local plan.

RESPONSE

The Chief Elected Officials (or representatives) are notified of the plan requirements during the preparation process.

The CareerSource Okaloosa Walton draft plan is presented to the CEOs prior to being presented to the full Board of County Commissioners for review/approval.

(2) Local Workforce Development Board

- (a) Identify the chairperson of the LWDB by name, title, mailing address, phone number and email address. Identify the business that the chairperson represents.

RESPONSE

Board Chair: Scott Seay
CHELCO – Choctawhatchee Electric Cooperative, Inc.
655 Highway 331 N
DeFuniak Springs, FL 32433
P.O. Box 512
DeFuniak Springs, FL 32435
850-307-1209
sseay@chelco.com

- (b) If applicable, identify the vice-chairperson of the LWDB by name, title, mailing address, phone number and email address. Identify the business or organization the vice-chairperson represents.

RESPONSE

Michelle Crocker
FirstNation Group
4566 E Hwy 20, Suite 208
Niceville, FL 32578
850-389-8464
mcrocker@firstnationgroup.com

- (c) Describe how the LWDB members were involved in the development, review, and approval of the local plan.

RESPONSE

The local plan will be presented by the Executive Director at the regularly scheduled CareerSource Okaloosa Walton Board of Directors meeting on September 7, 2022, for discussion and approval. The plan document will be provided to each Board member on or before August 24, 2022, for their review prior to the Board of Directors meeting.

- (d) Describe how the LWDB convened local workforce development system stakeholders to assist in the development of the local plan.

RESPONSE

CareerSource Okaloosa Walton's request for public comment on the Plan will be widespread. The Board uses both a formal and an informal process of soliciting comments from the public, which includes Board members, partner agencies, community and faith-based organizations, organized labor, and One-Stop customers (jobseekers and businesses).

The CareerSource Okaloosa Walton plan is also posted to the CareerSource Okaloosa Walton website for review and comments. The public is also invited to submit comments as part of the presentations and requests for approval at both the Okaloosa Board of County Commissioners and

(3) Local Grant Subrecipient (local fiscal agent or administrative entity)

- (a) Provide the name of the entity selected to receive and disburse grant funds (local fiscal agent) if other than the chief local elected official (WIOA § 107(d)(12)(B)(i)(III) and 20 CFR 679.420).**

RESPONSE

CareerSource Okaloosa Walton and Board staff serves as its own fiscal agent entity.

As outlined in the current CareerSource Okaloosa Walton By-Laws, CareerSource Okaloosa Walton functions as the workforce organization for Okaloosa and Walton Counties. The purpose of the organization is to design, establish, and oversee the workforce development system for the residents and business communities of Okaloosa and Walton Counties. CareerSource Okaloosa Walton is chartered and certified by the Governor for the specific responsibility as the governing board for carrying out all applicable federal and state employment and training programs in Okaloosa and Walton Counties.

Reference – Attachment (CareerSource Okaloosa Walton Interlocal Agreement)

- (b) Provide the name of the entity selected to staff the LWDB (commonly referred to as the administrative entity) and assist the LWDB in carrying out its responsibilities as a board organized under WIOA (20 CFR 679.430). (Maybe the same as the fiscal agent).**

RESPONSE

CareerSource Okaloosa Walton and Board staff serves as the administrative entity.

Reference – Attachment (CareerSource Okaloosa Walton Interlocal Agreement)

(4) One-Stop Operator and One-Stop Career Centers

- (a) Provide the name of the entity or entities selected through a competitive process to serve as the one-stop operator and the effective date of the current agreement in place between the LWDB and the one-stop operator.**

RESPONSE

CareerSource Okaloosa Walton serves as its own administrative entity.

Date of Agreement with CareerSource Florida Board of Directors: February 18, 2021.

- (b) Describe the steps taken to ensure a competitive process for**

selecting the one-stop operator(s) (WIOA § 121(d)(2)(A)).

RESPONSE

PROCUREMENT PROCESS AND TIMELINE

Critical Date	Time	Procurement Action	Outcome
April 15, 2020	4:00 p.m.	RFP issued by CareerSource Okaloosa Walton	RFP Issued
April 24, 2020	1:00 p.m.	Bidders' Conference	No attendees
April 30, 2020	4:00 p.m.	Questions/Requests for Clarification Deadline	None submitted
May 4, 2020	4:00 p.m.	Answers to questions posted at www.careersourceokaloosawalton.com	None submitted
May 6, 2020	4:00 p.m.	Letter of Intent to Propose Deadline	None submitted
May 15, 2020	4:00 p.m.	Proposal submittal Deadline	RFP closed
June 3, 2020	8:30 a.m.	Board of Directors' approval	Not required
June 17, 2020	4:00 p.m.	Target date for contract execution	Not required
July 1, 2020	8:00 a.m.	Provision of services begins	July 1, 2020

Advertising & Publishing RFP.....April 15, 2020

- *RFP posted on CSOW Website*
- *RFP forwarded to entities on Vendor List, local education agencies and nonprofits*

(c) If the LWDB serves as the one-stop operator, provide the last date the state board granted approval to the LWDB to serve in this capacity and the approved duration.

RESPONSE

CareerSource Okaloosa Walton serves as its own One-Stop Operator for a three-year period, July 1, 2020, through June 30, 2023.

Date of Agreement with CareerSource Florida Board of Directors: February 18, 2021.

(d) Describe the roles and responsibilities the LWDB has identified and assigned to the one-stop operator.

RESPONSE

CareerSource Okaloosa Walton is designated as the One-Stop Operator.

(e) Provide the location (address) and type of each access point,

indicating whether it is a comprehensive center³, affiliate site or specialized center, as described in CareerSource Florida Administrative Policy 093 – One-Stop Delivery System and One-Stop Career Center Certification Requirements.

RESPONSE

CareerSource Okaloosa Walton has one designated physical comprehensive One-Stop Career Center, as well as other specialized/affiliated sites and one mobile unit.

The designated physical comprehensive One-Stop Career Center location:

Fort Walton Beach Career Center
409 Racetrack Road NE, Fort Walton Beach, FL 32547
Monday – Friday, 8:00am – 4:00pm
Services Provided: Career services for job seekers, adults, dislocated workers, and youth, including individuals with disabilities; and employer services.

Additional service delivery **affiliate** site location:

Emerald Coast Technical College
761 North 20th Street
DeFuniak Springs, FL 32433
Monday – Friday, 8:00am – 4:00pm
Services Provided: Career services for job seekers (Monday – Friday, 8:00 – 12:00pm)
Services Provided: WT, SNAP E&T, and WIOA Services (Monday – Friday, 8:00 – 4:00pm)

Additional service delivery **specialized** site locations:

Northwest Florida State College
100 College Blvd E
Building 400 – Student Services Center
Niceville, FL 32579
Wednesday, 9:00am – 3:30pm
Services Provided: WIOA services only

Okaloosa Technical College
1976 Lewis Turner Blvd.
Building 14, Room 109
Ft Walton Beach, FL 32547
Thursdays, 9:00am - 3:00 p.m.
Services Provided: WIOA services only

Eglin Education Center
Bldg. 251, Room 114; 502 West D Ave.
Eglin AFB, FL 32542
Monday – Friday, 7:00am – 4:00 p.m.
Services Provided: MFEA services only

Hurlburt Field Airman & Family Readiness Center
Bldg. 90213; 220 Lukasik Ave.
Hurlburt Field, FL 32544
Mondays and Fridays, 9:00am – 3:00 p.m.
Services Provided: MFEA services only

7th Special Forces
Liberty Chapel Room 142
Wednesdays, 7:00am – 4:30 p.m.
Services Provided: MFEA services only

Main Street Suites
550 North Main Street
Crestview, FL
Monday – Friday: Appointment Only
Services Provided: Welfare Transition (WT); SNAP E&T services; and Disabled Veterans Outreach Program services.

- (f) **Identify the days and times when each access point is open to customers. Comprehensive career centers must be open to the general public for walk-in service a minimum of eight hours per day during regular business days, Monday through Friday.**

RESPONSE

CareerSource Okaloosa Walton has one designated physical comprehensive One-Stop Career Center, as well as other specialized/affiliated sites and one mobile unit.

The full-service one-stop center includes a staffed resource room (with computers, fax machines, printers, and phones) and provides job seeker services, employer services, WIOA activities (Adult, Dislocated Worker, and Youth services), Welfare Transition (WT), Wagner-Peyser services, Veteran services, Supplemental Nutrition Assistance Program Employment and Training (SNAP E&T), Reemployment Services and Eligibility Assessment (RESEA), Reemployment Assistance Services (RAS), Military Family Employment Advocacy (MFEA) and Migrant Seasonal Farm Worker (MSFW) services are available at the Fort Walton Beach location. Partners co-located at the Fort Walton Beach Career Center include Senior Community Service Employment Program (SCSEP) and Vocational Rehabilitation Services.

- a. Hours of operation of the comprehensive One-Stop Center is Monday through Friday – 8:00 a.m. through 4:00 p.m.
- b. Established affiliate/specialized centers' time of operations fluctuate based on location.
- c. Hours of operation have been (and will be considered) adjusted based on unique situations of jobseeker or employer needs.

- (g) **For each access point, identify how each local area provides customers with access to each required (and any approved optional) one-stop career center partners' programs, services and activities (physical co-location, electronic methods, and/or referrals).**

RESPONSE

CareerSource Okaloosa Walton has long standing relationships with community partners and partner programs such as Vocational Rehabilitation, TANF, Adult Education and Literacy Services. These relationships facilitate the sharing of information. These relationships foster an environment that encourages an exchange of on-going communications and shared activities such as job fairs and special events highlighting the one-stop system.

The CareerSource Okaloosa Walton career center staff utilize a common intake form to ensure coordination of services at the point of entry. The common intake is the foundation of the initial assessment and ensures one-stop customers are referred for the appropriate services. This includes a referral to the appropriate programs/partners; and a determination of whether individualized career services are appropriate. In addition to the common intake, customers are asked to sign a "Release of Information" so that information can be exchanged between One-Stop Career Center staff and partner agencies, to allow for coordination of efforts and prevent duplication of services.

- (h) Pursuant to the CareerSource Florida Administrative Policy 093 – One-Stop Delivery System and One-Stop Career Center Certification Requirements, provide the required attestation that at least one comprehensive one-stop center in the local area meets the certification requirements contained therein.

RESPONSE

Below is the result from the State monitoring report, PY 2021-2022, dated March 9, 2022. CSOW remains in compliance with its comprehensive One-Stop Career Center.

CAREER CENTER CREDENTIALING

The career center credentialing review focused on ensuring administrative requirements and records were posted and maintained, that front-line staff had completed all required Tier I certification and continuing education courses, and that an Employment Service Complaint System was in place to process any complaints received.

The review did not reveal any Findings, Other Noncompliance Issues or Observations.

- (i) Describe any additional criteria (or higher levels of service coordination than required in CareerSource Florida Administrative Policy 093 – One-Stop Delivery System and One- Stop Career Center Certification Requirements) relating to service coordination achieved by the one-stop delivery system, to respond to education/training needs, labor market, economic, and demographic conditions and trends in the local area (WIOA §121(g)(3)).

RESPONSE

CareerSource Okaloosa Walton's Board of Directors ensures specific measures are in place to ensure the Board's role of setting policy and providing guidance and oversight. As a rule, the CareerSource Okaloosa Walton Board of Directors' meetings focus on broad workforce, education, economic development and labor market concerns, with special emphasis on performance and outcomes. The CSOW Board ensures

the continuous improvement of eligible providers of services through the system and ensures that providers meet the employment needs of local employers, workers and jobseekers.

CareerSource Okaloosa Walton uses a continuous process improvement model that ensures processes are in place that will enable CareerSource Okaloosa Walton and its providers to exceed the highest standards set by the CSOW Board and CareerSource Florida Board of Directors. All CareerSource Okaloosa Walton workforce programs, providers, and staff have performance goals and expectation they must meet. The Board encourages staff, when appropriate, to establish new and higher, but achievable performance goals.

The Board's emphasis on continuous process improvement and performance outcomes ensures accountability. The service model used by CareerSource Okaloosa Walton provides the management team with the capability to react more quickly to changing conditions in education/training needs, labor market, economic, and demographic conditions and trends in the local area and workforce environment. A value-added benefit allows more resources to be allocated to serve more people and provide more services to meet the specific needs of each customer.

(5) Provider of Workforce Services

- (a) **Provide the name of the entity or entities selected to provide workforce services (except training services) within the local one-stop delivery system.**

RESPONSE

CareerSource Okaloosa Walton is the **entity selected** to provide workforce services within the local one-stop delivery system.

- (b) **Identify and describe what workforce services (except training services) are provided by the selected one-stop operator, if any.**

RESPONSE

CareerSource Okaloosa Walton is designated as the One-Stop Operator.

- (c) **Identify and describe what career services are provided by the designated provider of workforce services (except training services).**

RESPONSE

All One-Stop programs and services are fully integrated for the job seeking customers with an entire menu of services offered through the Career Centers. To highlight the value of the Workforce Development System, CareerSource Okaloosa Walton will offer a full array of career services to the CareerSource Okaloosa Walton customers. The three basic types of career services are:

- a. Basic Career Services.
- b. Individualized Career Services; and

- c. Follow-up Services.

Basic Career Service

CareerSource Okaloosa Walton Board will ensure that Basic Career Services are made available and, at a minimum, will include the following services, as consistent with allowable program activities, partner programs, and Federal cost principles.

- a. Determinations of whether the individual is eligible to receive assistance from the adult, dislocated worker, or youth programs.
- b. Outreach, intake (including worker profiling), and orientation to information and other services available through the One-Stop Delivery System.
- c. Initial assessment of skill levels including literacy, numeracy, and English language proficiency, as well as aptitudes, abilities (including skills gaps), and need for supportive services.
- d. Labor exchange services, including:
 - (1) Job search and placement assistance, and, when needed by an individual, career counseling, including:
 - (a) Provision of information on in-demand industry sectors and occupations (as defined in sec. 3(23) of WIOA); and
 - (b) Provision of information on nontraditional employment; and
 - (2) Appropriate recruitment and other business services on behalf of employers, including information and referrals to specialized business services other than those traditionally offered through the One-Stop Delivery System;
- e. Provision of referrals to and coordination of activities with other programs and services, including programs and services within the One-Stop Delivery System and, when appropriate, other workforce development programs.
- f. Provision of workforce and labor market employment statistics information, including the provision of accurate information relating to local, regional, and national labor market areas, including:
 - (1) Job vacancy listings in labor market areas.
 - (2) Information on job skills necessary to obtain the vacant jobs listed; and
 - (3) Information relating to local occupations in demand and the earnings, skill requirements, and opportunities for advancement for those jobs.
- g. Provision of performance information and program cost information on eligible providers of training services by program and type of providers.
- h. Provision of information, in usable and understandable formats and languages, about how the local area is performing on local performance accountability measures, as

well as any additional performance information relating to the area's One-Stop Delivery System.

- i. Provision of information, in usable and understandable formats and languages, relating to the availability of supportive services or assistance, and appropriate referrals to those services and assistance, including: child care; child support; medical or child health assistance available through the State's Medicaid program and Children's Health Insurance Program; benefits under SNAP; assistance through the earned income tax credit; and assistance under a State program for Temporary Assistance for Needy Families, and other supportive services and transportation provided through that program;
- j. Provision of information and assistance regarding filing claims for unemployment compensation, by which the Career Center must provide meaningful assistance to individuals seeking assistance in filing a claim for unemployment compensation.

(1) Meaningful assistance means:

- (a) Providing assistance on-site using staff who are well-trained in unemployment compensation claims filing and the rights and responsibilities of claimants; or
- (b) Providing assistance by phone or via other technology, as long as the assistance is provided by trained and available staff and within a reasonable time.

(2) The costs associated in providing this assistance may be paid for by the State's unemployment insurance program, or the WIOA adult or dislocated worker programs, or some combination thereof. Assistance in establishing eligibility for programs of financial aid assistance for training and education programs not provided under WIOA.

k. Individualized Career Services

CareerSource Okaloosa Walton Board must ensure that Individualized Career Services are made available if determined to be appropriate for an individual to obtain or retain employment. These services include the following services, as consistent with program requirements and Federal cost principles:

- (1) Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, which may include:
 - (a) Diagnostic testing and use of other assessment tools; and
 - (b) In-depth interviewing and evaluation to identify employment barriers and appropriate employment goals
- (2) Development of an individual employment plan, to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve his or her employment goals, including the list of, and information about, the eligible training providers (As described in § 680.180);
- (3) Group counseling.

- (4) Individual counseling.
- (5) Career planning.
- (6) Short-term pre-vocational services including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct services to prepare individuals for unsubsidized employment or training.
- (7) Internships and work experiences that are linked to careers (as described in § 680.170);
- (8) Workforce preparation activities.
- (9) Financial literacy services (As described in sec. 129(b)(2)(D) of WIOA and § 681.500);
- (10) Out-of-area job search assistance and relocation assistance; and
- (11) English language acquisition and integrated education and training programs.

Follow-up Services

Follow-up Services must be provided, as appropriate, including, counseling regarding the workplace, for participants in adult or dislocated worker workforce investment activities who are placed in unsubsidized employment, for up to 12 months after the first day of employment.

- (c) **If the LWDB serves as the direct provider of workforce services (except training services), provide the last date the CareerSource Florida Board of Directors granted approval to the LWDB to serve in this capacity and the approved duration.**

RESPONSE

CareerSource Okaloosa Walton serves as direct provider of workforce services for a three-year period, July 1, 2020, through June 30, 2023.

Date of Agreement with CareerSource Florida Board of Directors: June 4, 2020.

(6) Youth Service Provider

- (a) **Provide the name of the entity or entities selected to provide youth workforce investment activities (youth program services) and, if the entity was competitively procured, the term through which the entity is contracted to provide these services.**

RESPONSE

CareerSource Okaloosa Walton serves the direct provider of youth workforce investment activities for a three-year period, July 1, 2020, through June 30, 2023.

Date of Agreement with CareerSource Florida Board of Directors: June 4, 2020.

- (b) Describe the steps taken to ensure a competitive process for the selection of the youth service provider(s) in the local area, if the LWDB does not provide these services.

RESPONSE

CareerSource Okaloosa Walton serves as the direct provider of youth workforce investment activities.

Procurement Timetable

Procurement Actions	Dates
RFP Packets Available / Issue RFP	March 27, 2020
Bidders' Conference	April 17, 2020
Last Date for Questions	12:00 PM (CT) April 20, 2018
Letter of Intent to Submit Proposal Due	No later than 4:00 PM (CT) April 27, 2020
Proposals Due	No later than 12:00 PM (CT) May 11, 2020
Board Approval	On or About June 11, 2020
Notify Approved Service Provider	On or about June 12, 2020
Grant Agreement Execution	On or About June 17, 2020
Provision of Services Begin	July 1, 2020

- (c) Describe any additional criteria⁴ the LWDB has established to ensure providers best positioned to deliver required youth program elements resulting in strong outcomes for youth participants are used, if applicable.

RESPONSE

CareerSource Okaloosa Walton serves the direct provider of youth workforce investment activities.

- (d) Identify and describe the youth program element(s) provided by each provider.

RESPONSE

CareerSource Okaloosa Walton serves as the direct provider of youth workforce investment activities.

B. ANALYSIS OF NEED AND AVAILABLE RESOURCES

The local workforce plan must describe strategic planning elements, including:

(1) A regional analysis of:

(a) Economic conditions including existing and emerging in-demand industry sectors and occupations (20 CFR 679.560(a)(1)(i)); and

RESPONSE

The CareerSource Okaloosa Walton uses the targeted occupations compiled by the Labor Estimating Conference (LEC) and Department of Economic Opportunity, Labor Market Statistics office. The LEC identifies in-demand high-skill/high-wage occupations. The LEC develops the official statewide demand occupations list based on industry and occupational employment projections and wages data prepared by the Florida Department of Economic Opportunity, Labor Market Statistics office.

Below are the fastest-growing occupations in CareerSource Okaloosa Walton.

Select Occupation Group

All

CareerSource Region by Growth Rate:

Mapbox © OSM

Instructions
 -Update the visuals by selecting an occupational group.
 -Specify an area for the chart by selecting a region from the map. (Darker green equals higher growth rate.)

Notes
 *Annual Median Wages are reported where hourly wage rates do not exist but annual wage rates do.
 -2021 Occupations have a minimum of 4,000 jobs.
 -Minimum base employment levels were required to qualify for the "Fastest Growing Occupations" list. These requirements can be found on the "About the Data" page.
 -Sectors without data either do not have data based on applied filters or are suppressed due to confidentiality.

2021 - 2029 Fastest Growing Occupations
 Occupation Group: All
 Area (Counties): CareerSource Okaloosa Walton (Okaloosa, Walton)

Soccode	SocTitle	Education Level	2021	2029	Growth	Growth Rate	Median
15-1212	Information Security Analysts	Not Applicable	324	543	219	67.6%	48
15-1256	Software Developers and Software Quality Assurance Analysts	Not Applicable	1,528	2,304	776	50.8%	50
11-3021	Computer and Information Systems Managers	Bachelor's Degree	369	530	161	43.6%	66
13-1151	Training and Development Specialists	Bachelor's Degree	432	603	171	39.6%	34
15-1232	Computer User Support Specialists	Not Applicable	690	957	267	38.7%	30
31-2021	Physical Therapist Assistants	Associate Degree	117	162	45	38.5%	29
29-1071	Physician Assistants	Bachelor's Degree	60	82	22	36.7%	43
13-1121	Meeting, Convention, and Event Planners	Associate Degree	62	84	22	35.5%	19
49-2091	Avionics Technicians	Postsecondary Vocational	75	101	26	34.7%	34
29-2056	Veterinary Technologists and Technicians	Associate Degree	293	390	97	33.1%	17

Source
 Florida Department of Economic Opportunity, Bureau of Workforce Statistics and Economic Research, Occupation and Industry Employment Projections 2021-2029.

FASTEST-GROWING OCCUPATIONS

WORKFORCE DEVELOPMENT AREA 2 - OKALOOSA AND WALTON COUNTIES

Rank	SOC Code	SOC Title	Employment			Percent Growth	Total Job Openings
			2021	2029	Growth		
1	15-1212	Information Security Analyst	324	543	219	67.6	443
2	15-1256	Software Developers and Software Quality Assurance Analysts and Testers	1,528	2,304	776	50.8	1,715
3	11-3021	Computer and Information Systems Managers	369	530	161	43.6	398
4	13-1151	Training and Development Specialists	432	603	171	39.6	545
5	15-1232	Computer User Support Specialists	690	957	267	38.7	710
6	31-2021	Physical Therapist Assistants	117	162	45	38.5	161
7	29-1071	Physician Assistants	60	82	22	36.7	52
8	13-1121	Meeting, Convention, and Event Planners	62	84	22	35.5	79
9	49-2091	Avionics Technicians	75	101	26	34.7	73
10	29-2056	Veterinary Technologists and Technicians	293	390	97	33.1	300
11	29-1131	Veterinarians	215	285	70	32.6	133
12	13-1161	Market Research Analysts & Marketing Specialists	267	352	85	31.8	304
13	41-4011	Sales Rep., Wholesale & Manufacturing, Technical & Scientific Products	346	456	110	31.8	398
14	11-9111	Medical and Health Services Managers	214	278	64	29.9	199
15	15-1257	Web Developers and Digital Interface Designers	82	105	23	28.0	73
16	31-9011	Massage Therapists	118	151	33	28.0	142
17	35-2014	Cooks, Restaurant	2,548	3,259	711	27.9	3,715
18	15-1244	Network and Computer Systems Administrators	219	280	61	27.9	177
19	31-9092	Medical Assistants	384	489	105	27.3	452
20	43-4181	Reservation and Transportation Ticket Agents and Travel Clerks	137	174	37	27.0	166

This table includes occupations with a minimum of 60 jobs in 2021.

U.S. Department of Labor, Bureau of Labor Statistics

OCCUPATIONS GAINING THE MOST NEW JOBS

WORKFORCE DEVELOPMENT AREA 2 - OKALOOSA AND WALTON COUNTIES

Rank	SOC Code	SOC Title	Employment			Percent Growth	Total Job Openings
			2021	2029	Growth		
1	41-2031	Retail Salespersons	5,781	6,620	839	14.5	7,333
2	15-1256	Software Developers and Software Quality Assurance Analysts and Testers	1,528	2,304	776	50.8	1,715
3	35-3023	Fast Food and Counter Workers	4,388	5,101	713	16.2	7,638
4	35-2014	Cooks, Restaurant	2,548	3,259	711	27.9	3,715
5	35-3031	Waiters and Waitresses	4,882	5,440	558	11.4	7,783
7	11-1021	General and Operations Managers	2,247	2,625	378	16.8	1,826
3	37-3011	Landscaping and Groundskeeping Workers	1,315	1,615	300	22.8	1,681
8	37-2011	Janitors and Cleaners, Except Maids and Housekeeping Cleaners	1,624	1,915	291	17.9	2,012
9	37-2012	Maids and Housekeeping Cleaners	1,331	1,605	274	20.6	1,725
10	15-1232	Computer User Support Specialists	690	957	267	38.7	710
11	29-1141	Registered Nurses	1,954	2,189	235	12.0	1,029
12	49-9071	Maintenance and Repair Workers, General	1,585	1,812	227	14.3	1,396
13	15-1212	Information Security Analyst	324	543	219	67.6	443
14	13-1111	Management Analysts	914	1,121	207	22.6	892
15	13-1198	Project Management Specialists and Business Operations Specialists, All Other	2,503	2,709	206	8.2	1,991
16	43-4051	Customer Service Representatives	1,715	1,920	205	12.0	1,937
17	43-9061	Office Clerks, General	3,062	3,265	203	6.6	2,969
18	35-1012	First-Line Supervisors of Food Preparation and Serving Workers	1,460	1,654	194	13.3	1,900
19	41-1011	First-Line Supervisors of Retail Sales Workers	2,374	2,566	192	8.1	2,106
20	53-7065	Stockers and Order Fillers	1,871	2,061	190	10.2	2,049

Florida

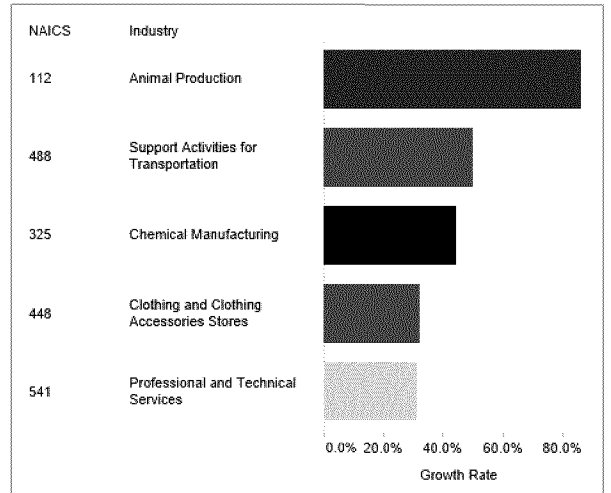
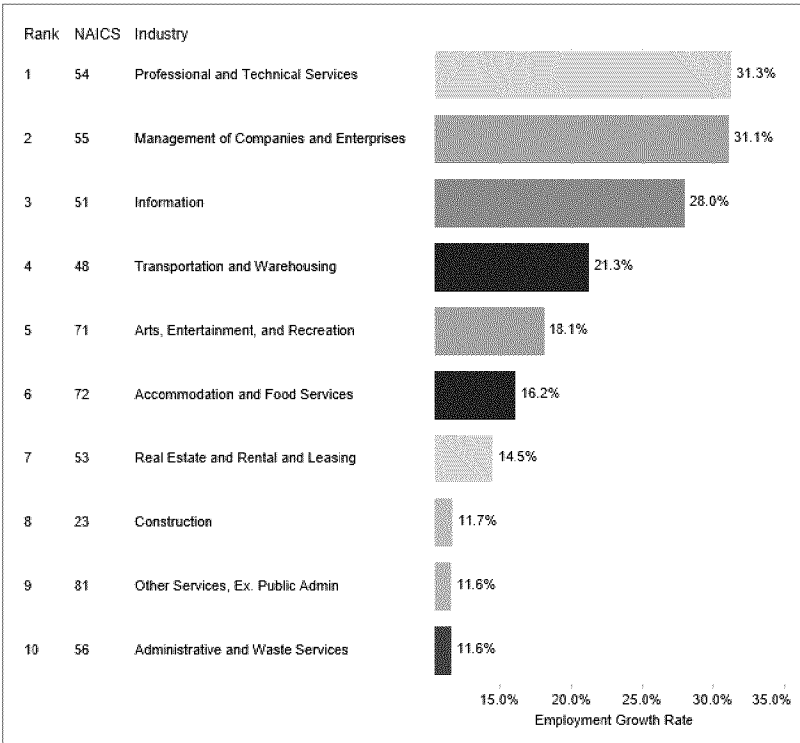
U.S. Department of Labor, Bureau of Labor Statistics

Below are the emerging industries in CareerSource Okaloosa Walton.

2021 - 2029 Top Industries by Projected Employment Growth Rate Region: CareerSource Okaloosa Walton (2)

Select Region
CareerSource Okaloosa Walton (2)

Subsectors Breakdown



Instructions

- Update the charts by selecting a region from the map. Florida is selected by default.
- To reset the map, press Esc.
- Update the "Subsector Breakdown" chart by selecting an industry from the top chart. This subsector will remain until another industry is selected. "Health Care and Social Assistance" is selected by default.

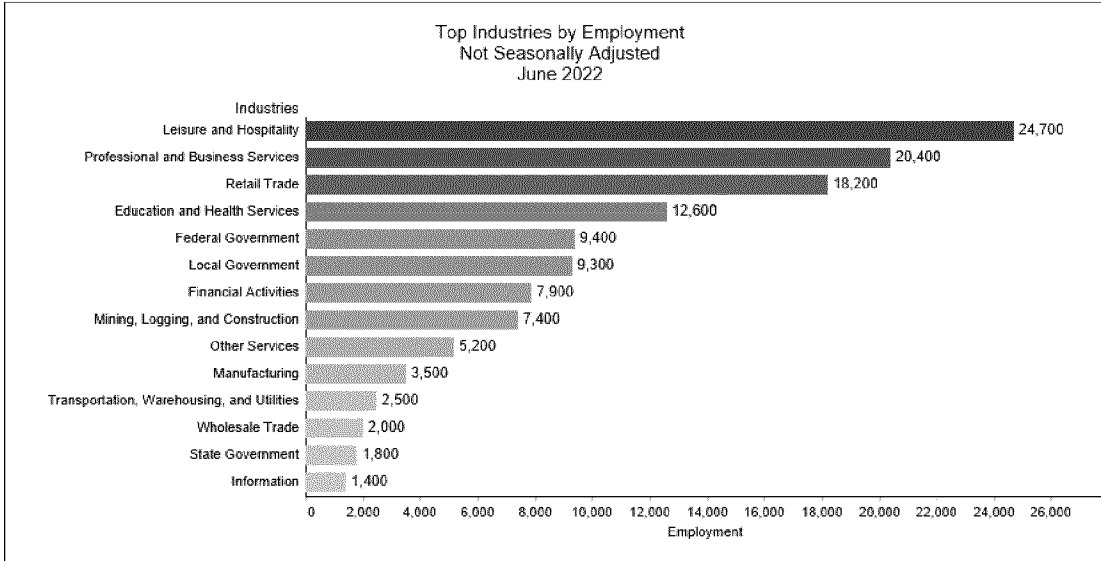
Note

If blank then the data does not exist based on applied filters. See the About the Data section for more information.

Source:

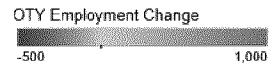
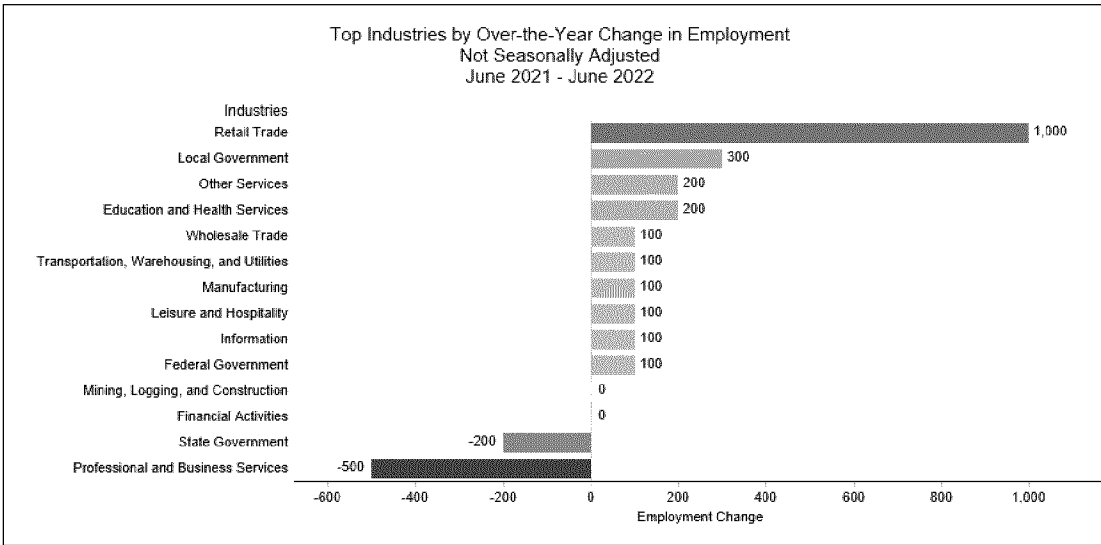
Florida Department of Economic Opportunity, Bureau of Workforce Statistics and Economic Research, Occupational and Industry Employment Projections 2021-2029.

Crestview-Fort Walton Beach-Destin MSA



Select Date
June 2022

Select Area
Crestview-Fort Walton Beach-Destin M..



*Seasonally adjusted industry employment data is only available for statewide. The default view is Florida 'not seasonally adjusted' data.

Disclaimer:
Blank visuals indicate that the data does not exist based on applied filters. For example, limited industry data is available for smaller metro areas.

Source:
Florida Department of Economic Opportunity, Bureau of Workforce Statistics and Economic Research, Current Employment Statistics Program (CES).

(b) The employment needs of employers in existing and emerging in-demand industry sectors and occupations⁵ (20 CFR 679.560(a)(1)(ii)).

RESPONSE

In addition to the local projected employment opportunities data provided by the Department of Economic Opportunity, the One Okaloosa EDC, Walton County Economic Alliance, and Florida's Great Northwest, CareerSource Okaloosa Walton supplements that data with intensive industry reviews by the Business and Education Committee. The following products and services are extremely well known, respected, and used throughout the Region. The data is provided by the Florida Bureau of Labor Market Statistics (BLS):

a. **Systems** - BLS provides users access to Internet systems for customized data requests.

- b. **GIS Mapping** - BLS provides labor market information in geographical maps of Florida and the workforce regions.
- c. **Vacancy/Hiring Needs Surveys** - BLS conducts surveys to assist with Workforce / Economic development program planning.
- d. **Benefits Surveys** - BLS provides data to enable employers and job seekers to fully understand compensation packages.
- e. **Resources** - BLS provides a comprehensive list of resources that can be used in conjunction with labor market information products and services.
- f. **Help Wanted Online (through contract with DEO).** And
- g. **Supply/Demand.**

CareerSource Okaloosa Walton relies on the Florida Labor Estimating Conference data to identify occupations with high growth, high skill, and high wages to target public training dollars intended for workforce development. The recommendations/data from the Estimating Conference are reviewed by the Executive Director, COO, Business and Education Committee, and the full CareerSource Okaloosa Walton Board.

As outlined in the State Plan, the CareerSource Okaloosa Walton acknowledges industry sectors most severely impacted by the most recent recessionary conditions, such as construction and financial activities and recognizes that these industries may currently show the least employment demand. Occupations expected to be in greatest demand are a direct result of the industry sectors that are projected to have the most growth.

The CareerSource Okaloosa Walton ensures its training provider report data to Florida Education and Training Placement Information Program (FETPIP) data. The FETPIP's method of data collection replaces conventional survey-type techniques and provides information in an accurate and cost-effective manner. One of the values of the FETPIP data is follow-up data collection services to a variety of agency applications. The follow-up studies are conducted annually by matching records of the student graduates, completers or exiters from the numerous public and independent organizations with information resources available to FETPIP. The individual information for follow-up is collected from the following sources:

- a. Universities.
- b. Community colleges.
- c. Selected private vocational schools, colleges and universities.
- d. Welfare Transition Services.
- e. Workforce Innovation and Opportunity Act (WIOA).
- f. Corrections system.
- g. Farm Worker Jobs and Education programs.
- h. Specialized and longitudinal studies.
- i. School districts.

Examples of the FETPIP data used locally:

- a. Employment and/or education outcomes of a training program can be compared to others.
- b. Employment results can be examined in terms of the training programs that feed them.
- c. Program outcomes can be compared by race, sex, and age or income level.
- d. Earnings can be compared across various education levels.

Below is a chart displaying occupations gaining the most new jobs between 2021-2029.

OCCUPATIONS GAINING THE MOST NEW JOBS							
WORKFORCE DEVELOPMENT AREA 2 - OKALOOSA AND WALTON COUNTIES							
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20	53-7065	Stockers and Order Fillers	1,871	2,061	190	10.2	2,049

Florida

U.S. Department of Labor, Bureau of Labor Statistics

(2) An analysis of the knowledge and skills needed to meet the employment needs of the employers in the local area, including employment needs in in-demand industry sectors and occupations (WIOA § 108(b)(1)(B) and 20 CFR 679.560(a)(2)).

RESPONSE

CareerSource Okaloosa Walton, along with its business, community and educational partners, works closely to identify and develop appropriate training and employment recruitment strategies to meet the needs of regional employers, for both new and existing employed workers.

CareerSource Okaloosa Walton's Business Services model allows account managers to specialize in the specific training and employment recruitment needs associated with industry sectors. This model supports the specialization of account managers who continually strive to better understand, assess the skill needs and develop workforce solutions for industry sector employers. CareerSource Okaloosa Walton's account managers connect with in-demand industry employers to identify industry trends as well as the immediate, intermediate, and long-term training and employment recruitment needs of regional employers.

In addition, training institutions, such as Okaloosa Technical College, Northwest Florida State College and Emerald Coast Technical College have advisory boards and ad hoc committees with representatives from in-demand industry sectors such as Healthcare and Social Assistance. CareerSource Okaloosa Walton's continued involvement with these regional training institutions helps guide the evolution of the training being offered in Okaloosa and Walton counties.

CareerSource Okaloosa Walton's workforce is strongly influenced by retired or recently separated military veterans who chose to live in Northwest Florida after serving our country. This large military presence draws a great diversity of technology-based firms, many of which are contracted with the Department of Defense. With many of the 1200+ men and women separating from the military choosing to reside in Northwest Florida each year, CareerSource Okaloosa Walton offers an educated, highly skilled, and disciplined workforce. This growing workforce is uniquely qualified to meet the knowledge, skills, and abilities being sought by regional, statewide, national, and international defense contractors and suppliers.

The Technology Coast Manufacturing and Engineering Network (TeCMEN) is a collaborative network of high-technology manufacturing and engineering service companies working together to gain access to larger projects by partnering and teaming. One Okaloosa Economic Development Council created TeCMEN to further its commitment to growing the technology industry in our area. In partnership with the One Okaloosa and TeCMEN employers, educational institutions in Northwest Florida play a key role by developing and offering associate, undergraduate, master's, and doctoral degrees, as well as certification programs and technology-transfer services.

Okaloosa County continues to experience unprecedented growth as a leading technology center in Northwest Florida. The increase in military spending creates the foundation for the expansion of area employers, many of which are obtaining new contracts each year requiring hundreds of new employees.

With the presence of several military bases and subsequent defense contractors impacting our regional economy, CareerSource Okaloosa Walton works closely with the Defense Support Initiative Committee, which ensures the retention and continual growth of the Department of Defense in Okaloosa County. In addition to the men and women who separate and choose to make Northwest Florida their permanent home, our area also serves as a temporary home to the spouses and dependents of the active-duty military personnel and civilians from Eglin Air Force Base, Hurlburt Field and the Army's 7th Special Forces Group.

The charts below display employment growth level change by training level between 2021-2022; and the top 10 program completer for 2018-2019.

2021-2029 Employment Growth
Level Change

Training Level	Count
Associate's degree	647
Bachelor's degree	4,418
Doctoral or professional degree	239
High school diploma or equivalent	3,550
Master's degree	116
No formal educational credential	5,012
Postsecondary non-degree award	923
Some college, no degree	358

Top 10 Program Completers 2018-2019
(excluding State Universities)

Registered Nursing/Registered Nurse 121	Emergency Medical Technology/Technician (EMT Paramedic) 52	Correctional Officer 37	Law Enforcement Officer 37
	Cosmetology 48	Purchasing, Child Care	
Practical Nursing Postsecondary 83	Business Administration, Management and Operations, Other 43	Heating, Ventilation, Child Care	

(3) An analysis of the workforce in the local area, including current labor force employment and unemployment data, information on labor market trends, and the educational and skill levels of the workforce, including individuals with barriers to employment (WIOA § 108(b)(1)(C) and 20 CFR 679.560(a)(3)).

RESPONSE

CareerSource Okaloosa Walton services a two-county Region (Okaloosa and Walton Counties) located in the Panhandle of Florida. The two-county region is rural and widespread. Thousands of temporary residents who come to the area seasonally have a significant impact on the economy and the job market, especially in the services industries. As a popular growing retirement and vacation community, service-related industries continue to grow.

Away from the coast, there are several communities with fully developed industrial parks and enterprise zones.

Okaloosa and Walton Counties are home to several Air Force and Army facilities including Eglin Air Force Base, Hurlburt Field, Duke Field and the Army 7th Special Forces most recently located south of Crestview, Florida. Eglin is the largest Air Force base by size and Eglin's Air Armament Center is responsible for the development, acquisition, testing, and deployment of all air-delivered weapons. Eglin is also home of the training wing for the F35 Joint Strike Fighter. Hurlburt Field is the headquarters of the Air Force Special Operations.

There is a high population of defense contractors in the local community in support of the military presence.

Job Seekers continue to be challenged by a lack of affordable housing, transportation, and childcare for non-standard operating hours. Despite notable improvements, public transportation is almost nonexistent and access to affordable and responsive transportation remains an obstacle for many who are transitioning into or re-entering the workforce.

Because of the rural nature of parts of the workforce region and the long distances to commute from home to work, transportation continues to be an issue even after employment is secured. The rising fuel costs have increased this challenge. Improvements have been made; however, gaps still exist in the availability of affordable, reliable transportation. Availability of childcare for nighttime and shift work remains in short supply for those employees of businesses operating on a schedule different from traditional hours between 8:00 AM and 5:00 PM.

CareerSource Okaloosa Walton continues to expand partnerships with applicable local community entities to move forward with solutions to the noted barriers to employment.

Recognizing that the populations in both Okaloosa and Walton Counties are not nearly as diverse as more metropolitan areas of the State, the CareerSource Okaloosa Walton staff is provided ongoing training to address the needs of customers in all populations with special emphasis on the needs of the minority populations and age groups. Challenges associated with the local sub-populations are identified and addressed by CareerSource Okaloosa Walton staff and partners throughout the CareerSource Okaloosa Walton services and One-Stop Centers each employ mechanisms for being able to communicate with non-English speaking clients.

The first step for customers from all sub-populations using the CareerSource Okaloosa Walton services is an introduction to the Resource Room offering orientation about all services available through the One-Stop Center. The orientations are geared toward encouraging the use of all facilities in the Center that are needed in order to secure employment. Self-help will be encouraged at the level the customer is able to comfortably succeed.

Individual assistance will be provided to those customers who need a more intensive level of service. Instruction and information will be available through computer programs, videos on pertinent employment and training topics, and one-on-one instruction when necessary. As customer needs are assessed, services from CareerSource Okaloosa Walton staff may be adjusted and referrals to One-Stop partner agencies for services may result or when a need or preference is indicated.

Training and educational challenges associated with the local population are routinely reviewed by two active committees of CareerSource Okaloosa Walton. The Business and Education Committee and CareerSource Okaloosa Walton Council periodically review job seeker analysis data compiled by the One-Stop Center staff. Local services are reviewed and adjusted as data is presented. The membership of the Board's Business and Education Committee includes local community members representing the private sector, education, and economic development. The members of the council ensure that the needs of the job seeker and employer are afforded an immediate response by the CareerSource Okaloosa Walton. One of the challenges identified consistently is meeting the needs of those associated with a high presence of military (active duty, veterans, and military families) and military support personnel in the local community.

While some special populations are more prevalent in the CareerSource Okaloosa Walton One-Stop Career Centers than others, CareerSource Okaloosa Walton, with its Committees and the One-Stop System will address the challenges involved in reaching out to these special populations. CareerSource Okaloosa Walton has adopted an approach for providing workforce services to special populations including increased involvement with faith-based organizations and services that strengthen families through mentoring and other related services.

The outreach challenge in CareerSource Okaloosa Walton is addressed by focusing on intensive recruiting and retention efforts for assessment, placement, and training when needed to obtain employment. Below is a list of the targeted populations that the One-Stop System reaches out to:

- a. Older youth, including dropouts, who may not know about CareerSource Okaloosa Walton, or the services offered.
- b. Youth aging out of Foster Care.
- c. Juvenile offenders seeking to enter or re-enter the job market.
- d. High School Graduates including graduates of the CTE Programs and Career Academies.
- e. Older workers who have assumed they will not be hired because employers will think they are "too old" to work.

- f. Ex-Prisoners seeking re-entry employment services after having been recently released from incarceration through collaboration with Probation and Parole and the judicial system.
- g. Welfare Transition customers who need vocational training and remediation of basic skills in order to be hired and retained.
- h. Veterans (including recently returned National Guard and homeless Veterans).
- i. Displaced homemakers needing to enter or re-enter the job market.
- j. Military spouses and other military family members.
- k. New arrivals as identified through the Military and area Chambers of Commerce and EDC's.
- l. Community College and University graduates to explore career opportunities locally instead of moving out of state/area due to the perception of "greener pastures ."
- m. Employed Workers who are below the Region's determined Self-Sufficiency Wage Rate.
- n. Military Family Employment Advocacy Program (MFEA).
- o. Individuals with disabilities (Youth and Adult) through the Disability Navigator Program.
- p. Individuals eligible for Ticket to Work Employment opportunities.
- q. Enterprise Zone Residents.

It is a continuing challenge for all personnel at each One-Stop Center to reach out to the special populations, coordinate program activities customized to these clients, and provide real-time data for job seekers to pursue education, skills, and training needs that will lead to employment.

See the data analysis on the following pages for CareerSource Okaloosa Walton's:

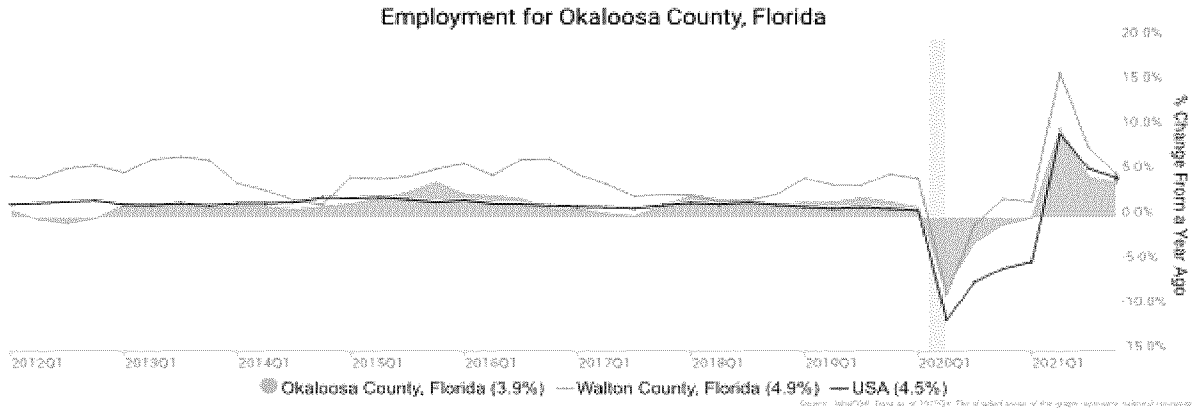
- a. Employment Trends.
- b. Unemployment Rate.
- c. Industry Snapshot – Okaloosa County.
- d. Industry Snapshot – Walton County.
- e. Education Levels.
- f. Demographic Profile.

Employment Trends

As of 2021Q4, total employment for Okaloosa County, Florida was 95,623 (based on a four-quarter moving average). Over the year ending 2021Q4, employment increased 3.9% in the region.

As of 2021Q4, total employment for Walton County, Florida was 32,760 (based on a four-quarter moving average). Over the year ending 2021Q4, employment increased 4.9% in the region.

(Both counties included in graph).



Employment data are derived from the Quarterly Census of Employment and Wages, provided by the Bureau of Labor Statistics and imputed where necessary. Data are updated through 2021Q3 with preliminary estimates updated to 2021Q4.

Unemployment Rate

The unemployment rate for Okaloosa County, Florida was 1.9% as of April 2022. The regional unemployment rate was lower than the national rate of 3.4%. One year earlier, in April 2021, the unemployment rate in Okaloosa County, Florida was 3.3%.

The unemployment rate for Walton County, Florida was 2.0% as of April 2022. The regional unemployment rate was lower than the national rate of 3.4%. One year earlier, in April 2021, the unemployment rate in Walton County, Florida was 3.6%.

(Both counties included in graph).

Industry Snapshot – Okaloosa County

Okaloosa County, Florida, 2021Q4 ¹												
NAICS	Industry	Current			5-Year History		1-Year Forecast					
		Empl	Avg Ann Wages	LQ	Empl Change	Ann %	Total Demand	Exits	Transfers	Empl Growth	Ann % Growth	
72	Accommodation and Food Services	13,768	\$28,075	1.80	274	0.4%	2,712	989	1,347	375	2.7%	
44	Retail Trade	13,040	\$38,674	1.31	105	0.2%	1,770	705	1,040	25	0.2%	
54	Professional, Scientific, and Technical Services	11,023	\$87,992	1.60	3,265	7.3%	1,134	333	631	171	1.5%	
92	Public Administration	10,916	\$74,405	2.39	924	1.8%	1,100	395	631	74	0.7%	
62	Health Care and Social Assistance	9,995	\$52,704	0.72	615	1.3%	1,141	433	526	182	1.8%	
81	Administrative and Support and Waste Management and Remediation Services	5,684	\$35,557	1.38	-108	-0.4%	724	260	375	89	1.6%	
23	Construction	5,433	\$45,832	0.96	243	0.9%	576	166	357	53	1.0%	
56	Educational Services	4,786	\$50,367	0.62	-294	-1.2%	541	202	251	87	1.8%	
31	Manufacturing	3,106	\$77,495	0.40	-104	-0.7%	340	110	211	19	0.6%	
53	Real Estate and Rental and Leasing	2,900	\$45,897	1.73	595	4.7%	318	120	168	30	1.0%	
52	Finance and Insurance	2,641	\$92,187	0.67	-199	-1.4%	255	82	156	17	0.6%	
48	Transportation and Warehousing	2,026	\$47,946	0.42	422	4.8%	260	86	137	36	1.8%	
71	Arts, Entertainment, and Recreation	1,751	\$28,886	1.05	28	0.3%	305	100	143	62	3.5%	
42	Wholesale Trade	1,276	\$90,246	0.36	163	2.8%	145	47	88	10	0.8%	
51	Information	991	\$101,486	0.52	101	2.2%	115	32	63	21	2.1%	
55	Management of Companies and Enterprises	365	\$142,851	0.25	-14	-0.7%	36	11	22	3	0.8%	
11	Agriculture, Forestry, Fishing and Hunting	360	\$21,920	0.28	-11	-0.6%	47	17	25	3	0.8%	
22	Utilities	218	\$60,026	0.44	-82	-6.2%	21	7	14	1	0.5%	
99	Unclassified	22	\$40,776	0.19	-13	-8.7%	3	1	2	0	1.4%	
21	Mining, Quarrying, and Oil and Gas Extraction	5	\$17,076	0.02	-2	-6.0%	1	0	0	0	3.0%	
	Total - All Industries	95,623	\$53,717	1.00	5,837	1.3%	11,825	4,122	6,350	1,353	1.4%	

Source: JobsEQ®
Data as of 2021Q4

Industry Snapshot – Walton County

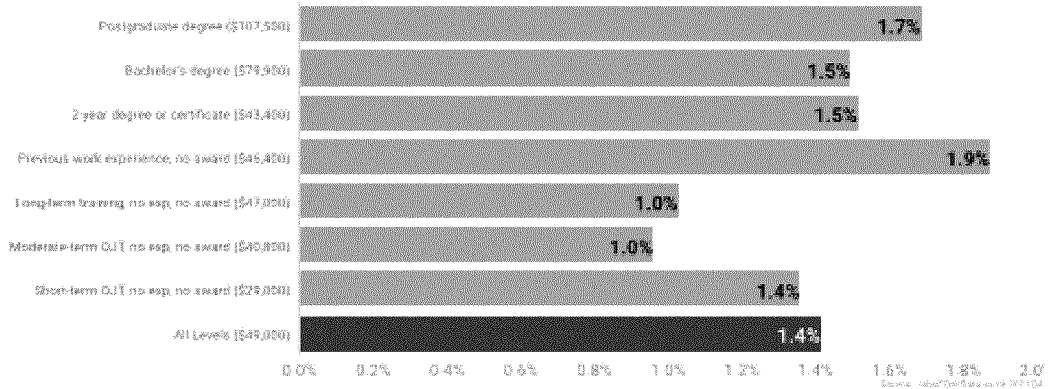
Walton County, Florida, 2021Q4 ¹												
NAICS	Industry	Current			5-Year History		1-Year Forecast					
		Empl	Avg Ann Wages	LQ	Empl Change	Ann %	Total Demand	Exits	Transfers	Empl Growth	Ann % Growth	
72	Accommodation and Food Services	6,988	\$38,770	2.66	625	1.9%	1,487	505	687	294	4.2%	
44	Retail Trade	5,159	\$35,693	1.51	427	1.7%	806	281	415	110	2.1%	
23	Construction	3,496	\$50,667	1.81	646	4.2%	433	108	231	94	2.7%	
62	Health Care and Social Assistance	2,459	\$58,405	0.51	-6	0.0%	319	107	130	82	3.3%	
56	Administrative and Support and Waste Management and Remediation Services	2,186	\$41,243	1.04	516	5.5%	318	98	157	62	2.9%	
92	Public Administration	1,972	\$50,120	1.26	167	1.8%	240	72	115	53	2.7%	
53	Real Estate and Rental and Leasing	1,932	\$52,748	3.37	746	10.2%	245	80	113	53	2.7%	
54	Professional, Scientific, and Technical Services	1,764	\$82,218	0.75	604	8.8%	207	54	101	52	2.9%	
61	Educational Services	1,622	\$47,707	0.62	261	3.6%	205	69	85	51	3.1%	
81	Administrative and Support and Waste Management and Remediation Services	1,510	\$42,458	1.07	-6	-0.1%	217	69	100	47	3.1%	
48	Transportation and Warehousing	697	\$39,060	0.43	355	15.3%	101	30	48	23	3.3%	
52	Finance and Insurance	576	\$87,378	0.43	200	8.9%	66	18	34	14	2.4%	
42	Wholesale Trade	483	\$74,485	0.39	69	3.1%	63	18	34	12	2.5%	
31	Manufacturing	474	\$50,044	0.18	31	1.4%	62	17	32	13	2.7%	
71	Arts, Entertainment, and Recreation	457	\$30,991	0.80	138	7.5%	86	26	37	22	4.9%	
11	Agriculture, Forestry, Fishing and Hunting	357	\$18,068	0.81	-18	-1.0%	52	17	26	8	2.4%	
22	Utilities	297	\$63,855	1.75	-3	-0.2%	35	9	19	7	2.4%	
51	Information	244	\$93,303	0.37	82	8.5%	31	8	16	7	3.0%	
55	Management of Companies and Enterprises	47	\$286,246	0.10	-25	-8.1%	5	1	3	1	2.6%	
99	Unclassified	24	\$55,864	0.59	14	20.4%	3	1	2	1	3.1%	
21	Mining, Quarrying, and Oil and Gas Extraction	18	\$46,485	0.16	5	6.0%	2	1	1	0	2.8%	
	Total - All Industries	32,760	\$47,961	1.00	4,828	3.2%	4,626	1,421	2,189	1,016	3.1%	

Source: JobsEQ®
Data as of 2021Q4

Education Levels

Expected growth rates for occupations vary by the education and training required. While all employment in Okaloosa County, Florida is projected to grow 1.4% over the next ten years, occupations typically requiring a postgraduate degree are expected to grow 1.7% per year, those requiring a bachelor’s degree are forecast to grow 1.5% per year, and occupations typically needing a 2-year degree or certificate are expected to grow 1.5% per year.

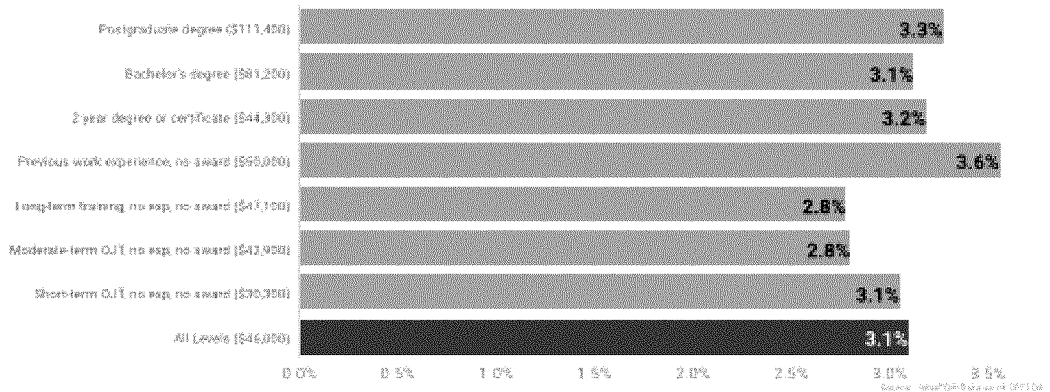
Annual Average Projected Job Growth by Traininr Florida



Employment by occupation data are estimates are as of 2021Q4. Education levels of occupations are based on BLS assignments. Forecast employment growth uses national projections from the Bureau of Labor Statistics adapted for regional growth patterns.

Expected growth rates for occupations vary by the education and training required. While all employment in Walton County, Florida is projected to grow 3.1% over the next ten years, occupations typically requiring a postgraduate degree are expected to grow 3.3% per year, those requiring a bachelor’s degree are forecast to grow 3.1% per year, and occupations typically needing a 2-year degree or certificate are expected to grow 3.2% per year.

Annual Average Projected Job Growth by Traininr Florida



Employment by occupation data are estimates are as of 2021Q4. Education levels of occupations are based on BLS assignments. Forecast employment growth uses national projections from the Bureau of Labor Statistics adapted for regional growth patterns.

Demographic Profile

The population in Okaloosa County, Florida was 203,794 and Walton County was 68,262 per American Community Survey data for 2015-2019.

Okaloosa has a civilian labor force of 94,093 with a participation rate of 61.4%, while Walton has a civilian labor force of 32,163 with a participation rate of 57.8%. Of individuals 25 to 64 in Okaloosa County, Florida, 30.8% have a bachelor's degree or higher % (Walton at 26.3%) both which compare with 33.5% in the nation.

The median household income in Okaloosa County, Florida is \$63,412 (Walton at \$58,093) and the median house value is \$219,100 for Okaloosa (Walton at \$229,500).

	Summary ¹			Value		
	Okaloosa County, Florida	Walton County, Florida	USA	Okaloosa County, Florida	Walton County, Florida	USA
Demographics						
Population (ACS)	—	—	—	203,794	68,262	324,697,795
Male	50.7%	50.6%	49.2%	103,422	34,533	159,886,919
Female	49.3%	49.4%	50.8%	100,372	33,729	164,810,876
Median Age ²	—	—	—	36.9	44.0	38.1
Under 18 Years	22.2%	20.4%	22.6%	45,251	13,933	73,429,392
18 to 24 Years	9.1%	6.3%	9.4%	18,465	4,301	30,646,327
25 to 34 Years	16.0%	12.2%	13.9%	32,580	8,326	45,030,415
35 to 44 Years	12.0%	12.3%	12.6%	24,426	8,375	40,978,831
45 to 54 Years	11.9%	13.6%	13.0%	24,169	9,266	42,072,620
55 to 64 Years	13.2%	15.7%	12.9%	26,858	10,751	41,756,414
65 to 74 Years	9.2%	12.3%	9.1%	18,693	8,381	29,542,266
75 Years, and Over	6.6%	7.2%	6.5%	13,352	4,929	21,241,530
Race: White	78.2%	86.8%	72.5%	159,371	59,228	235,377,662
Race: Black or African American	9.8%	4.6%	12.7%	20,032	3,156	41,234,642
Race: American Indian and Alaska Native	0.4%	0.6%	0.8%	806	383	2,750,143
Race: Asian	3.0%	1.0%	5.5%	6,188	705	17,924,209
Race: Native Hawaiian and Other Pacific Islander	0.1%	0.0%	0.2%	275	0	599,868
Race: Some Other Race	3.4%	3.1%	4.9%	7,016	2,141	16,047,369
Race: Two or More Races	5.0%	3.9%	3.3%	10,106	2,649	10,763,902
Hispanic or Latino (of any race)	9.3%	6.2%	18.0%	18,873	4,252	58,479,370
Population Growth						
Population (Pop Estimates) ⁴	—	—	—	212,820	76,648	329,484,123
Population Annual Average Growth ⁴	1.6%	3.3%	0.6%	3,210	2,143	2,015,698
People per Square Mile	—	—	—	226.5	71.4	92.9
Economic						
Labor Force Participation Rate and Size (civilian population 16 years and over)	61.4%	57.8%	63.2%	94,093	32,163	163,555,585

	Summary ¹			Value		
	Okaloosa County, Florida	Percent Walton County, Florida	USA	Okaloosa County, Florida	Walton County, Florida	USA
Prime-Age Labor Force Participation Rate and Size (civilian population 25-54)	79.0%	76.6%	82.1%	58,932	19,725	104,634,905
Armed Forces Labor Force	6.1%	0.4%	0.4%	9,923	231	1,073,907
Veterans, Age 18-64	19.0%	8.2%	4.6%	22,118	3,358	9,143,042
Veterans Labor Force Participation Rate and Size, Age 18-64	80.7%	76.7%	76.6%	17,842	2,576	7,003,778
Median Household Income ²	—	—	—	\$63,412	\$58,093	\$62,843
Per Capita Income	—	—	—	\$33,019	\$34,475	\$34,103
Mean Commute Time (minutes)	—	—	—	24.1	28.0	26.9
Commute via Public Transportation	0.5%	0.3%	5.0%	443	85	7,641,160
Educational Attainment, Age 25-64						
No High School Diploma	7.5%	10.5%	10.9%	8,057	3,862	18,550,150
High School Graduate	23.9%	29.1%	25.7%	25,847	10,693	43,627,868
Some College, No Degree	25.3%	24.6%	20.7%	27,279	9,036	35,174,790
Associate's Degree	12.6%	9.4%	9.1%	13,580	3,469	15,526,064
Bachelor's Degree	20.3%	18.8%	21.2%	21,897	6,889	35,997,848
Postgraduate Degree	10.5%	7.5%	12.3%	11,373	2,769	20,961,560
Housing						
Total Housing Units	—	—	—	97,058	51,996	137,428,986
Median House Value (of owner-occupied units) ²	—	—	—	\$219,100	\$229,500	\$217,500
Homeowner Vacancy	1.5%	2.4%	1.6%	778	514	1,257,737
Rental Vacancy	8.9%	44.6%	6.0%	2,808	5,677	2,793,023
Renter-Occupied Housing Units (% of Occupied Units)	36.6%	25.4%	36.0%	28,503	6,953	43,481,667
Occupied Housing Units with No Vehicle Available (% of Occupied Units)	5.0%	5.5%	8.6%	3,871	1,510	10,395,713
Social						
Poverty Level (of all people)	10.9%	13.2%	13.4%	21,567	8,772	42,510,843
Households Receiving Food Stamps/SNAP	8.5%	10.0%	11.7%	6,618	2,743	14,171,567
Enrolled in Grade 12 (% of total population)	1.1%	1.1%	1.4%	2,202	766	4,422,344
Disconnected Youth ³	2.9%	3.3%	2.5%	247	90	423,273
Children in Single Parent Families (% of all children)	30.8%	33.1%	34.1%	13,204	4,317	23,790,005
Uninsured	11.7%	12.9%	8.8%	22,353	8,520	28,248,613
With a Disability, Age 18-64	13.0%	14.5%	10.3%	14,836	5,683	20,187,604
With a Disability, Age 18-64, Labor Force Participation Rate and Size	44.0%	46.3%	42.2%	6,525	2,629	8,509,463
Foreign Born	6.8%	6.0%	13.6%	13,927	4,128	44,011,870
Speak English Less Than Very Well (population 5 yrs and over)	3.4%	2.6%	8.4%	6,381	1,678	25,615,365

- (4) An analysis of the workforce development activities, including education and training, in the local area. This analysis must include the strengths and weaknesses of workforce development activities and the capacity to provide the workforce development activities to address the education and skill needs of the workforce, including individuals with barriers to employment, and the employment needs of employers (WIOA § 108(b)(1)(D) and (20 CFR 679.560(a)(4)).**

RESPONSE

CareerSource Okaloosa Walton maintains an engaged and informed Business and Education Committee (BEC), which reports directly to the Board of Directors, to provide guidance and oversight for all training activities associated with both the employers and job seekers in our region. The membership of the BEC includes local community members representing private sector employers, educational institutions, community partners, and economic development. The BEC is responsible for reviewing all training programs that are submitted for inclusion on the Eligible Training Provider List (ETPL). In addition, the BEC provides guidance on establishing the Regional Demand Occupation List (RDOL), which establishes a framework for which training programs will be approved. Both the ETPL and RDOL are actively reviewed and maintained under the direction of the BEC. CareerSource Okaloosa Walton staff are required to report all Incumbent Worker Training, Employed Worker Training, Individual Training Account (ITA) funded training, and On the Job Training (OJT) outcome data to the BEC at the conclusion of each program year.

One of the challenges CareerSource Okaloosa Walton has identified and addressed is meeting the employment placement and training needs in a region with a significant military presence, which includes active duty, veterans, military spouses, military dependents, and military support personnel in the local community.

Currently, CareerSource Okaloosa Walton's staff provides current employment and training information at Eglin Air Force Base and Hurlburt Field, as part of the Transitional Assistance Program (TAP) for active-duty military transitioning to the civilian community. CareerSource Okaloosa Walton's involvement with the TAP program has allowed for data collection and analysis of the military population transitioning to the civilian community.

In addition, CareerSource Okaloosa Walton established an affiliate CareerSource Okaloosa Walton Center at Eglin Air Force Base and Hurlburt Field. The affiliate sites are staffed by the CareerSource Okaloosa Walton's Military Family Employment Advocacy team.

CareerSource Okaloosa Walton works closely with the local county school districts to identify key industries with a future need for skilled workers. Offering a wide variety of courses at the high and middle school level, Career and Technical Education (CTE) program allows students the possibility of earning industry certification, college credit and high school credit all at once.

All students have the opportunity to take dual enrollment courses offered at Okaloosa Technical College and Emerald Coast Technical College. Programs offered: HVAC, Applied Cybersecurity, Automotive, Carpentry, Culinary Arts, Technology Support Services, Cosmetology, Electricity, Marine Services Technology, Practical Nursing, Solar Technology, and Welding Technology.

CareerSource Okaloosa Walton has several longstanding partnerships with post-secondary educational institutions such as the University of West Florida, Embry Riddle Aeronautical University, Northwest Florida State College, Okaloosa Technical College, and Emerald Coast Technical College.

The University of West Florida (UWF) is a post-secondary public university that offers undergraduate degrees, graduate degrees and targeted research programs. With multiple locations in Northwest Florida, a campus in Fort Walton Beach, and a strong online presence, UWF serves a student population of more than 12,000. UWF's mission is to provide students with access to high-quality, relevant, and affordable undergraduate and graduate learning experiences to transmit, apply, and discover knowledge through teaching, scholarship, research, and public service; and to engage in community partnerships that respond to mutual concerns and opportunities and that advance the economy and quality of life in the region.

Embry-Riddle Aeronautical University Worldwide offers numerous aviation and aerospace programs. In addition, Embry-Riddle offers a range of associate, bachelor's, and master's degrees, Ph.D., and certificate programs in multiple sectors including business, engineering and fire science. Embry-Riddle Worldwide also offers flexible modes of learning that enable access to Embry-Riddle online courses anytime, anywhere.

As part of Florida's public system of 28 state and community colleges, *Northwest Florida State College (NWFSC)* offers associate degree, bachelor's degree and certificate programs. In addition to their primary campus in Niceville, NWFSC operates a joint campus with the University of West Florida in Fort Walton Beach as well as the Chautauqua Center in DeFuniak Springs, the Robert L.F. Sikes Education Center in Crestview and a center in South Walton County.

Emerald Coast Technical College (ECTC), located in Walton County, offers post-secondary career and technical education; adult education; secondary career and technical education; and continuing workforce education. ECTC has articulations with Northwest Florida State College and other state colleges.

Okaloosa Technical College (OTC) offers quality high school, post-secondary career and technical education and adult education programs featuring state-of-the-art training facilities and professional, industry-experienced instructors. These programs will provide students with nationally recognized industry certifications upon program completion.

As previously discussed, CareerSource Okaloosa Walton creates and updates an Eligible Training Provider List (ETPL) to provide to interested training candidates. Prior to the Business and Education Committee's recommendation to the Board of Directors for approval, all training programs are initially reviewed by CareerSource Okaloosa Walton's Quality Assurance Manager, Program Performance and Compliance Manager and WIOA Adult Program Lead for accuracy and a direct path toward immediate employment in Okaloosa and/or Walton County.

CareerSource Okaloosa Walton is actively involved with the Technology Coast Manufacturing and Engineering Network (TeCMEN) and the Northwest Florida Manufacturing Council (NWFMC), both of which provide educational opportunities.

As previously mentioned, *TeCMEN* is a collaborative network of high-technology manufacturing and engineering service companies working together to gain access to larger projects by partnering and teaming. Okaloosa County's One Okaloosa EDC created TeCMEN to further its commitment to growing the technology industry in our area. In partnership with the EDC, CareerSource Okaloosa Walton and TeCMEN employers, educational institutions in Northwest Florida play a key role by developing and offering associate, undergraduate, master's and doctoral degrees, as well as certification programs such as Lean Six Sigma, AS9100 Internal Auditing and Project Management.

Northwest Florida Manufacturing Council's mission is to strengthen the economy and Education of the region's manufacturers by acting as a single voice to address common interests. NWFMC has successfully launched manufacturing academies in ten school districts in Northwest Florida as well as partnered with the University of West Florida (UWF) to offer training programs such as Technical Writing, Lean Six Sigma Green Belt and Systems Engineering.

C. LOCAL WORKFORCE DEVELOPMENT BOARD STRATEGIC VISION AND GOALS

Local plans describe how LWDBs implement strategies that help Floridians secure good jobs, while providing employers with the skilled workers needed to compete in the global economy. Local strategies must prioritize employment, emphasize education and training, and ensure LWDBs are responsive to Florida employers' demand for qualified workforce talent.

- (1) Describe the LWDB's strategic vision to support regional economic growth and economic self-sufficiency. This must include goals for preparing an educated and skilled workforce (including youth and individuals with barriers to employment), and goals relating to the performance accountability measures based on primary indicators of performance described in WIOA § 116(b)(2)(A) (20 CFR 679.560(a)(5)).**

RESPONSE

CareerSource Okaloosa Walton is an active member of the One Okaloosa EDC, Walton County Economic Development Alliance, and Florida's Great Northwest, a regional economic development organization serving Northwest Florida. Along with CareerSource Okaloosa Walton, these organizations help shape future workforce development strategies as new businesses arrive or existing businesses expand in Okaloosa and Walton Counties.

CareerSource Okaloosa Walton fully supports regional economic growth and understands the importance of the role that workforce development plays in economic development. As a result, CareerSource Okaloosa Walton will remain fully committed and an active member of the economic development organizations throughout the region. CareerSource Okaloosa Walton is fully committed to economic development as demonstrated by its collaboration with these economic development organizations. CareerSource Okaloosa Walton will continue to be engaged, as allowable, in attracting new business and supporting the expansion of existing businesses in Okaloosa and Walton Counties.

CareerSource Okaloosa Walton's Mission is twofold:

- a. Ensure that every citizen has the opportunity and skills necessary to engage in meaningful employment throughout Okaloosa and Walton counties; and
- b. Ensure that every business has access to educated, and prepared employees that meet their needs.

The CareerSource Okaloosa Walton vision to operationalize its goals parallel Florida's strategic vision for WIOA implementation and will be realized by accomplishing these three goals:

- a. Enhance alignment and market responsiveness of workforce, education and economic development systems through improved service integration that provides businesses with skilled, productive, and competitive talent and Okaloosa and Walton residents with employment, education, training and support services that reduce welfare dependence and increase opportunities for self-sufficiency, high-skill and high-wage careers and lifelong learning.
- b. Promote accountable, transparent and data-driven workforce investment through performance measures, monitoring and evaluation that informs strategies, drives operational excellence, leads

to the identification and replication of best practices and empowers an effective and efficient workforce delivery system.

- c. Improve career exploration, educational attainment and in-demand skills training, career development, credentialing, and post-secondary education opportunities for every citizen of Okaloosa and Walton Counties, including youth, individuals with disabilities, and other populations with barriers to employment.

CareerSource Okaloosa Walton's Career Center is equipped with an adaptive workstation specifically designed to provide access to job seekers who may utilize a wheelchair or have a hearing or visual impairment, for example. In addition to knowledgeable frontline staff, a disability navigator is available to provide additional assistance to assure full access to the complete array of job seeker services.

CareerSource Okaloosa Walton's Disabled Veterans Outreach Program (DVOP), which is in the Career Center, is prepared to serve veterans who have identified a significant barrier to employment (SBE).

The Division of Vocational Rehabilitation and the Division of Blind Services are onsite, provide walk-in periods or remain available to provide technical assistance as needed. In addition to these onsite providers, CareerSource Okaloosa Walton maintains a community services referral guide that contains organizations such as Pyramid Fort Walton Beach and the ARC of the Emerald Coast, that serve residents of Okaloosa and Walton County with cognitive, intellectual, and developmental disabilities.

CareerSource Okaloosa Walton assists young adults who may have dropped out of school or have obtained their high school diploma or equivalent, but still require assistance with overcoming barriers to employment. Participation in the WIOA Youth program includes the development of an individual career plan that identifies the specific steps toward successful program completion, which includes employment placement and retention, entering the military, or post-secondary education. Individual career plans will focus on career pathways of in-demand industries in Okaloosa and Walton counties.

Historically, CareerSource Okaloosa Walton has been a high-performing board and expects to continue this high level of performance by focusing on the WIOA performance indicators. CareerSource Okaloosa Walton will ensure the right policies are in place and implemented to ensure success. Internal quality assurance monitoring of all programs and processes will be conducted on a minimum quarterly. CareerSource Okaloosa Walton management also conducts frequent targeted monitoring and review of processes, services, and performance for continuous improvement purposes.

Customer satisfaction surveys will be promoted and available at the CareerSource Okaloosa Walton comprehensive Center, affiliate sites, and specialized sites to provide all customers (job seekers, businesses, staff, community agencies, the public, etc.) the opportunity to provide feedback, and to raise awareness regarding any deficiencies and/or needs. CareerSource Okaloosa Walton management staff will review the completed surveys and take action as appropriate.

All applicable CareerSource Okaloosa Walton front-line staff members receive a minimum of 15 hours of continuing training annually to ensure that staff skills remain current and relevant.

(2) Taking into account the analyses described in (1) through (4) in Section B. Analysis of Need and Available Resources above, describe the local area's strategy to work with entities that carry out the core programs and required partners to align resources available to the local area, to achieve the strategic vision and goals described above (20 CFR 679.560(a)(5)).

RESPONSE

CareerSource Okaloosa Walton is committed to strategically aligning resources with its partner organizations. To streamline adult, dislocated worker, and youth programs, CareerSource Okaloosa Walton will, when appropriate and depending on staff and funding availability, co-locate adult and dislocated worker career advisors at training institutions such as Northwest Florida State College, Niceville Campus, and Okaloosa Technical College, and Emerald Coast Technical College. For example, Emerald Coast Technical College, and Okaloosa Technical College both provide GED instructions and adult literacy to out-of-school youth, a population that has been difficult to find.

In the Fort Walton Beach Career Center, CareerSource Okaloosa Walton and the Department of Economic Opportunity staff work seamlessly providing employment services through Wagner-Peyser, veteran services through the Disabled Veterans Outreach Program and Local Veteran Employment Representatives, and employer services through the Business Services Team. Additional Career Center partners include the Department of Vocational Rehabilitation, the Division of Blind Services and the Senior Community Service Employment Program, all of which are available onsite or by referral.

D. DESCRIPTION OF STRATEGIES AND PROGRAM SERVICES

The local plan must address how the LWDB coordinates service delivery with core programs of the Division of Vocational Rehabilitation, the Division of Blind Services and the Division of Career and Adult Education, as well as required partners including, but not limited to TANF, SNAP Employment and Training (E&T), Senior Community Service Employment Program, Community Service Block Grant, programs authorized under the state's unemployment insurance laws (referred to as Reemployment Assistance in Florida), programs authorized under section 212 of the Second Chance Act of 2007, and Housing and Urban Development, where available.

(1) **Workforce Development System Description: Describe the local workforce development system, including:**

(a) **All of the programs that are included in the system; and**

RESPONSE

All required WIOA partners are included in CareerSource Okaloosa Walton's workforce delivery system. The career center offers access to Wagner-Peyser (WP) Employment Services, Migrant Seasonal Farm Worker (MSFW), Workforce Innovation and Opportunity Act (WIOA) Adult, Dislocated Worker, and Youth, Division of Vocational Rehabilitation, Trade Adjustment Assistance (TAA), Supplemental Nutrition Assistance Program (SNAP), Temporary Assistance for Needy Families (TANF), Title I/Career and Technical Education (CTE), Jobs for Veterans State Grant (JVSG) Programs, Senior Community Service Employment Program (SCSEP), Division of Blind Services, Job Corp, Community Action Agency (CAA), County Health & Human Services (CHHS), and Housing and Urban Development (HUD)

The following partners are co-located in the career centers and pay a proportionate amount of infrastructure costs based on FTEs:

- a. WIOA Adult
- b. WIOA Dislocated Worker
- c. WIOA Youth
- d. Wagner-Peyser Employment Services/MSFW
- e. Jobs for Veterans State Grant (JVSG) Programs
- f. Temporary Assistance to Needy Families (TANF)
- g. Trade Adjustment Assistance Programs (TAA)
- h. Supplemental Nutrition & Assistance Program (SNAP)

- i. Reemployment Assistance Programs
- j. Senior Community Service Employment Program (SCSEP)
- k. Division of Vocational Rehabilitation

(b) How the LWDB supports the strategy identified in the state plan under 20 CFR 676.105 and works with entities carrying out core programs and other workforce development programs, including programs of study authorized under The Strengthening Career and Technical Education for the 21st Century Act (Perkins V) (20 U.S.C. 2301 et seq.) to support service alignment (WIOA § 108(b)(2) and 20 CFR 679.560(b)(1)).

RESPONSE

CareerSource Okaloosa Walton supports the strategy identified in the state plan under 20 CFR 676.105 and works with entities carrying out core programs and other workforce development programs to ensure service alignment, including programs such as:

- a. The adult, dislocated worker, and youth programs authorized under subtitle B of title I of WIOA and administered by the U.S. Department of Labor (DOL).
- b. The Adult Education and Family Literacy Act (AEFLA) program authorized under title II of WIOA and administered by the U.S. Department of Education (DoE).
- c. The Employment Service program authorized under the Wagner-Peyser Act of 1933, as amended by WIOA Title III and administered by DOL; and
- d. The Vocational Rehabilitation program authorized under Title I of the Rehabilitation Act of 1973, as amended by Title IV of WIOA and administered by DoE.

Through this collaboration CSOW offers the following services:

- a. Assist students in developing their career pathway to transition into post-secondary education or certifications.
- b. Provide support services for eligible students.
- c. Advising and job placement assistance for the program graduates.
- d. Refer eligible students.
- e. Assist with the needs of students with disabilities.
- f. Provide local, regional, and national workforce data.

- g. Provide CareerSource Okaloosa Walton sponsored workshops and training in industry certifications to eligible students.
- h. Assist in the identification of High Skill/High Wage occupations within the community.

All planned services provided by CSOW or The Partner program(s) for participants will be provided by the respective Program staff. All career services provided will be consistent with those identified in the Memorandum of Understand. All the basic career services will be made available for One-Stop customers, including program participants receiving services through the One-Stop delivery system.

To ensure participants receive every opportunity to be successful in their job search efforts, career center staff will offer the below services to participants enrolled in a One-Stop system program through direct services or referral where appropriate and allowable:

- a. Referral to housing assistance & other supportive services.
- b. Referrals to the CSOW Veterans Team for services.
- c. Career coaching and job search assistance.
- d. Personalized instruction to prepare for specific job interviews.
- e. Occupational training where applicable.
- f. Intervene with potential employers on behalf of specific program participants where appropriate.
- g. Transportation assistance where allowable.
- h. Childcare referrals as needed.
- i. Referrals as needed for state licensing/certifications required for employment.

(2) Adult and Dislocated Worker Employment and Training Activities:

Describe and assess the type and availability of adult and dislocated worker employment and training activities in the local area (WIOA §108(b)(7) and 20 CFR 679.560(b)(6)). This must include a description of local policies and procedures for individualized career and training services in the Adult program to give priority to veterans, recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient.

RESPONSE

CareerSource Okaloosa Walton policy is to provide priority for intensive and training services to recipients of public assistance, other low-income, and individuals who are basic skills deficient. The priority of services categories includes veterans. These statutory changes will help to address concerns that individuals with barriers to employment were often underserved through the one-stop system under WIOA and ensure that resources are more equitably allocated to support those with the greatest needs.

WIOA is designed to assist career seekers with advancing their careers through high-quality career services that include career coaching, support services, and training opportunities, as well as matching employers with the skilled workers they need to compete in the regional and global economy. Under WIOA and through the regional one-stop center, employment and training activities will target:

- a. Connecting career seekers with skills and credentials necessary for advancing their careers with self-sufficient and sustaining wages.
- b. Providing access and opportunities to all career seekers, including individuals with barriers to employment such as persons with disabilities, low income, or disadvantaged, the homeless, the ex-offender, the basic skills deficient or the limited English.
- c. Enabling businesses and employers to connect with ease and hire qualified, skilled workers and access other supports, including training for their current workforce.
- d. Engaging in continuous improvement of the regional one-stop system by identifying best strategies for various populations.
- e. Basic career services are available throughout the region for all seeking services in the CSOW One-Stop delivery system, and include:
 - (1) Eligibility determinations for receiving assistance through the adult, dislocated worker, or youth programs.
 - (2) Outreach, including identification through the CSOW Reemployment Services and Eligibility Assessment Program (RESEA) and/or the state's reemployment assistance claimants likely to exhaust benefits, and connection to suitable career services available through the one-stop delivery system.
 - (3) Assess skill levels including literacy, numeracy, and English language proficiency, as well as aptitudes, abilities (including skill gaps), and support service needs.
 - (4) Labor exchange services, including career coaching, career networking, and connecting with employment opportunities.
- f. Deliver information on in-demand industry sectors and occupations (as defined in sec. 3(23) of WIOA).

- g. Deliver referrals to and coordination of activities with other programs and services, including those within the one-stop delivery system and, when appropriate, other workforce development programs within the CSOW regional planning area.
- h. Deliver workforce and labor market employment statistics information, including accurate information relating to local, regional, and national labor market areas, job listings in labor market areas; information on skills necessary to advance career; and
- i. information relating to regional occupations in demand and the earnings, skill requirements, and opportunities for advancement.
- j. Deliver performance information and program cost information on eligible providers of training services by program and type of providers.
- k. Deliver information about how the local area is performing on local performance accountability measures, as well as any additional performance information relating to the region's one-stop delivery system.
- l. Deliver information relating to the availability of support services, and referrals to those services, including: child care; child support; medical or child health assistance available through the State's Medicaid program and Florida's KidCare Program; benefits under the Supplemental Nutrition Assistance Program (SNAP); assistance through the earned income tax credit; housing counseling and assistance services sponsored through the U.S. Department of Housing and Urban Development (HUD); and assistance under a State program for Temporary Assistance for Needy Families (TANF).
- m. Provide assistance establishing eligibility with financial aid assistance programs for training programs not provided under WIOA.
- n. Deliver assistance with filing claims under reemployment assistance programs.

Individualized career services that are appropriate for career seekers to obtain or retain employment are available to career seekers through CSOW career centers or partners. These services include:

- a. Assessments of the skill levels and needs of adults and dislocated workers, which may include diagnostic testing and use of other assessment tools, in-depth interviewing and evaluation to identify employment barriers and goals.
- b. Development of an individual employment plan for identifying goals, achievement objectives, and services needed for the career seeker to advance his or her career.
- c. Group and individual coaching and mentoring.
- d. Career planning and modeling.
- e. Short-term pre-vocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct to prepare individuals for the labor market.

- f. Internships and work experiences linked to careers.
- g. Workforce preparation activities that help an individual acquire a combination of basic academic skills, critical thinking skills, digital literacy skills, and self-management skills, including competencies in utilizing resources, using information, working with others, understanding systems, training, or employment.
- h. Financial literacy services.
- i. Follow-up services are provided for participants placed in unsubsidized employment, for up to 12 months after the first day of employment or program exit whichever occurs later. Follow-up services do not extend the date of exit in performance reporting.

CSOW Business Services team identifies and assists with the talent management needs of local employers. These initiatives include service delivery for target sector employers and proactively partnering with employers, Chambers, economic developers, and other organizations to identify current and future skill requirements and gaps.

The Local Veterans' Employment Representatives (LVERs) assist in contacting and engaging Federal contractors and employers for coordinating hiring events to create more opportunities for veterans. Veterans assessed through the one-stop system to have significant barriers to employment under DEO directive will be referred to the CSOW Disabled Veterans' Outreach Program (DVOP) team. Any veterans determined to not have a significant barrier are referred to and served through the CSOW career development team.

(3) Training Services: Describe how training services outlined in WIOA section 134 are provided, including:

- (a) A description of the process and criteria for issuing ITAs, including a description of any ITA limitations established by the LWDB and a description of any exceptions to the use of ITAs;**

RESPONSE

CareerSource Okaloosa Walton provides in-demand industry skills training, including On the Job Training (OJT) and training funded through Individual Training Accounts (ITA) to eligible participants who, without receiving training, are unlikely to obtain or retain employment leading to economic self-sufficiency. Prior to receiving training, career advisors provide participants with comprehensive Labor Market Information (LMI); career interest and aptitude assessments; employment readiness and counseling; referrals to community resources and a co-developed career plan.

CareerSource Okaloosa Walton's primary means of providing skills training, in terms of both financial investment and participants served, is through the utilization of Individual Training Accounts (ITA). ITA sponsored training programs, such as practical nursing, welding and cybersecurity; are developed by regional educational institutions and approved by CareerSource Okaloosa Walton's Business and Education Committee and Board of Directors. Prior to CareerSource Okaloosa Walton's initial approval and renewal, a comprehensive review of all training programs is completed,

including prior performance (if applicable), eligibility to provide training in the state of Florida, appropriate certification, and alignment with the occupational data outlined on the Regional Demand Occupation List (RDOL).

(b) If contracts for training services are used, how the use of such contracts are coordinated with the use of ITAs; and

RESPONSE

In addition to ITA-sponsored training, CareerSource Okaloosa Walton contracts directly with employers to provide skills training such as Six Sigma Lean Manufacturing, ISO 9001, and Microsoft Project through Employed Worker Training (EWT) and On-the-Job Training (OJT) opportunities. The application and contracting process include a review, by both business services and WIOA program staff, of employer eligibility, an outline of the training project, anticipated outcomes, and cost analysis. Similarly, CareerSource Okaloosa Walton's Chief Operating Officer and/or Executive Director approves all EWT and OJT contracts prior to implementation.

(c) How the LWDB will ensure informed customer choice in the selection of training programs regardless of how the training services are to be provided (WIOA §108(b)(19) and 20 CFR 679.560(b)(18)).

RESPONSE

The WIOA customer choice requirements are established and operational. CareerSource Okaloosa Walton staff or Career Advisors will assist individuals in obtaining training services by first, ensuring they have access to the region's Eligible Training Providers List (ETPL) and the Eligible Training Provider's program performance outcomes, cost of the programs, and other relevant provider information. Priority consideration will be given to programs that are aligned with in-demand industry sectors and occupations on the Regional Targeted Occupational List.

WIOA training services will be provided following an interview, assessment, and a determination of suitability. It is provided in a manner that maximizes consumer choice in the selection of an eligible provider of such services and includes the following functions:

- a. Eligible Providers. CareerSource Okaloosa Walton, through the CareerSource Okaloosa Walton centers, will make available the list of eligible providers of training services described in WIOA section 122(d), programs, and performance outcomes. The customer uses this information to determine which provider to choose.
- b. Individual Training Accounts. An individual who seeks training services and who is eligible pursuant to previous guidance, may, in consultation with a Career Advisor, select an eligible provider of training services from the list of providers on the ETPL. Upon such selection, the Career advisor involved will, to the extent

practicable, refer such individual to the eligible provider of training services, and arrange for payment for such services through an individual training account.

(d) How the LWDB ensures training provided is linked to in-demand industry sectors or occupations in the local area, or in another area to which a participant is willing to relocate (WIOA §134(c)(3)(G)(iii)). Include strategic or other policies that align training initiatives and Individual Training Accounts (ITAs) to sector strategies and demand occupations (WIOA §134(d)(1)(A)(ix)(II)(aa)).

RESPONSE

CareerSource Okaloosa Walton ensures that all skills training programs, including Employed Worker Training (EWT) and training funded through Individual Training Accounts, are linked to in-demand industry sectors or occupations in the local labor market, or an area in which a participant is willing to relocate, through regional and statewide demand data provided by the Department of Economic Opportunity as well as through direct input from economic development organizations and businesses operating in Okaloosa or Walton County.

CareerSource Okaloosa Walton's management, Business and Education Committee review WIOA-sponsored training programs through the development and approval of the Eligible Training Provider List (ETPL) and Regional Demand Occupation List (RDOL). The ETPL and RDOL for the local area is approved by the Board of Directors.

In partnership with CareerSource Okaloosa Walton, educational institutions such as Northwest Florida State College, Okaloosa Technical College, and Emerald Coast Technical College develop and submit training programs for approval and inclusion on the ETPL. As a requirement, these programs must align with the occupations included on the RDOL, including the standard occupational code, occupational title, annual growth, number of openings as well as entry and mean level wage data.

For those participants who may be interested in relocation, career advisors routinely share similar regional and statewide level information. To assist participants in making informed training decisions, career advisors may also provide specific program outcome data, including the number of graduates and average wages WIOA-sponsored graduates in Okaloosa or Walton County.

(e) How the LWDB incorporates/includes work-based training activities in the local area's service delivery model.

RESPONSE

CareerSource Okaloosa Walton utilizes an industry sector approach, which is consistent with the vision and strategic goals established by the board of directors, to effectively provide Incumbent Worker Training, On-the-Job Training (OJT), customized training and work-based training services for both businesses and job seekers in Okaloosa or Walton County. CareerSource Okaloosa Walton's program management, executive leadership and Business and Education Committee have identified the following industry sectors as areas of concentration in this approach: 23 Construction; 62 Healthcare and Social

Assistance; 31-33 manufacturing; 54 Professional, Scientific, and Technical Services; and 92 Public Administration.

The industry sector service delivery model provides CareerSource Okaloosa Walton with a more focused approach to aligning job seekers with relevant employment opportunities. In this model, business account managers, who specialize in one or more industry sectors, are key to developing industry-specific recruitment and training solutions that meet the needs of area businesses. These solutions often include customized training, On-the-Job Training (OJT), work-based training, industry-specific job fairs or recruitment events for both unemployed and underemployed job seekers who are taking their first or next step on a career pathway.

To prepare job seekers for these employment and training opportunities, career advisors utilize comprehensive assessments and labor market information as a guide for selecting a specific training program or an industry sector, which may then require further exploration. This career exploration is typically initiated by career advisors utilizing the Eligible Training Provider List (ETPL), which lists available training opportunities in each of CareerSource Okaloosa Walton's industry sectors. Once an industry sector, training program and potential employment opportunities have been researched, job seekers are typically better positioned for successful training outcomes, employment placement and retention.

(4) Youth Workforce Investment Activities: Describe and assess the type and availability of youth workforce investment activities (services) in the local area, including activities for youth who are individuals with disabilities. The description and assessment must:

(a) Identify successful models of such youth workforce investment activities (WIOA §108(b)(9) and 20 CFR 679.560(b)(8)).

RESPONSE

CareerSource Okaloosa Walton adopted a case management services model where the career advisor works directly with the youth and management their journey through youth program. A description of youth services to be provided through the one-stop delivery system are including in the next section. The services are be coordinated and delivered through the CSOW One-Stop delivery system. The elements will be linked to one or more of the indicators of performances described in WIOA section 116.

(b) Include the local area's design framework for the local youth program and how the 14 program elements required in 20 CFR 681.460 are made available within that framework (WIOA § 129(c)(1)).

RESPONSE #1

CareerSource Okaloosa Walton's youth program aligns with USDOL's goals of preparing workers for good jobs and the attainment of the skills and knowledge that ensure workers succeed in a knowledge-based economy. CareerSource Okaloosa Walton targets at-risk youth with barriers using a model

designed as a holistic approach for providing in-depth career exploration of high demand occupations with potential for vocational training. Youth receive instruction on financial literacy, life skills, and employability/work readiness; additional activities include education and industry tours, mentoring, community service, and work experience. Youth participate in the continuum of services designed to set them on their chosen career pathway. This model can be effectively measured by any or all five of the WIOA performance measures that include:

Employment Rate– 2nd and 4th Quarter After Exit (2 measures) - The percentage of program participants who are in unsubsidized employment during the second quarter after exit from the program (for title I Youth, the indicator is the percentage of program participants who are in education or training activities, or in unsubsidized employment, during the second quarter after exit from the program);

Median Earnings – 2nd Quarter After Exit - The median earnings of program participants who are in unsubsidized employment during the second quarter after exit from the program;

Credential Attainment - The percentage of those participants enrolled in an education or training program (excluding those in on-the-job training (OJT) and customized training) who attain a recognized postsecondary credential or a secondary school diploma, or its recognized equivalent, during participation in or within one year after exiting from the program. A participant who has attained a secondary school diploma or its recognized equivalent is included in the percentage of participants who have attained a secondary school diploma or its recognized equivalent only if the participant is also employed or enrolled in an education or training program leading to a recognized postsecondary credential within one year after exit from the program;

Measurable Skills Gains - The percentage of program participants who, during a program year, are in an education or training program that leads to a recognized postsecondary credential or employment and who are achieving measurable skill gains, defined as documented academic, technical, occupational, or other forms of progress, toward such a credential or employment.

CareerSource Okaloosa Walton has developed the following framework for the WIOA youth program: As part of designing the CareerSource youth opportunities and work experiences throughout the year; and to ensure quality enrollments, the CareerSource Okaloosa Walton Board and Committees have incorporated the following design elements:

- a. Focusing on Youth Most in Need.
- b. Focusing on Older Youth.
- c. Focusing on Out-of-School Youth.
- d. Focusing on In-School Youth.
- e. Focusing on Outreach and Recruitment Strategies.
- f. Improving Eligibility and Intake Processes
- g. Using Technology to Aid Program Administration and Reporting.
- h. Focusing on Youth Most in Need.

The CareerSource Okaloosa Walton Board encourages staff to focus services on eligible youth most in need such as out-of-school youth and in-school youth most at risk of dropping out; youth in and aging out of foster care; youth offenders and those at risk of court involvement; homeless and runaway youth; children of incarcerated parents; and youth with disabilities.

The hardest-to-serve youth, like dropouts and out-of-school youth, require additional time and assistance to attain positive outcomes as measured by the Workforce Innovation and Opportunity Act (WIOA) Youth common and statutory measures. Therefore, the CareerSource Okaloosa Walton Board encourages staff to implement strategies that promote longer-term services for these youth to prepare them for post-secondary education and/or the labor market.

Regular WIOA formula funds require staff to serve youth 16 to 24 years old. Sometimes it is difficult to locate the older youth population, especially those without a high school diploma or GED and who are unemployed or underemployed. Staff will focus on reaching out to this difficult youth population, including eligible veterans and their spouses.

Focusing on Outreach and Recruitment Strategies

The CareerSource Okaloosa Walton Board has cited several strategies to improve outreach and recruitments efforts to the older youth population:

- a. Think beyond “youth” when designing and promoting youth activities given that many veterans and young adults have children and household responsibilities.
- b. Avoid alienating young adults by characterizing the summer component as only a youth program.
- c. Develop new partnerships or reframe old partnerships with organizations that already serve these young adults; and
- d. Implement strategies to differentiate services based on the unique needs of these older participants.

CareerSource Okaloosa Walton Board and Committees adopted the ETA recommendations as strategies to improve eligibility processes, such as:

- a. Providing more training to less experienced staff members to prepare them for summer tasks if needed.
- b. Relying more heavily on experienced staff to perform eligibility determination; and
- c. Examining other possible strategies to maximize staff resources such as streamlining intake procedures through prescreening applications and coordinating with schools and social service agencies to determine youth eligibility.

CareerSource Okaloosa Walton also uses technology to provide online training and webinars as a way to reinforce information provided to support work readiness training offered to participants. Where possible, staff will utilize creative and efficient approaches to program administration through the use of technology.

CareerSource Youth Program is to provide a quality experience for the youth in Okaloosa and Walton Counties. An experience that will prepare them to acquire the skills and experience needed to transition into the labor market and obtain and maintain employment leading to a self-sufficient wage. To make this journey successful, the CareerSource Okaloosa Walton Board requires staff emphasis on the following areas:

- a. Work Readiness Training and Other Non-Worksite Activities.
- b. Focus on Career Pathways.
- c. Measuring Work Readiness.
- d. Academic and Occupational Linkages.
- e. Supportive Services.

The CareerSource Okaloosa Walton Board requires staff to integrate work experiences with related work readiness training, academics, occupational skills training, and/or leadership development as a year-round focus. Work readiness training is one of the most useful aspects of the CareerSource Youth Program. When implementing work readiness training, staff are encouraged to consider the following strategies to maximize the impact of work readiness and related training:

a. Training Design Components

The CareerSource Youth Program model includes these training design components:

- (1) Group orientations that communicate the overall benefits of a work experience, provide program expectations for work behavior, address any outstanding procedural questions from youth prior to the start of the program, and are interactive and motivational;
- (2) Work readiness training prior to worksite placement that is engaging, focuses on the foundation skills desired by employers, lasts at least one week with the length of time dependent on participants' needs, and ensures youth are adequately prepared for their work experience.
- (3) Onsite group or individual orientation by the employer on the first day of worksite placement to introduce youth to the worksite, and review expectations outlined in the worksite evaluation; and
- (4) Ongoing training integrated throughout the work experience that continues a few hours each week in combination with the work experience. The Region is looking at ways to better incorporate this element.

b. Training Content Areas

Work readiness topics focus on training content areas, such as:

- (1) Foundation skills such as communication skills, teamwork, decision making, problem-solving, conflict resolution, work habits, customer service, responsibility, appearance, integrity, leadership, and time management.
- (2) Job-seeking skills such as portfolio building (resumes, cover letters, references), job applications, entrepreneurship, interviewing, networking, and transition planning into unsubsidized employment opportunities.
- (3) Career planning including career assessments and options for continued education.
- (4) Financial literacy such as budgeting, use of credit, and opening of bank accounts.
- (5) Industry-specific training relevant to the work experience; and
- (6) Basic skills including math, reading, and computer literacy.

Measuring work readiness is not a required activity for a year-round program; however, WIOA provides flexibility in designing work readiness programs. Career Advisors continue to evaluate methods that will be an effective indicator of whether a youth is ready to be placed in a work experience opportunity or unsubsidized employment.

Career Advisors will continue to develop ways to enhance the effectiveness of the work readiness tool; and look for additional tools to improve indicators of measuring work readiness. Some examples of work readiness tools to be researched Career Advisors include the following:

- a. A worksite evaluation measuring performance in the workplace may be used to assess work readiness for the work readiness indicator. An effective method of assessing work readiness is to require the worksite supervisor to observe and evaluate workplace performance.
- b. This worksite evaluation may be conducted by the employer. Using this tool the employer will be responsible for assessing performance; and Career Advisors will assist the employers in order to make the process as simple and seamless as possible.
- c. This tool focuses on attaining a satisfactory level of workplace proficiency as opposed to a measurable increase or gain. The attainment of proficiency or competency in the foundation and worksite-specific skills necessary to be successful in the workplace should be determined by the employer and should be based on the attainment of work behaviors outlined in the worksite evaluation tool. This tool should clearly state the overall criteria necessary to achieve workplace proficiency. For example, worksite evaluation tools could state that work readiness proficiency can only be attained after: a) the supervisor indicates satisfactory performance; and
- d. a minimum numerical score for determining proficiency is achieved.

- e. This tool should measure work readiness skills most desired by employers. This includes universal foundation skills such as work habits/professionalism (i.e., attendance, punctuality, attitude), teamwork/collaboration, communication skills, and critical thinking/problem solving. In addition, the tool should allow for flexibility to include industry or job specific skills as determined by the employer.

CareerSource Okaloosa Walton Board believes it is appropriate that academic learning be directly linked to work experience for each youth. The CareerSource Okaloosa Walton will continue to link academic learning to work experience opportunities. The Career Advisors and the Business Services Team will continue to build relationships with employers and encourage them to provide work opportunities for youth. Every effort will be made to connect the youth to an occupation related to his or her career choice, including opportunities such as entrepreneurship training. When linking academic and/or occupational learning to a work experience, the CareerSource Okaloosa Walton Board continues to encourage staff to assess the academic and occupational skills needs and interests of youth and determine appropriate training, especially training leading to credential attainment, combined with a work experience placement that supports the enhancement of identified skills.

Under WIOA, the provision of supportive services is one of the 14 elements Career Source must make available to eligible youth. Supportive services may include transportation, childcare, dependent care, housing, and other services that are necessary to enable an individual who is unable to obtain the services from other programs to participate in activities authorized under WIOA. Career Advisors have extensive experience working with disadvantaged youth and recognizes the need for additional support for youth to overcome their employment barriers. Supportive services most often is needed to help youth resolve transportation issues and to acquire appropriate work clothing and tools. The CareerSource Okaloosa Walton Board encourages staff to provide supportive services to populations in need, such as at-risk youth, in order to support their efforts to connect to and succeed in education, training and work experience opportunities.

Another primary purpose of the CareerSource Youth Program is to provide youth with meaningful “work experiences” in a structured learning environment that takes place in a classroom setting and a workplace setting; and, to promote the development of good work habits and basic work skills. The Board believes that this goal can be best be accomplished by:

- a. Ensuring Quality Worksites.
- b. Job Matching.
- c. Worksite Monitoring.
- d. Ensuring Quality Worksites.
- e. Incorporating Green Work Experiences.

The CareerSource Okaloosa Walton Board encourages staff to seek employers that are committed to helping participants receive high quality experience and training as well as employers that are willing to work closely with the Career Advisors.

CareerSource Business Services staff are asked to recruit employers based on local workforce investment targeted and priority industries; and employers who are flexible in working with youth who have issues that may present barriers to employment. In addition, Career Advisors are asked to consider a combination of public sector, private sector, and non-profit work experiences for youth.

The ETA evaluation of youth programs found that while not necessarily appropriate for all youth, the private sector can be a good source of high-quality jobs for many participants, particularly older youth with previous work experience. Reports have shown that by placing youth in private sector worksites, there is a greater chance for the work experience to lead to unsubsidized employment opportunities.

ETA recommends that CareerSource Okaloosa Walton Board place a strong emphasis on the orientation and preparation of worksite supervisors. To this end, the CareerSource Okaloosa Walton Board requires youth staff to formalize worksite agreements for each youth with worksite supervisors prior to youth beginning their work experience. Worksite supervisors will be fully briefed on the program's elements, mission, and goals. Job descriptions created by the employer for participants ensure that expectations on the part of the employer are the focus of the work experience. In addition, having employers participate in an orientation and provide input on the development of the work experience, and serve as onsite mentors is sure to improve the experience of both employers and youth.

CareerSource Okaloosa Walton Youth Program requires the Career Advisors to make an effort to match worksites with participants' personal and professional interests and goals. The CareerSource Okaloosa Walton Board agrees with this philosophy and believes that a well thought-out and planned match can maximize the likelihood that a youth has a meaningful work experience. Based on the variety of jobs available, every effort will be made to connect the youth to an occupation related to his or her career choice. The CareerSource Okaloosa Walton Board and Councils have adopted four key considerations for staff when matching youth to worksites:

- a. The youth's personal interests expressed through their application, orientation, or meetings with staff.
- b. Direct employer feedback after a formal interview.
- c. The youth's age, experience, and skills; and
- d. Transportation needs or other logistical issues.

Worksite monitoring is an important component of employment or a work experience program to ensure a meaningful work experience for youth as well as to secure a quality worksite. The CareerSource Okaloosa Walton Board requires ongoing monitoring/oversight through in-person visits as essential to ensuring high-quality experiences and heading off problems between worksite supervisors and youth before they become serious.

The CareerSource Okaloosa Walton Board encourages the CareerSource Program Manager to dedicate appropriate staff to monitor employers and worksite activities. CareerSource Worksite Monitors will work to maintain on-going contact with employers to provide support and technical assistance. In addition, Career Advisors work to ensure that worksite agreements are upheld, adequate supervision and quality mentoring are provided to youth, and worksites are in compliance with workplace safety and child labor laws.

The CareerSource Okaloosa Walton Board believes that having dedicated staff to monitor and work with youth is valuable in assessing the quality of the work experience and measuring youth progress throughout the work experience. Career Advisors work to ensure youth are receiving mentoring, are safe and productive, and are achieving success in their placement. Proper and ongoing monitoring can ensure that if problems exist or if the worksite is not a good match for the youth or the employer, staff will have time to effectively address the issue or place the participant in an alternative worksite activity, if appropriate.

This component places focus on the following areas:

- a. Transitioning Older/Out of School Youth beyond Work Experience.
- b. Work Opportunity Tax Credit adds Transition Incentive for at-risk Youth.

For older youth and out-of-school youth who are not returning to school following a subsidized work experience, The CareerSource Okaloosa Walton Board encourages staff to work to transition youth into unsubsidized employment, education, and training opportunities, or co-enroll them into the WIOA Adult Program. Additionally, the Board staff may test other transitional job models that combine short-term subsidized work experience with support services and career counseling; and explore new and innovative strategies for out-of-school youth. For example, the CareerSource Okaloosa Walton Board will increase paid and unpaid work experience opportunities year-round for out-of-school youth.

Some examples of transition strategies staff may pursue include:

- a. Forming work experience partnerships with business, education, and training institutions, and partner agencies that can continue to assist young adults beyond the work experience.
- b. Hiring program staff who are specifically assigned to connect young adults to transitional opportunities based on their individual interests and needs.
- c. Allocating time in work readiness workshops to promote speakers from local business and educational institutions; and
- d. Holding career transition workshops or related work fairs following the conclusion of the work experience.
- e. Partner with Vocational Rehabilitation for transitioning experiences for youth with disabilities; and
- f. Develop On-the-Job Training opportunities for selected, older youth.
- g. Unsubsidized Employment.

Many youth, particularly older/out-of-school youth, aim to directly transition from subsidized to unsubsidized employment. Prior to youth completing a work experience, utilizing local labor market information, Career Advisors should identify employers with greater potential to hire youth into unsubsidized employment. The ETA evaluation found that a number of local areas reported that private sector employers were more likely to hire youth into unsubsidized positions and that private sector employers can offer high-quality jobs, particularly for older youth with greater work experience.

Therefore, the CareerSource Okaloosa Walton Board continues to encourage staff to expand engagement efforts to private sector employers, thereby increasing unsubsidized employment opportunities.

For out-of-school youth, a work experience can provide a potential path back to education. Through work experiences as well as career mentoring provided by employers, youth are exposed to the skills and education needed to achieve their career goals. This may reinforce the importance of earning secondary and post-secondary credentials. The CareerSource Okaloosa Walton Board encourages staff to link work experiences with opportunities that expose youth to educational pathways. The CareerSource Okaloosa Walton Board also encourages staff to partner with local colleges to explore the possibility of providing integrated work and training experiences that increases the exposure of youth to higher education including the opportunity to earn college credits. A strategy that may be considered is to use academic training to address basic skill deficiencies or stationed staff at partner schools to help promote the return of out-of-school youth.

Moving from a work experience to occupational skills training can be a natural transition for youth. The CareerSource Okaloosa Walton Board encourages staff to partner with regional occupational training programs, adult education programs, and local colleges to enroll older youth in programs that have successful completion and high placement rates for serving this population of youth. Training areas can include but are not limited to: allied health, solar installation, aviation mechanics, customer service, welding and diesel mechanics, information technology, and topics related to science, technology, engineering, and math occupations. Occupational skills training should result in the attainment of employer/industry-recognized credentials that promote career pathways. Training should be related to occupations listed on the Regional Demand Occupational List (RDOL).

Pre-apprenticeship programs can include summer employment opportunities and work experiences that provide an introduction to the skills and knowledge required to be eligible for registered apprenticeships. The CareerSource Okaloosa Walton Board encourages staff to look for opportunities that transition youth from pre-apprenticeship programs into registered apprenticeships. Through partnerships with schools, employers, labor organizations, registered apprenticeship program sponsors and state apprenticeship offices, staff should work collaboratively to determine how best to coordinate these efforts.

Older youth who meet the eligibility criteria for the WIOA Adult Program can co-enroll in both the WIOA Youth and Adult programs including both WIOA-funded services. WIOA regulations at 20 CFR 681.430, states that individuals who meet the respective eligibility requirements may participate in adult and youth programs concurrently. If such concurrent enrollment occurs, expenditures must be tracked separately by program.

Work Opportunity Tax Credit adds Transition Incentive for at-risk Youth.

The Work Opportunity Tax Credit (WOTC) is a Federal credit available to private for profit employers who hire eligible participants from particular target groups into unsubsidized employment. The WOTC is a potential incentive for employers to hire youth into unsubsidized, permanent employment following the completion of a work experience or summer job. CareerSource Staff is encouraged to promote the awareness, benefits, and execution of the WOTC through multiple strategies that may include the use of promotional materials, employer outreach, and administrative assistance to employers with the WOTC application process.

Youth participants will also be provided career services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career

awareness, career counseling, and career exploration services; and Activities that help youth prepare for and transition to postsecondary education and training.

In accordance with 20 CFR 681.460, CSOW will make each of the following 14 program elements available to youth participants:

1. **Tutoring and Study Skills Training:** Tutoring will occur with assistance from the youth staff or referrals as appropriate.
2. **Alternative Secondary School:** Participants may be referred for scheduled alternative educational activities consistent with local school district policies.
3. **Paid and Unpaid Work Experience:**
 - a. Paid work experience in the form of incentives will be provided for youth through the summer and/or year-round training component. The components will concentrate on skills related to specific jobs and the application of those skills.
 - b. Summer employment opportunities may be provided through a Summer Training Component. Youth participating in the WIOA Youth Program and meeting program expectations will receive priority for the Summer Employment Opportunities.
4. **Education Offered Concurrently with Workforce Preparation:** Using an integrated education and training model combining workforce preparation, basic academic skills, and occupational skills.
5. **Occupational Skill Training:** Occupational Skills Training primarily refers to older youth and out-of-school youth who may receive vouchers for training leading to a credential in a field of study through an Individual Training Account (ITA).
6. **Leadership Development Opportunities:** The program will provide leadership development opportunities as part of the curriculum. Engaging youth in community service projects is a valuable tool for teaching the value of giving back to the community.
7. **Supportive Services:** Supportive service needs will be determined during the objective assessment and the development of the Individual Service Strategy (ISS). Assessment of needs for services will continue throughout participation in the program. Such assistance may include transportation, childcare, tools and required clothing (uniforms) for employment. Participants in need of supportive services that are available through other agencies will be referred to the appropriate agency for assistance.
8. **Adult Mentoring:** Develop a relationship between a youth participant and an adult mentor that includes structured activities where the mentor offers guidance, support, and encouragement to develop the competence and character of the mentee.

9. **Follow-Up Services:** Career Advisors will provide follow-up activities for all youth who exit the program at the 30-Day, 60-Day, 90-Day, 6-month, 9-month, and 12-month points.
10. **Comprehensive Guidance and Counseling:** Guidance and counseling will be ongoing and integrated with the activity incorporated on the ISS.
11. **Financial literacy education:** Financial Literacy will be provided to participants in employment readiness workshops.
12. **Entrepreneurial skills training:** Provide the basics of starting and operating a small business. Experiential programs that provide youth with experience in the day-to-day operation of a business.
13. **Services that Provide Labor Market Information:** Offer employment and labor market information about in-demand industry sectors or occupations.
14. **Postsecondary Preparation and Transition Activities:** Help youth prepare for and transition to postsecondary education and training.

(c) Describe the LWDB’s policy regarding how the local area will determine when an individual meets the definition of basic skills deficient contained in CareerSource Florida Administrative Policy 095 – WIOA Youth Program Eligibility.

RESPONSE

For purposes of WIOA, Basic Skills Deficient means, an individual:

- a. Who is a youth, that has English, reading, writing, or computing skills at or below the eighth (8th) grade level on an accepted standardized test; or
- b. Who is a youth or adult, that is unable to compute or solve problems, or read, write, or speak English, at a level necessary to function on the job, in the individual's family, or Society.

WIOA requires, as part of the objective assessment, that all youth are assessed to determine their basic skills and to learn of any basic skills deficiencies. This policy provides guidance whereby the Local Workforce Development Board (WDB) establishes local criteria for defining a youth that is “basic skills deficient.”

CareerSource Okaloosa Walton will administer comprehensive assessments to determine if a participant is unable to ‘compute or solve problems, or read, write, or speak English at a level necessary to function on the job, in the individual’s family, or in society.’ All WIOA Youth participants should take a Test of Adult Basic Education (TABE) or equivalent to determine their academic level. Youth with either test at or below the 8th grade on the TABE will be classified as basic skills deficient.

Alternatively, TEGL 21-16, Assessment Requirements, states that local programs may use other formalized testing instruments designed to measure skills-related gains. Skills-related gains may also be determined through less formal alternative assessment techniques such as **observation**, folder reviews, or interviews.

Alternately, the career advisor may determine the participant's appropriate skill level for **enrollment only** through objective observation. This method will be explained in more detail later in this section. Objective observation is provided for under criteria #2 of the WIOA definition and requires the youth or adult to take three Florida Ready to Work courseware tests: (1) Work Ready Math; (2) Work Ready Reading; and (3) Work Ready Data. If the individual do not meet the score to be placed in Ready Level 1 – basic work functioning level – then the youth or adult will be classified as basic skills deficient.

Method used will be documented in the case notes.

- (d) Define the term “a youth who is unable to compute or solve problems, or read, write, or speak English at a level necessary to function on the job, in the individual’s family, or in society” and describe how the LWDB defines whether a youth is unable to demonstrate these skills sufficiently to function on the job, in their family, or in society and what assessment instruments are used to make this determination (20 CFR 681.290).**

RESPONSE

Objective Observation Procedures for Initial Assessments

The term “basic skills deficient” means an individual is to be considered Basic Skills Deficient if he or she is an individual:

- a. Who is a youth, that the individual has English reading, writing, or computing skills at or below the 8th grade level on a generally accepted standardized test. Or,
- b. Who is a youth or adult, that the individual is unable to compute or solve problems, or read, write, or speak English, at a level necessary to function on the job, in the individual’s family, or in society.

Method for Determining Basic Skills Deficient During Initial Assessment

The primary method for determining whether an individual is Basic Skills Deficient is through basic education skills assessment using the TABE. However, for criteria #2 above, CSOW staff may, when appropriate, use an alternative method to determine that youth or adults are Basic Skills Deficient, such as:

- a. Objective observation – means making an unbiased, balanced observation based on facts that can be verified. Objective observations are therefore a valid method that can be used before arriving at a decision.
- b. Participation in a secondary school’s limited English proficiency program. Or

- c. Evidence of skills deficiency presented in a secondary school Individual Education Plan (IEP) when appropriate for that individual's stated needs and goals.

The method used should be documented in the IRP and case notes.

Objective Observation Procedures

The Florida Ready to Work - Work Ready courseware training can substantiate the objective observation definition. The courseware is written at the 8th-grade level and should be a good barometer for how the individual would function in the community, at home, or at work. Using the test scores for each subject area should yield a valid objective observation. If the individual does not meet the score to be placed in Ready Level 1 – basic work functioning level, they may be classified as meeting criteria #2 of the basic skill's deficient definition.

Individuals not meeting the Placement level will be given remedial training to improve their skills sufficiency.

To accommodate this objective, staff should use the following procedures:

- a. The job seeker should complete the Placement test for Work Ready Math, Work Ready Reading, and Work Ready Data. If they do not meet the score to be placed in Ready Level 1 – basic work functioning level – then they will be classified as basic skill deficient and must start at Work Ready Basics.
- b. Individuals placed in Ready Level 1 may be determined to be Basic Skills sufficient under criteria #2 of the Basic Skills definition.
- c. Work Ready Basic courseware training is very elementary. For example, Work Ready Math Basic includes telling time or counting money. Staff may also use the proctored assessments to show learning gains when they earn their Florida Ready to Work credentials.
- d. Individuals can turn on embedded audio that will assist those with limited English proficiency or those with a disability.
- e. When determining Basic Skills Deficient using criteria #2, it is also permissible for staff to have the job seeker retake the Placement test for Work Ready Math, Work Ready Reading, and Work Ready Data following remedial training and use the results to determine basic skills gain.

The CSOW Objective Observation Procedures meets the intent of 20 CFR 681.290(c), which states that in assessing basic skills, local programs must use assessment instruments that are valid and appropriate for the target population, and must provide reasonable accommodation in the assessment process, if necessary, for individuals with disabilities.

In contrast to the initial assessment procedures described above, if measuring EFL gains after program enrollment under the measurable skill gains indicator, CSOW staff must use TABE assessment for both the EFL pre- and post-test to determine an individual's educational functioning level. The method used will be documented in the case notes.

- (e) Define the term “requires additional assistance to complete an educational program or to obtain or retain employment” and describe the circumstance(s) or other criteria the LWDB will use to qualify a youth under this eligibility barrier (20 CFR 681.300).

RESPONSE

Current Response: CareerSource Okaloosa Walton has defined “requires additional assistance” to complete an educational program, or to secure and hold employment as youth who have been defined as “at risk” and in need of additional services to complete training or an education program or need assistance in obtaining or maintaining employment. Included in this definition are:

Youth at-risk of dropping out of school are youth meeting one or more of the following indicators:

Educational Barriers

- Has quit secondary or post-secondary without attaining a recognized credential
- Has repeated at least one secondary grade level
- Youth failing academically and/or at risk of dropping out of school;
- Eligible school dropouts;
- Youth that has earned three or more F’s for the previous school year;
- Youth that has more than 21 documented unexcused absences in a school year.
- Youth that has more than four (4) discipline referrals in a school year.
- Youth that scored below a 3.5 on a school Writing Assessment.
- Youth with a Scale Score below a 300 on either the FCAT Reading or Math; and
- Youth that has attended five (5) or more schools during his/her academic history.

Employment Barriers

- Fired from a job within 6 months prior to application
- Has never held a full-time job for more than 13 consecutive weeks
- Has been unemployed 6 of the last 24 months

Living Arrangements

- Lives in a non-traditional household setting (single parent, unofficial guardian, grandparents)
- Lives in public housing
- Lives in federally designated high poverty area
- Youth in foster care or aging out of foster care; and Take Stock-in-Children recipients.
- Is an emancipated minor

Medical/Social/Family Barriers

- Has emotional, medical, physical, cognitive, or psychological impairment which creates a significant impediment to employment

- Children of incarcerated parents
- Youth in a single-parent household;
- Department of Juvenile Justice involved youth (living with their parents);
- Youth in households defined as low-income or economically disadvantaged
- Youth two or more years older than their peer group.
- Experiences personal/family substance abuse
- Is a victim of domestic violence or sexual/child abuse
- Has been alienated due to sexual preference/orientations, gender identity, or transgender
- Is a member of a migrant family or first-generation immigrant family
- Have a family history of teen pregnancy (parent or sibling was a teen parent)
- Experienced personal/family related Mental Health Issues
- Experiencing an Adverse Childhood Event (ACE's) defined as:
 - experiencing violence, abuse, or neglect
 - witnessing violence in the home or community
 - having a family member attempt or die by suicide
 - instability due to parental separation/divorce
 - death of a parent/sibling during childhood
- Member of a family with members (parents, siblings) who have not graduated high school
- Youth of a parent who demonstrates a poor work history, either is unemployed or underemployed
- Youth of a parent who demonstrates a poor work history, either is unemployed or underemployed
- Has an absent parent due to military deployment
- Has a parent that is transitioning service member (TSM)

(5) Self-Sufficiency Definition: Under WIOA § 134(c)(3)(A) training services may be made available to employed and unemployed adults and dislocated workers who need training services to obtain or retain employment leading to economic self-sufficiency or wages comparable to or higher than wages from previous employment. Describe the definition of “self-sufficiency” used by your local area for:

(a) Adults (distinguish if there are different definitions for unemployed individuals or employed workers); and

RESPONSE

CSOW has defined self-sufficiency as 250% of the Lower Living Standard Income Level. The chart below depicts the self-sufficiency standards use by CareerSource Okaloosa Walton.

Self-Sufficiency Chart

	Definition	Source	Policy Statement
Welfare Transition (WT) self-sufficiency rate	250% of Lower Living Standard Income Level (LLSIL) for the family size	LLSIL	This aligns WT customers self-sufficiency with the other workforce programs.
The unemployed worker's self-sufficiency rate	250% of Lower Living Standard Income Level for the family size	LLSIL	To be considered self-sufficient, individuals should be placed into a position at this wage rate. This is also the WIOA self-sufficiency rate
The underemployed worker self-sufficiency rate	250% of Lower Living Standard Income Level for the family size	LLSIL	To be eligible for training services as an individual (ITA) through WIOA, an employed worker requesting career and training services must earn less than this amount. Under-employed individuals do not need an employer statement to support training
The employed worker's self-sufficiency rate	250% of Lower Living Standard Income Level for the family size	LLSIL	All Adult employed workers must earn less than this amount to be considered for training. This may be through individual (ITA) request or employer request. Both situations need an employer support statement
Dislocated Worker / (Employed) self-sufficiency rate	Less than 80% of wage at dislocation	Source documentation in the case file	All Dislocated Workers who are working in an "income maintenance" job (a job with a lower rate of pay than the job at dislocation) should not exceed earnings of 80% percent of their dislocation wage in order to be considered for training. Example: If a person earned \$50,000 at dislocation, and is now making \$35,000, they may be considered to not be self-sufficient

			because their current wage is not at least 80% of their wage at dislocation
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(b) Dislocated Workers (WIOA § 134(c)(3)(A)(xii)).

RESPONSE

See the Self-Sufficiency Chart above. CSOW has defined self-sufficiency as 250% of the Lower Living Standard Income Level.

If self-sufficiency is defined differently for other programs or populations served in the local area, describe the definition of “self-sufficiency” used for those programs as well. NOTE: if the local area utilizes a self-sufficiency definition that exceeds 250% of the Lower Living Standard Income Level (LLSIL) or LLSIL wage rate, the description must include the rationale/methodology used by the local area to determine the local area’s self-sufficiency standard.

(6) Supportive Services and Needs-Related Payments: Describe the types of supportive services offered in the local area to include any applicable limits and levels. The supportive services offered by the LWDB in the local area must align with the supportive services outlined in CareerSource Florida Administrative Policy 109 – Supportive Services and Needs-Related Payments.

RESPONSE #1

Supportive services are services that are necessary to enable a customer to successfully participate in activities authorized under WIOA. The term supportive service is defined under WIOA to mean services such as transportation, childcare, dependent care, housing, and needs-related payments that are necessary to enable a customer to participate in activities authorized under this Act.

Supportive services are for eligible customers, particularly eligible customers with barriers to employment. Section 133(b) defines funds allocated to the local area for dislocated workers under section 133(b)(2)(B), may be used to provide supportive services to adults and dislocated workers, respectively (A) who are participating in programs with activities authorized in paragraph or (3) of subsection (c); and (B) who are unable to obtain such supportive services through other programs providing such services. Section 134(d)(2)(A) of WIOA requires that adults and dislocated workers must be participants to receive supportive services. Support services are provided based on need and eligibility.

Support services may only be provided to adults, dislocated workers or youth who are participating in career or training services authorized under WIOA secs. 129(c)(2) or 134(c)(2) -(3) and who are unable to obtain supportive services through other programs providing such services. Adults and dislocated

workers must be provided accurate information about the availability of supportive services in the local area, as well as referral to such activities. Based on individual assessment and availability of funds, supportive services may be awarded to eligible program customers.

Supportive services are intended to enable a customer to participate in workforce funded programs and activities and to secure and retain employment. Supportive services are provided based on need as determined by the CareerSource Okaloosa Walton staff working with the customer and may include:

- a. Linkages to community services.
- b. Assistance with transportation.
- c. Assistance with childcare and dependent care.
- b. Assistance with housing.
- c. Needs-related payments, as described at §§ 680.930, 680.940, 680.950, 680.960, and 680.970.
- d. Assistance with educational testing.
- e. Reasonable accommodations for individuals with disabilities.
- f. Legal aid services.
- g. Referrals to health care.
- h. Assistance with uniforms or other appropriate work attire and work-related tools, including such items as eyeglasses and protective eye gear.
- i. Assistance with books, fees, school supplies, and other necessary items for students enrolled in postsecondary education classes; and
- j. Payments and fees for employment and training-related applications, tests, and certifications.

Needs-related payments (NRP) are a supportive service authorized by WIOA sec. 134(d)(3). Needs-related payments provide financial assistance to participants for the purpose of enabling them to participate in training. Unlike other supportive services, in order to qualify for needs-related payments a participant must be enrolled in training or accepted in a training program that will begin within 30 calendar days.

Supportive services such as needs-related payments may only be provided to **adults**, **dislocated workers** or **youth** who are participating in training services authorized under WIOA secs. 129(c)(2) or 134(c)(2)-(3) and who are unable to obtain supportive services through other programs providing such services.

- a. To receive needs-related payments, **adults and OSY (ages 18-24)** must:

- (1) Be unemployed.

- (2) Not qualify for, or have ceased qualifying for, Reemployment Assistance (RA) benefits; and
- (3) Be enrolled in training services authorized under WIOA sec. 134(c)(3).

For adults and out-of-school youth, the payment level **must not exceed** the poverty level for a family of one or \$400.00 monthly whichever is less. The weekly payment level must be adjusted to reflect changes in total family income. The payment may be paid monthly.

To receive needs-related payments, **dislocated workers** must be unemployed, and:

- a. Have ceased to qualify for RA benefits or Trade Readjustment Allowance (TRA) under the Trade Adjustment Assistance (TAA) program; and
- b. Be enrolled in training services authorized under WIOA sec. 134(c)(3) by the end of:
 - (1) The 13th week after the most recent layoff that resulted in a determination of the worker's eligibility as a dislocated worker, or,
 - (2) If later, by the end of the eighth week after the worker is informed that a short-term layoff will exceed six months; or
- c. Be unemployed, deemed ineligible for RA benefits or TRA under the TAA program, and be enrolled in training services authorized under WIOA sec. 134(c)(3).

For dislocated workers, payments must not exceed the greater of either of the following levels:

- a. The applicable weekly level of the unemployment compensation benefit, for participants who were eligible for unemployment compensation as a result of the qualifying dislocation; or
- b. The poverty level for an equivalent period, for participants who did not qualify for unemployment compensation as a result of the qualifying layoff. The weekly payment level must be adjusted to reflect changes in total family income, as determined by CSOW policies.

For participants who were eligible for unemployment compensation, the payment level **must not exceed** the weekly level of the participant's unemployment compensation benefit or \$400.00 monthly whichever is less. The payment may be paid monthly.

For participants who did not qualify (or have ceased to qualify) for unemployment compensation, the payment level **must not exceed** the poverty level for a family of one or \$400.00 monthly whichever is less. **The weekly payment level must be adjusted to reflect changes in total family income.** The payment may be paid monthly but must be equivalent to the poverty level for a weekly benefit amount.

Needs-related payments are authorized only while in training and are designed to permit the individual to complete training.

- (7) Individuals with Disabilities: Describe service strategies the LWDB has in place or will develop that will improve meeting the needs of customers with disabilities as well as other population groups protected under Section 188 of WIOA and 29 CFR Part 38.**

RESPONSE #1

Just because a person does not use a wheelchair, wear hearing aids, or display other visible signs does not mean that he or she does not have a disability. Some disabilities such as learning disabilities may be invisible. Individuals with specific learning disabilities generally have average to above average intelligence but may have difficulties demonstrating knowledge and understanding of some concepts.

- a. There are many ways that disabilities can affect the ability to perform effectively on the job. Levels of ability are unique to an individual.
- b. Most accommodations are simple. When working with individuals with disabilities, or someone you think may have a disability (Remember that a person does not have to disclose they have a disability), specifically learning disabilities. Staff should use the following strategies to assist the individual(s).
 - (1) Discuss confidentially with the person the best ways to communicate instructions. This may include written, verbal, or visual strategies; or a combination of several types of communication. For example, a tape recorder may be useful for relaying instructions in some circumstances. The individual may have developed methods for compensating for the limitations caused by their disability. Discuss options with them.
 - (2) Once instructions are given, ask for feedback from the individual to try to determine if the goal to communicate was accomplished.
 - (3) Be patient with the individual. Assign single goals they can accomplish and build on their strengths.
 - (4) Avoid making a lot of changes in the schedule. Try to use a consistent routine.
 - (5) Reduce time pressures when possible.
 - (6) Allow extra time to complete assignments and let the person pace him or herself.
- c. Another option to consider for some customers: If the customer has a major barrier, staff should consider scheduling an in-person one-on-one orientation and/or assessment.

- d. CSOW staff should provide information about all of the CSOW programs to all customers so an individual customer does not have to disclose the fact that he or she has a disability in order to learn about these programs.
- e. The **COO** in coordination with the **Program Coordinators**, and **Disability Program Navigator** should develop a packet of information to be given to customers that describes disability disclosure rights, considerations, and obligations by CareerSource staff, including explaining when staff may ask medical or disability-related questions, how staff keeps that information confidential, explanations of why an individual may not want to disclose, and why disclosure may be beneficial (e.g., entitlement to reasonable accommodations/modifications or auxiliary aids and services).

During the initial intake process, if it comes to the attention of CSOW staff that an individual may have a functional impairment that could impact his or her ability to benefit from services, the individual should be provided with an opportunity for a more comprehensive assessment conducted by qualified personnel to make a determination for the purposes of determining eligibility for other services and/or for identifying appropriate accommodations and modifications.

Where programs allow and appropriate, CSOW staff may use data that was previously collected about a particular customer, rather than asking customers repeatedly for the same information.

- a. The information that must be given to a customer before asking questions that may lead to disclosure of information about disability, and about the process of obtaining customers' informed consent before referring them for diagnostic assessment or further assessment of strengths, skills, and abilities.
- b. Which funds may be used for conducting a comprehensive assessment, such as Vocational Rehabilitation, TANF, and/or Medicaid funds? Staff should also be provided training about how to access these funds and coordinate the process of referral for diagnostic assessment. The **Disability Program Navigator** can assist with coordinating training.

All recipients of federal financial assistance from the Department of Labor (DOL) are required to comply with LEP guidelines. Federal financial assistance includes WIOA funds, TANF funds, grants, training, use of equipment, donations of surplus property, and other assistance.

Recipients of DOL assistance include State Workforce Agencies, Local Workforce Delivery Areas, One-Stop Career Center Operators, Youth Service providers, eligible training providers (who may or may not already be required to comply with Title VI), and OJT employers. Coverage extends to a recipient's entire program even if only one part of the recipient receives federal funding.

Individuals who do not speak English as their primary language and who have a limited ability to read, write, speak, or understand English can be LEP and entitled to language assistance. Examples include but are not limited to unemployed and/or dislocated workers seeking unemployment insurance, job search, job training, youth looking for summer employment, academic and career exploration and employment opportunities, and migrant and seasonal agricultural workers.

CSOW is required to take reasonable steps to ensure meaningful access to programs and activities by LEP persons. Assessment of the obligation to provider services is based on the following four factors:

- a. The number of LEP persons served or encountered in the eligible service population. Instead of being guided by a population survey, CSOW will conduct ongoing assessment of its local service population and report that data, along with local census data on language groups.
- b. The frequency with which LEP individuals come in contact with the program. The steps that are reasonable for serving a LEP customer on a one-time basis will be very different from steps that serve LEP customers daily. CSOW Program Coordinators will ensure outreach to LEP persons in order to increase frequency of contact with LEP language groups, particularly in those language group areas that census data shows to have a sizeable presence in the region.
- c. The nature and importance of the program, activity, or service provided. The more important the program, activity or service, or the greater the possible consequences of the contact to LEP individuals, the more likely language services are needed. Program Coordinators must determine when denial or delay of access to services or information could have serious implications for a LEP individual. Compulsory activities require greater need for provision of language services than do voluntary or supplementary activities.
- d. The resources available and the cost of those services; while reasonable steps must be taken to provide LEP services, “reasonable steps” may cease to be reasonable when the costs substantially exceed the benefits. **DOL has determined that costs associated with providing meaningful access to LEP persons are allowable program costs.** However, before limiting services due to resource concerns, CSOW will carefully explore and develop technological and information-sharing resources in the local communities.

(8) Linkage with Unemployment Insurance (referred to as Reemployment Assistance in Florida) programs: Describe strategies and services used in the local area to strengthen linkages between the one-stop delivery system and the Reemployment Assistance program (WIOA § 134(d)(1)(A)(vi)(III) and 20 CFR 679.560(b)(3)(iv)).

RESPONSE

All CareerSource Okaloosa Walton programs are fully integrated with an entire menu of services offered in the Career Centers. These programs include Wagner-Peyser services (WP), Workforce Innovation Opportunity Act (WIOA) services, the Trade Adjustment Assistance (TAA) Program services, Supplemental Nutrition Assistance Program (SNAP) services, Temporary Assistance for Needy Families (TANF)/Welfare Transition (WT) Program services, Reemployment Services and Eligibility Assessment (RESEA) Program services, Emergency Unemployment Compensation/Reemployment (EUC) services, Veterans services, Military Family Employment Advocate (MFEA) services, Vocational Rehabilitation (VR) services, and the Senior Employment Program (SEP) services are all co-located in at least one of the Career Centers.

The provisions of CareerSource Okaloosa Walton's Reemployment Services ensure a seamless integration of service offerings available to Reemployment Assistance claimants and other Career Center customers. This approach seeks to maximize resources and enhance the job seekers' ability to return to the labor force at the earliest opportunity.

- (9) Highest Quality of Services to Veterans and Covered Persons: Describe the LWDB's strategies and policies for providing veterans and covered persons with the highest quality of service at every phase of services offered. Policies must be implemented to ensure eligible veterans and covered persons are aware of their entitlement to priority of service, the full array of programs and services available to them, and applicable eligibility requirements for those programs and/or services.**

RESPONSE

For the purpose of implementing priority of services in CareerSource Okaloosa Walton will use the broad definition of veteran found in 38 U.S.C. 101(2). Under this definition, the term "veteran" means a person who served at least one day in the active military, naval, or air service, and who was discharged or released under conditions other than dishonorable, as specified in 38 U.S.C. 101(2).

"Active service" includes full-time Federal service in the National Guard or a Reserve component. This definition does not include full-time duty performed strictly for training purposes (i.e., often is referred to as "weekend" or "annual" training); nor does it include full-time active duty performed by National Guard personnel who are mobilized by State rather than Federal authorities (usually occur in response to events such as natural disasters).

The CareerSource Okaloosa Walton Board has adopted the definition for "Eligible Spouse" as defined at section 2(a) of the JVA (38 U.S.C. 4215[a]) which means the spouse of any of the following:

- a. Any veteran who died of a service-connected disability;
- b. Any member of the Armed Forces serving on active duty who, at the time of application for the priority, is listed in one or more of the following categories and has been listed for a total of more than 90 days:
 - (1) Missing in action;
 - (2) Captured in the line of duty by a hostile force; or
 - (3) Forcibly detained or interned in the line of duty by a foreign government or power;

Any veteran who has a total disability resulting from a service-connected disability, as evaluated by the Department of Veterans Affairs; or

Any veteran who died while a disability was in existence. A spouse whose eligibility is derived from a living veteran or service member (i.e., categories b. or c. above) would lose his or her eligibility if the veteran or service member were to lose the status that is the basis for the eligibility (e.g. if a veteran

with a total service-connected disability were to receive a revised disability rating at a lower level). Similarly, for a spouse whose eligibility is derived from a living veteran or service member, that eligibility would be lost upon divorce from the veteran or service member.

Implementing Priority of Services in the CareerSource Okaloosa Walton Centers

The priority of services refers to those veterans and spouses who are eligible for priority of services as “covered persons” and refer to those not eligible for priority of services as “non-covered persons.”

Priority of services means that veterans and eligible spouses are given priority over non-covered persons (Within the population receiving the services) for the receipt of employment, training, and placement services provided under a qualified job training program.

Priority means that veterans and eligible spouses are entitled to precedence over non-covered persons (Within the population receiving the services) for services. This means that a veteran or an eligible spouse receives access to a service before a non-covered person; or, if the resource is limited, the veteran or eligible spouse receives access to the service instead of or before the non-covered person.

For a service such as classroom training, priority of service applies to the selection procedure.

First, if there is a waiting list to start a training class, priority of services is intended to require a veteran or eligible spouse to go to the top of that list.

Second, priority of services applies up to the point at which an individual is both:

- a. Approved for funding; and,
- b. Accepted or enrolled in the training class

Therefore, once a non-covered person has been both approved for funding and accepted/enrolled in a training class, priority of services is not intended to allow a veteran or eligible spouse who is identified subsequently to “bump” the non-covered person from that training class.

Administering Priority of Services

Qualified job training programs fall into two basic categories:

Universal access programs; or

Programs that require participants to meet specified eligibility criteria.

Universal Access Programs -- For workforce programs that deliver services to the public as a whole without targeting specific groups, veterans and eligible spouses must receive priority of services over all other program participants. For example, the primary universal access services are the “core” services delivered through the one-stop system under the Wagner-Peyser and WIOA programs. Veterans and eligible spouses receive the first level of priority in universal access programs.

Programs with Eligibility Criteria -- Eligibility criteria identify basic conditions that each and every participant in a specific program must meet. It is important to note that a veteran or eligible spouse must first meet any and all of the statutory eligibility criteria in order to be considered eligible for:

- a. Enrollment in a qualified program.
- b. Receipt of priority for enrollment in the program; and
- c. Priority for receiving services in the program

(10) Entities Carrying Out Core Programs: Describe how the LWDB works with entities carrying out core programs to:

- (a) Expand access to employment, training, education and supportive services for eligible individuals, particularly eligible individuals with barriers to employment;**

RESPONSE

CareerSource Okaloosa Walton emphasizes universal access to employment, training and education services for job seekers, particularly those with barriers to employment, residing in Okaloosa or Walton County. To provide greater access to these available services, CareerSource Okaloosa Walton conducts extensive outreach through community events such as the 90 Works Day of Impact, the Okaloosa Walton Homeless Veteran Stand Down and the First Judicial Circuit of Florida -Family Law Advisory Group of Okaloosa County Service Provider Fair. Additional outreach is conducted through scheduled visits to the county jails, Veteran Treatment Court and several homeless shelters such as Blue Door Ministries. Lastly, CareerSource Okaloosa Walton management staff participate in several committees and organizations such as the Healthy Start Community Coalition of Okaloosa and Walton Counties, Early Learning Coalition of the Emerald Coast and the Transportation Disadvantaged Committees through the Emerald Coast Regional Council.

CareerSource Okaloosa Walton has an extensive social media presence on Facebook, LinkedIn and Twitter. In addition, CareerSource Okaloosa Walton emails a newsletter to over thirteen thousand people each day. Both the social media sites and the newsletter provide job seekers with information on available jobs, upcoming industry sector job fairs, recruitment events, apprenticeships and training opportunities.

CareerSource Okaloosa Walton conducts weekly career center orientations to introduce job seekers to an array of available programs and services, including the WIOA Adult, Dislocated Worker and Youth programs; Military Family Employment Advocacy; and the Disabled Veteran Outreach Program. All program staff are thoroughly trained in CareerSource Okaloosa Walton's available programs and refer participants, as appropriate, to receive additional program services through co-enrollment. It is not uncommon for a participant in the Welfare Transition, Supplemental Nutritional Assistance Program – Employment & Training or the Disabled Veterans Outreach Program to be co-enrolled receiving WIOA Adult, Dislocated Worker, or Youth services.

- (b) Facilitate the development of career pathways and co-enrollment, as appropriate, in core programs; and**

RESPONSE

CareerSource Okaloosa Walton stresses the importance of post- secondary credentials and industry-recognized certificates to job seekers navigating the local labor market. Through the WIOA Adult, Dislocated Worker and Youth programs, participants receive industry recognized certificates after completing training through Employed Worker Training or training through an Individual Training Account. Employed Worker Training participants have earned industry recognized certificates such as Project Management; ISO 9001; OSHA Construction Health and Safety; and Six Sigma. Individual Training Accounts have been utilized to fund skills training resulting in stackable credentials such as Certified Nursing Assistant (CNA), Licensed Practical Nurse (LPN) and Registered Nurse (RN). The WIOA Adult, Dislocated Worker and Youth programs will continue to promote industry recognized certificates and credentials based on the Regional Demand Occupation List (RDOL) for Okaloosa and Walton counties.

- (c) Improve access to activities leading to a recognized postsecondary credential (including a portable and stackable credential that is an industry-recognized certificate or certification) (WIOA § 108(b)(3) and 20 CFR 679.560(b)(2)(iii) to include credentials contained on Florida’s Master Credentials List.**

RESPONSE

Increasing educational attainment levels is not only about global competitiveness. It has been widely acknowledged that our nation is not keeping up with the demand for skills and training our future economy will require. Further contributing to this “skills gap” is the substantial number of jobs permanently lost as a consequence of changes brought forth by COVID. This accumulating need for a better equipped workforce has invigorated discussions around solutions that will provide students with clear pathways to acquiring the knowledge and skills needed for future employment and job creation

To increase access CSOW leverages long-standing partnerships with a wide variety of public and private partners from industry, education, economic development, and health and human services to maximize outcomes among jointly-served career seekers and businesses. These partnerships have resulted in effective initiatives that have placed individuals on the pathway to success while simultaneously increasing available candidates with relevant knowledge, skills, and abilities.

Our multiple points of entry through partnerships with the public college system, independent colleges and businesses offer access to career pathways and stackable credentials on Florida’s Master Credentials List.

- (11) Employer Engagement: Describe strategies and services used in the local area to:**

- (a) Facilitate engagement of employers in workforce development, including small employers and employers in in-demand industry sectors and occupations;and**

RESPONSE

Businesses need to know the important role and contributions of CareerSource Okaloosa Walton, with a great emphasis on the investment in economic development; and the demand-driven needs of employers. To that end, CareerSource Okaloosa Walton continue to develop relationships with businesses through membership and participation with chambers of commerce, Florida's Great Northwest, the two local economic development organizations, and regional economic development initiatives to ensure the needs of existing businesses are being met and to facilitate recruiting targeted industries for expansion into the workforce region.

CareerSource Okaloosa Walton provides job order entry, referrals, placements, On-the-Job Training, Employed Worker Training and Paid Work Experience to our employers in in-demand industry sectors. We host multiple job fairs yearly and offer on-site hiring events to engage employers, specifically the smaller employers. We actively use social media such as LinkedIn to make connections with new businesses as well.

The CareerSource Okaloosa Walton Board continue to pursue workforce solutions that position the region for stable economic growth. Keeping in mind that the voice of business is the driving force for designing program services for workforce development, the CareerSource Okaloosa Walton Board will work to ensure the and Education of local businesses not only for employee recruitment but also employee retention through promotion of training for the employed workers using local and state resources for incumbent workers.

CareerSource Okaloosa Walton receives between 20 to 40 new job orders daily across industries. Account Managers generate a new job order report daily to identify business leads for service and increase awareness of the benefits available at CareerSource Okaloosa Walton. Priority of contact is provided to businesses in Tier 1 industries. The new job order report serves as a tool to identify and engage businesses in workforce activities that will ultimately support their sustainability and expansion strategies.

Another tactic used by CareerSource Okaloosa Walton to increase employer engagement is the Job Order Follow-up process. Account Managers (AMs) connect with businesses in assigned industries to determine the status of employment opportunities and identify possible challenges and suggest solutions as follows:

- a. Suggest changes to job description or salary to attract more applicants.
- b. Source candidates using available talent pipeline and EF database.
- c. Invite to a hiring event/ job fair.
- d. Suggest pre-screening assessments to identify the right skills/candidate.
- e. Refer to training grants, etc.

The results of the Job Order Follow-up process lead to high levels of customer satisfaction by addressing businesses' challenges ranging from reviewing job descriptions to referrals of candidates and/or referrals to training grants. This results in high levels of businesses engagement.

Participation in Job Fairs, networking events and committees may result in business referral leads. AM is responsible for connecting with businesses in corresponding industries to engage businesses in workforce activities.

CareerSource Okaloosa Walton leverages its brick-and-mortar and mobile centers to provide the best customer experience to businesses when visiting or connecting with the One-Stop Career Centers via phone or social media avenues. When in contact with businesses, Industry Account Managers conduct an initial assessment of the business' needs and suggest a suitable workforce solution plan to address those needs.

The formation of industry consortiums to pool resources and helping to identify common workforce and training issues and possible solutions will be explored through focus groups and surveys. An expected outcome of the industry-specific focus groups is to build participant commitment and foster stronger relationships among the participants.

CareerSource Okaloosa Walton will continue to strongly support the Technology Coast Manufacturing and Engineering Network, a member of the Economic Development Council of Okaloosa County. This group brings together manufacturing, engineering and technology businesses to collaborate on business opportunities and discuss common business issues.

The CareerSource Okaloosa Walton Board has also established a close working partnership with the Building Industry Association (BIA) to help address the stresses and strains of a declining construction industry while also addressing the new and emerging needs of training for "green jobs" and new requirements in the construction industry.

(b) Support a local workforce development system that meets the needs of businesses in the local area.

Such strategies and services may include the implementation of initiatives such as incumbent worker training programs, on-the-job training programs, customized training programs, industry and sector strategies, career pathways initiatives, utilization of effective business intermediaries, and other business services and strategies designed to meet the needs of regional employers. These initiatives must support the strategies described above.

RESPONSE

A responsibility of CareerSource Okaloosa Walton is to ensure services are in place to support the local workforce development system that meets the needs of businesses in the local area. To meet this goal, the Board operates an Integrated Services Model in the CareerSource Okaloosa Walton centers.

The Integrated Services Model aligns programs and ensures integrated service delivery throughout the workforce system in Okaloosa and Walton Counties. The Integrated Services Model relies on support

through communication, coordination, and collaboration across the core programs (WIOA Adult, Dislocated Worker and Youth; Wagner-Peyser, Education and Vocational Rehabilitation) to create a single unified and integrated strategy for delivering services.

The Integrated Services Model views all the core programs as one workforce system, assessing strategic needs and aligning them with service strategies that ensure the workforce system meets the employment and skill needs of all workers and employers. The Board will also collaborate with other Career Center partner programs, and other partners at the state and local levels to ensure the needs of CareerSource Okaloosa Walton customers are met. The WIOA and the State use a certification process and competition to help achieve this vision and ensure continuous improvement in the workforce one-stop system.

(12) Enhancing Apprenticeships: Describe how the LWDB enhances the use of apprenticeships to support the local economy. Describe how the LWDB works with industry representatives and local businesses to develop registered apprenticeships, in collaboration with apprenticeship training representatives from the Florida Department of Education and other partners. Describe how job seekers are made aware of apprenticeship opportunities.

RESPONSE

CareerSource Okaloosa Walton is committed to promoting Registered Apprenticeship as a career pathway for job seekers; as well as a job-driven strategy for employers. WIOA funding will be utilized to support eligible participants of apprenticeship programs through Individual Training Accounts; On the Job Training subsidies to employers; and Supportive Services to include training materials such as books and tools.

Coordination with eligible training providers, area employers and post-secondary educational institutions will be encouraged to provide apprenticeships in industry demand occupations and to align with local workforce initiatives. For example, CareerSource Okaloosa Walton, in conjunction with the Northwest Florida State College (NWFSC), will play a key role in implementing a Registered Apprenticeship (RA) program with the support of the Apprenticeship Expansion grant funded through WIOA Statewide Funds. Registered apprenticeships include Building Maintenance Repair, Carpentry, CNC Machining, Computer Support Specialist, Culinary Arts, Heating, Ventilation and Air Conditioning (HVAC), Network & Computer Systems Administrator and Plumbing

These apprenticeship programs directly support several industry sectors by developing the necessary skills for high-paying, skilled trade occupations. The registered apprenticeship is competency-based which focuses on the apprentice's ability to demonstrate competencies in an observable and measurable way. This model provides CareerSource Okaloosa Walton, Northwest Florida State College and participating employers with a mechanism to determine whether the apprentice is gaining the competencies needed to successfully perform the job. Similar to WIOA ITA Scholarships, these apprenticeships provide an opportunity for job seekers to increase skills and earnings by obtaining and retaining employment leading to the local definition of self-sufficiency.

All eight active apprenticeship programs through Northwest Florida State College include the following key components:

- a. **Related Training Instruction:** Apprentices enrolled in Building Maintenance Repair, Carpentry, CNC Machining, Computer Support Specialist, Culinary Arts, Heating, Ventilation and Air Conditioning, Network & Computer Systems Administrator and Plumbing will complete a minimum of 144 hours each year at Northwest Florida State College.
- b. **On-the-Job Training:** Apprentice will spend between 2000 -8000 hours on the job learning the competencies needed to perform the job.
- c. **Wage Schedule:** The starting pay for apprentices will never be less than 60% of the journey worker's wage rate and will progress incrementally as skill benchmarks are attained.
- d. **Occupational Credential:** Apprentices will earn a nationally recognized credential at the completion of the program.

With an everchanging workforce, these apprenticeships will play a key role in addressing the labor shortage found in the Manufacturing; Construction; Accommodation and Food Services; and the Professional, Scientific and Technical Services industry sectors. Registered Apprenticeships serve as an integral part of the workforce solutions offered to businesses seeking employees with the necessary skill sets to fill essential positions. CareerSource Okaloosa Walton has a dedicated Business Services Team that assists in identifying talent needs and offering solutions to businesses in targeted industries, such as Manufacturing and Construction. Business Service Representatives often suggest Registered Apprenticeships as a strategy to meet the employers need for skilled workers. In addition, employers typically receive information on training grants and funding availability to aid with their investment in staff training. Employers may receive WIOA funding for the Related Training Instruction and/or the On-the-Job Training portion of the Registered Apprenticeship.

In addition to the training, education and supportive services provided to individuals through WIOA funding, CareerSource Okaloosa Walton will continue to assist regional apprenticeship programs with employer or industry specific recruitment events, apprenticeship job fairs and through the referral of job seekers to apprenticeship opportunities offered through Northwest Florida State College and the employers offering Building Maintenance Repair, Carpentry, CNC Machining, Computer Support Specialist, Culinary Arts, Heating, Ventilation and Air Conditioning, Network & Computer Systems Administrator and Plumbing apprenticeship and employment opportunities.

Registered Apprenticeships are specifically marketed through social media, such as LinkedIn and Facebook, the CareerSource Okaloosa Walton Daily Newsletter, as well as through targeted outreach events throughout the region. All outreach efforts are designed to drive job seeker traffic to the career center, where a team of career advisors provide career assessments, labor market information, training and apprenticeship opportunities.

CareerSource Okaloosa Walton career advisors have consistently viewed Registered Apprenticeships and Work Based Learning as important training components for job seekers who prefer an alternative to transitional post-secondary education and training. As a result, CareerSource Okaloosa Walton will continue to promote and utilize Registered Apprenticeships as a career pathway for job seekers as well as a cost-effective placement and retention strategy for employers.

E. DESCRIPTION OF THE LOCAL ONE-STOP DELIVERY SYSTEM

(1) General System Description: Describe the one-stop delivery system in your local area, including the roles and resource contributions of one-stop partners (WIOA §108(b)(6)).

(a) Describe how required WIOA partners contribute to the LWDB’s planning and implementation efforts. If any core or required partner is not involved, explain the reason.

RESPONSE

The local One-Stop delivery system incorporates all local workforce programs and services that operate in Okaloosa and Walton Counties. All required WIOA partners participate in the delivery of services. Five of the six core programs are co-located in the career centers. All six of the core partners pay a proportionate share of infrastructure costs.

- a. WIOA Title I – Adult, Dislocated Worker, and Youth formula programs administered by the Department of Labor (DOL).
- b. Title II – Adult Education and Literacy programs administered by the Department of Education.
- c. Title III – WP employment services administered by DOL; and
- d. Title IV – Rehabilitation Act of 1973 programs administered by the Department of Education.

The CORE WIOA programs are outlined below:

<u>SIX CORE WIOA PROGRAMS</u>		
<i>Title</i>	<i>Program</i>	<i>Description</i>
WIOA Title I	Youth Employment and Training	The WIOA Youth program services include the attainment of a high school diploma or its recognized equivalent, entry into postsecondary education, and individualized delivery of 14 types of career readiness opportunities.
	Adult Employment and Training	The WIOA Adult Program services include Career Services, Training Services, and job placement assistance. Priority is given to recipients of public assistance, other low-income individuals, veterans, and individuals who are basic skills deficient.
	Dislocated Worker Employment and Training	The WIOA Dislocated Worker Program services target individuals who lost jobs due to plant closures, company downsizing, or some other significant change in market conditions. In most cases, eligible workers are unlikely to return to their occupations, and they must be eligible for (or have exhausted) unemployment compensation.

WIOA Title II	Adult Education and Literacy Act Program	<p>The Adult Education and Literacy services include adult education; workplace literacy and family literacy; English language acquisition activities; integrated English literacy and civics education, workplace preparation activities, and integrated education and training. Title II also includes Career and technical education programs at the post-secondary level authorized under the Carl D. Perkins Career and Technical Education Act of 2006.</p> <p>Note: This core program is not currently co-located in the career centers but does pay a proportionate share of infrastructure costs.</p>
WIOA Title III	Wagner-Peyser Act Program	Wagner-Peyser, often referred to as basic labor exchange services, provides access to employment services for all job seekers including job search preparation and placement assistance services. Employers may receive general or specialized recruitment services through self-service or staff assisted job orders.
WIOA Title IV	Vocational Rehabilitation Services	Division of Vocational Rehabilitation is co-located in the full-service Career Center. Vocational Rehabilitation programs provide training services to help eligible individuals with disabilities become employed. The priority is competitive, fulltime employment. Depending on the individual's disability and functional limitations, however, other outcomes such as part-time employment, self-employment, or supported employment are also appropriate. Services focus both on helping high school students plan as they prepare for transition to work, as well as delivery of a range of individualized adult services.

In addition to the core programs above, the following required partner programs provide access through the one-stop system:

- a. Career and Technical Education (Perkins).
- b. Community Services Block Grant.
- c. Disabled Veterans' Outreach Program.
- d. Local Veterans' Employment Representatives.
- e. Senior Community Service Employment Program (SCSEP).
- f. Temporary Assistance for Needy Families (TANF).
- g. Trade Adjustment Assistance Programs (TAA).

Outlined below is a description of the roles and resource contributions of these partners:

PARTNER PROGRAMS

<i>Programs</i>	<i>Description</i>	<i>Contributions/Roles/Resources</i>
<p>Career and Technical Education (Perkins)</p>	<p>The Carl D. Perkins Career and Technical Education Act of 2006 (Perkins IV) is the main federal funding source for career and technical education (CTE) programs. The Perkins Act is the primary federal funding source for high school, college and university CTE programs that are critical for preparing youth and adults, including immigrants, for jobs in local and regional economies. It is responsible for helping all students acquire challenging academic, technical, and employability skills to succeed in postsecondary education and in-demand careers.</p>	<ul style="list-style-type: none"> • Board and planning representation • Adult Education – basic skills training, GED training, and testing • Post-Secondary-Occupational Skills Training through ITAs • Job placement assistance • Promotes CareerSource Okaloosa Walton programs and services in their Career and Technical Education Centers by providing collateral materials flyers etc. • Involves CareerSource Okaloosa Walton management staff in their advisory committees • Contribute to infrastructure costs
<p>Community Services Block Grant</p>	<p>Tri-County Community Council, Inc. administers the Community Services Block Grant (CSBG) to include services such as self-sufficiency, transportation, education, supportive services, youth development, emergency assistance, food pantry, and teen gifts. Eligible participants must meet the CSBG poverty guideline requirements of 125% of the Poverty Income Guidelines.</p> <p>Tri-County Community Council, Inc., a private non-profit corporation founded in June 1965, is a Community Action Agency (CAA) which develop and implement comprehensive programs to serve the poor and eliminate poverty in Holmes, Walton, and Washington Counties.</p> <p>Its vision is to unite both the public and private sectors for the purpose of improving the quality of life for</p>	<ul style="list-style-type: none"> • Board and planning representation • Training services provided through community block grants and limited supportive services • Post-Secondary-occupational Skills Training through ITAs • Job placement assistance • Promotes CareerSource Okaloosa Walton programs and services in their Career and Technical Education Centers by providing collateral materials flyers etc. • Contribute to infrastructure costs

	<p>individuals, families, and communities by enhancing and seeking new opportunities for success with the goal of eliminating poverty. Its Mission is to identify and provide needed services to the citizens in our communities.</p>	
<p>Florida Division of Blind Services</p>	<p>DBS has agreed to provide services on-site at the full-service center or Mobile Career Center monthly. Florida Division of Blind Services helps blind and visually impaired Floridians achieve their goals and live productive and independent lives. Their services cover all ages from babies to senior citizens. They also offer Employer Services, the Braille and Talking Books Library, and the Business Enterprise Program. They encourage customers to explore their website and then contact the nearest DBS office to find out more about eligibility requirements and how they can help them achieve their goals.</p>	<ul style="list-style-type: none"> • Planning and coordination of services • Job placement assistance • Promotes CareerSource Okaloosa Walton programs and services in their Career and Technical Education Centers by providing collateral materials/flyers etc. • Contribute to infrastructure costs
<p>Jobs for Veterans State Grants (JVSG) Programs</p>	<p>Local Veterans' Employment Representatives - (1) conduct outreach to employers in the area to assist veterans in gaining employment, including conducting seminars for employers; and, in conjunction with employers, conducting job search workshops and establishing job search groups; and (2) facilitate employment, training, and placement services furnished to veterans in a state under the applicable state employment service delivery systems.</p> <p>Disabled Veterans' Outreach Program (DVOP) - DOL has directed that DVOP staff <u>must limit their activities</u> to providing career services to eligible veterans and eligible spouses who meet the definition of an individual with a Significant Barrier to Employment (SBE).</p>	<ul style="list-style-type: none"> • Integrated members of the CSOW Business Services Team • Advocate for veteran employment opportunities • Contribute to infrastructure costs • Provides case management services to veterans and eligible spouses with SBEs • Provides Individualized Career Services to veterans • Contribute to infrastructure costs

<p>Senior Community Service Employment Program (SCSEP)</p>	<p>SCSEP is a community service and work-based training program for older workers. The Program is authorized by the Older Americans Act and provides subsidized, service-based training for low-income persons 55 or older who are unemployed and have poor employment prospects. Participants have access to both SCSEP services and other employment assistance through the CareerSource Okaloosa Walton One-Stop Delivery System.</p>	<ul style="list-style-type: none"> • Planning and coordination of services • Co-location of staff onsite at the One-Stop Career Centers • Job placement assistance • Promotes CareerSource Okaloosa Walton programs and services in their Career and Technical Education Centers by providing collateral materials/flyers etc. • Contribute to infrastructure costs
<p>Temporary Assistance for Needy Families (TANF)/Welfare Transition Program</p>	<p>The TANF block grant was designed to provide states flexibility in designing and implementing ongoing cash assistance programs, self-sufficiency programs and pregnancy prevention programs. According to federal legislation, CareerSource Okaloosa Walton must use TANF funds to serve one of the <u>four purposes of TANF</u>. CareerSource Okaloosa Walton must spend TANF funds in an effort to:</p> <ol style="list-style-type: none"> 1. Provide assistance to needy families so that children may be cared for in their own homes or in the homes of relatives. 2. End the dependence of needy parents on government benefits by promoting job preparation, work, and marriage. 3. Prevent and reduce the incidence of out-of-wedlock pregnancies and establish annual numerical goals for preventing and reducing the incidence of these pregnancies; and 4. Encourage the formation and maintenance of two-parent families. <p>Depending on the availability of funds, the CareerSource Okaloosa Walton Board authorizes the use of TANF funds to operate special projects for eligible youth and adults.</p>	<ul style="list-style-type: none"> • Primary role is to provide assistance to needy families so that children may be cared for in their own homes or in the homes of relatives. • Support other TANF special projects • Contribute to infrastructure costs

Trade Adjustment Assistance Programs (TAA)	The Trade Adjustment Assistance Reauthorization Act (TAARA) of 2015 restores the worker group eligibility and benefits established by the Trade Adjustment Assistance Extension Act of 2011 (TAAEA). CareerSource Okaloosa Walton will provide services for all eligible workers covered by a certification who are eligible for employment and case management services, including Basic Career Services and Individualized Career Services either through the TAA Program or through and in coordination with WIOA and Wagner-Peyser Programs.	<ul style="list-style-type: none"> • Primary role is to provide services for all eligible TAA workers covered by a certification who are eligible for employment and case management services, including Basic Career Services and Individualized Career Services
Unemployment (Wagner Peyser) Programs	<ul style="list-style-type: none"> • Reemployment Assistance (RA) Program • Reemployment Services and Eligibility Assessment (RESEA) 	<ul style="list-style-type: none"> • Provide assistance with unemployment compensation claims filing and the rights and responsibilities of claimants • Provide assistance by phone or via other technology within a reasonable time, if needed • Contribute to infrastructure costs

(b) Identify any optional/additional partners included in the local one-stop delivery system.

RESPONSE

Additional One-Stop Partners include:

Rapid Response

The primary purpose of the CareerSource Okaloosa Walton Rapid Response Program is to enable affected workers to return to work as quickly as possible following an announcement or notification of:

- a. A permanent closure or mass layoff.
- b. A mass job dislocation resulting from a natural or other disaster.
- c. The filing of a Trade Adjustment Assistance (TAA) petition. Or
- d. To prevent layoffs altogether.

The cornerstone of the CSOW Rapid Response Program— to respond as quickly as possible to a Rapid Response event and deliver services to enable dislocated workers to transition to new employment as quickly as possible or deploy Layoff Aversion services, when appropriate.

The framework for the CareerSource Okaloosa Walton Rapid Response Program includes the following elements:

- a. Informational and direct reemployment services for workers, including but not limited to:
 - (1) Information and support for filing unemployment insurance claims.
 - (2) Information about the Trade Adjustment Assistance (TAA) program.
 - (3) Information on the impacts of layoff on health coverage or other benefits.
 - (4) Information on and referrals to career services.
 - (5) Reemployment-focused workshops and services; and
 - (6) Training.
- b. Delivery of solutions to address the needs of businesses in transition, provided across the business lifecycle (expansion and contraction), including comprehensive business engagement and layoff aversion strategies and activities designed to prevent or minimize the duration of unemployment.
- c. Convening, brokering, and facilitating the connections, networks and partners to ensure the ability to provide assistance to dislocated workers and their families such as home heating assistance, legal aid, and financial advice; and
- d. Strategic planning, data gathering, and analysis designed to anticipate, prepare for, and manage economic change.

Social Security Administration - Ticket-to-Work self-sufficiency program.

Employment Network and Ticket-to-Work Program (Social Security Administration (SSA)).

CareerSource Okaloosa Walton is an approved Employment Network (EN) and approved to operate the Social Security Administration (SSA) Ticket to Work Program. The Ticket to Work Program is a supportive, active, and resource-rich path to employment for SSI and SSDI recipients. The Region offers the full menu of re-employment-related services to SSI and/or SSDI beneficiaries who want to join or return to the workforce.

Individuals who enroll in the Ticket to Work Program must:

- a. Be 18 to 64 years old.

- b. Be Receiving SSI and/or SSDI Based on a Disability.
- c. Have a true desire and ability to return to work.
- d. Be motivated and capable of working on goals with Ticket to Work staff members.
- e. Ticket to Work provides a safety net to help SSI/SSDI recipients maintain benefits and work.

Supplemental Nutrition Assistance Program (SNAP) Employment and Training (E & T)

Florida's Supplemental Nutritional Assistance Program (SNAP) is designed to provide SNAP recipients who are able-bodied adults without dependents (ABAWDs) with the education, training, support services, and skills needed to become self-sufficient through employment.

CareerSource Okaloosa Walton's SNAP E & T Program will serve all ABAWDs ages 18 – 49 in Okaloosa and Walton Counties. The CareerSource Okaloosa Walton SNAP Program will focus on assisting ABAWDS in meeting their work participation requirements, in order to ensure continued program access for compliant individuals. For ABAWDs to meet work participation compliance, they must meet the following work requirements:

CareerSource Okaloosa Walton has Six Guiding Principles for the SNAP Employment and Training Program:

- a. Focus on work attachment.
- b. Balances the short-term goal of moving participants into immediate employment and the long-term goal of moving households to self-sufficiency.
- c. Respond and adapt to the local economy.
- d. Maximize collaboration and expertise of local partners.
- e. Use measurable results to ensure program funds are used for efficient and effective components.
- f. Uses communication skills that expand cooperation and respect for customers.

Disability Program Navigator (DPN)

CareerSource Okaloosa Walton has designated a Regional Disability Program Navigator (DPN) who oversees services addressing the needs of individuals with disabilities. Each Career Center has a designated staff member as a resource for matters concerning disabilities. The focus of the DPN is to address the needs of individuals with disabilities seeking training and employment opportunities through the CareerSource Okaloosa Walton One-Stop System. The DPN provides expertise and serves as a resource person to the workforce investment system for individuals with disabilities, including Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI) disability and blindness beneficiaries. The Disability Program Navigator also has expertise regarding the One-Stop partner programs and services.

Military Family Employment Advocacy (MFEA) Program

The Military Family Employment Advocacy Program was established due to the recognition of the challenges that military families face such as frequent relocations, recurring deployments, and lengthy periods of separation. Florida legislature recognized these occurrences impact a military spouse's ability to gain job skills and maintain a career. The purpose of the MFEA program is to develop and provide outreach services, engage job-seeking military dependents in CareerSource Okaloosa Walton services, and help educate the workforce community about the unique employment barriers faced by military family members.

(2) Customer Access: Describe actions taken by the LWDB to promote maximum integration of service delivery through the one-stop delivery system for both business customers and job seekers.

(a) Describe how entities within the one-stop delivery system, including one-stop operators and one-stop partners, comply with the Americans with Disabilities Act regarding physical and programmatic accessibility of facilities, programs and services, technology and materials for individuals with disabilities, including providing staff training and support for addressing needs of individuals with disabilities. Describe how the LWDB incorporates feedback received during consultations with local Independent Living Centers on compliance with Section 188 of WIOA (WIOA §108(b)(6)(C)).

RESPONSE

In 2007, the Department of Labor (DOL) with input from the Social Security Administration (SSA) entered into cooperative agreements with the state level workforce system in 45 states, the District of Columbia, and Puerto Rico to implement the Disability Program Navigator (DPN) Initiative. CareerSource Okaloosa Walton volunteered to participate in this initiative. Because of the added value the DPN brought to the workforce system during the initiative, when it ended in 2010, the CareerSource Okaloosa Walton Board of Directors agreed to sustain the DPN initiative and make it a permanent part of the One-Stop Delivery System in Okaloosa and Walton Counties.

A primary purpose of the DPN in the one-stop system is the formation of relationships across multiple programs that impact individuals with disabilities such as, coordinating on policy, service delivery, blending and braiding of funds, and other activities that improve access and opportunities for careers, and successful employment outcomes for individuals with disabilities. The DPN is now a critical component of the one-stop system.

The DPN program is also an integral part of CareerSource Okaloosa Walton's Nondiscrimination Program. The CareerSource Okaloosa Walton Equal Opportunity Officer (EOO) and DPN are the regional experts and points of contact on all matters relating to the Americans with Disabilities Act and universal access to programs and services. The EOO reports to the CSOW Executive Director and the DPN reports to the Chief Operating Officer.

The DPN has the responsibility of ensuring CSOW staff, the One-Stop operator, and One-Stop partners complies with the Americans with Disabilities Act regarding physical and programmatic accessibility of facilities, programs and services, technology, and materials for individuals with

disabilities, including providing staff training and support for addressing the needs of individuals with disabilities.

The CareerSource Okaloosa Walton DPN Initiative is designed to:

- a. Guide One-Stop staff in helping people with disabilities access and navigate the complex provisions of various programs that impact their ability to gain/retain employment.
- b. Develop partnerships to achieve integrated services, systemic change, and expand the capacity to serve customers with disabilities.
- c. Increase employment and self-sufficiency for Social Security beneficiaries and others with disabilities.
- d. Facilitate seamless and comprehensive services for persons with disabilities in the Career Centers. Serve as resources on SSA's work incentives and employment support programs and the provision of services through Work Incentives Planning and Assistance Projects (WIPA), Protection and Advocacy systems (P&As); and employment-related demonstration projects.
- e. Facilitate access to programs and services. Serve as a resource to the workforce development community to ensure the availability of comprehensive knowledge of Federal, State, local and private programs that impact the ability of persons with disabilities to enter and remain in the workforce.
- f. Facilitate linkage to the employer community. Develop linkages and collaborate on an ongoing basis with employers to facilitate job placements for persons with disabilities [facilitate access to employment opportunities].
- g. Conduct outreach to agencies/organizations that serve people with disabilities.
- h. Facilitate the transition of in-school or out-of-school youth with disabilities to obtain employment and economic self-sufficiency.

DPN as a Workforce Systems Change Agent:

- a. Improved access to One-Stop services through readily available assistive technology.
- b. Assist in development and implementation of a reasonable accommodation policy and procedure.
- c. Assist in building relationships with a specific collaborator, including negotiation of co-location and/or MOU.
- d. Advocate for increased access and use of Individual Training Accounts (ITAs) by job seekers with disabilities.
- e. Training on serving customers with disabilities as part of One-Stop new-hire orientation.

DPN as a Workforce Problem Solver:

- a. Identifying appropriate community resources for job seekers with disabilities to remove barriers to employment (i.e., training, transportation, housing, assistive technology needs, etc.).
- b. Working together with the Work Incentive Planning and Assistance (WIPA) Specialist to show customers how to use work incentives to reach employment goals.
- c. Finding the answers to questions that One-Stop staff have regarding the ADA or other disability-related topics.
- d. Providing consultation with employers on providing reasonable accommodations to employees with disabilities.

DPN as a Workforce Relationship Builder:

- a. Coordinating One-Stop orientations, tours, and Open Houses targeting the disability community.
- b. Regularly participating in community events, resource fairs and business roundtables as a One-Stop representative.
- c. Consulting with mandated and non-mandated partners regularly about accessibility, accommodations and other disability-related topics.
- d. Organizing or joining an interagency collaboration which focuses on accessibility, sharing of resources and/or improving employment outcomes for persons with disabilities.

DPN as a Workforce Resource:

- a. Being available to answer questions staff have on serving job seekers with disabilities.
- b. Offering guidelines to One-Stop staff on interacting with people with a wide range of disabilities.
- c. Presenting orientations on WIOA and One-Stop services to a wide variety of community service providers.
- d. Coordinating workshops in One-Stops on disclosure, reasonable accommodations, work incentives and job seekers' rights and responsibilities under the ADA.
- e. Offering information to the business community on hiring/retaining individuals with disabilities.

DPN as a Workforce Facilitator:

- a. Bringing together multiple partners who are working with one individual to foster a collaborative effort.
- b. Coordinating staff training on a variety of disability-related topics.

- c. Improving communication between the One-Stop and partners by educating both about their systems.
- d. Bridging the gaps between the business and human service communities by organizing forums for discussion.

CareerSource Okaloosa Walton has established a partnership with the local/regional Center for Independent Living (CIL) and will incorporate in One-Stop procedures any appropriate feedback received during consultations regarding compliance with Section 188 of WIOA. The CIL agreed to provide onsite services at the comprehensive One-Stop Center periodically or the Mobile Career Center, as scheduled.

The One-Stop Center will develop a One-Stop Partner Feedback Form to collect input from its partners, such as CIL, Florida Division of Blind Services, and Vocational Rehabilitation. The appropriate feedback received will be included in the One-Stop operations.

(b) Describe how entities within the one-stop delivery system use principles of universal design in their operation.

RESPONSE

CareerSource Okaloosa Walton’s vision for WIOA and the One-Stop Delivery System includes an integrated, job-driven public workforce system that links diverse talent to businesses. CareerSource Okaloosa Walton will continue to emphasize three hallmarks of excellence included in the universal design: 1) The needs of business drive workforce solutions; 2) Excellent customer service and focus on continuous improvement, and 3) A one-stop system that supports strong regional economies and plays an active role in community and workforce development.

The employer and job seeker services are designed and implemented in accordance with the guidance and direction of the CareerSource Okaloosa Walton Board, its Business Competitiveness Committee and Career and Youth Committee. As CareerSource Okaloosa Walton continues to emphasize a universal delivery of services, it will also continue to focus on providing outstanding customer service to the workforce system’s primary customer groups including businesses, job seekers, and the general public who fund the CareerSource Okaloosa Walton’s services through payment of taxes.

CareerSource Okaloosa Walton understands that the One-Stop system is the gateway to employment opportunities and education for many job seekers, which includes individuals with disabilities. To ensure CareerSource Okaloosa Walton produces an excellent product for the business community, CareerSource Okaloosa Walton will provide its job-seeking customers with evidence-based education and training tools that lead to success.

CareerSource Okaloosa Walton relies heavily on its Integrated Business Services Team (BST), which consists of the CareerSource Okaloosa Walton Business Services Team, Disability Program Navigator, Local Veterans Employment Representatives, and the CareerSource Okaloosa Walton’s Rapid Response Team to work together to promote the Workforce Development System as a valuable asset in the community.

The CareerSource Okaloosa Walton Board understands that outstanding customer service is important for the employer community, and equally as important for the job seeker customers. To

provide outstanding service to One-Stop customers, CareerSource Okaloosa Walton staff will provide effective and quality integrated job seeker and employer services to One-Stop customers. The goal of this service delivery is to achieve customer satisfaction for all customer groups. Therefore, it is essential that the CareerSource Okaloosa Walton staff meet or exceed customer expectations; and, the employer's hiring needs, while meeting the training and employment needs of job seekers, including those with disabilities.

The CareerSource Okaloosa Walton integrated services are facilitated through the Employ Florida (EF) management information system. EF is the lynchpin in the management of the labor exchange and development of our workforce. The CareerSource Okaloosa Walton staff will take the lead in promoting EF and its integrated case management services to job seekers and the employer community. CareerSource Okaloosa Walton staff has been trained on how to administer EF and will continue to receive EF enhancement training to ensure the highest level of customer satisfaction.

(c) Describe how the LWDB facilitates access to services provided through the local delivery system, including remote areas, using technology and other means (WIOA §108(b)(6)(B)).

RESPONSE

CareerSource Okaloosa Walton provides a full-service comprehensive center and affiliate sites with universal access in Okaloosa and Walton counties. To better serve all customers in Okaloosa and Walton Counties, the CareerSource Okaloosa Walton Board procured a Mobile One-Stop Unit to use as a Mobile Career Center. This ensures that various services, including special events for employers, can be taken directly to the various customer groups.

The Mobile Career Center has printing, copying, and fax capability; including 13 computers to accommodate various classes, seminars, and training sessions that can be delivered to employees, program participants, job seekers, and employer customers. The Mobile Career Center travels to remote locations within the region to bring services to customers that may not otherwise be able to access services at the career centers. The Mobile Career Center is also available to assist other regions that may have a need during disasters or mass layoffs.

Employers can use the Mobile Career Center for on-site recruitment efforts, job fairs, testing, and training. Often the employer customer has employees who need additional soft skills and/or hard skills training to retain employment, be more productive, and be eligible for promotion and pay increases; but time away from work means loss of production.

Job Seeking customers can search for work, create and print resumes, access local and statewide job listings, and receive referrals to and information about the programs offered by CareerSource Okaloosa Walton.

The Mobile Career Center is also available for disaster assistance if needed. CareerSource Okaloosa Walton staff are available to travel to other regions or remote locations to assist Florida's Emergency Management Team, the Federal Emergency Management Agency (FEMA), and disaster-affected individuals and employers.

The Mobile Career Center is handicapped compliant and provides a means for continued employment solutions to our local business community and its workforce, including individuals with disabilities.

The career centers in Okaloosa and Walton Counties and the Mobile Career Center are in full compliance with the applicable requirements related to architectural accessibility, as set forth at 29 CFR 32.26 through 32.28.

In addition to the virtual services that are available to CareerSource Okaloosa Walton employers and job seekers, Employ Florida (EF) is available 24 hours a day, seven days a week. The EF website at www.employflorida.com provides access to employment opportunities, resume-building resources, etc.

The Florida Abilities Work portal is available at <https://abilitieswork.employflorida.com/vosnet/Default.aspx>. The micro-portal is housed on the EF website. The portal was specifically designed to provide resources to persons with disabilities and to assist employers who are interested in hiring.

CareerSource Okaloosa Walton has the capability to develop virtual workshops which universal customers will have easy access to at the CareerSource Okaloosa Walton website: www.careersourceokaloosawalton.com. There will be a variety of workshops offered on a 24/7 basis when the project is completed.

Veterans Outreach

The CareerSource Okaloosa Walton Board's Disabled Veterans' Outreach Program (DVOP) staff conducts transitional assistance for eligible active-duty military with Significant Barriers to Employment (SBE) transitioning to the civilian community. The transitional assistance may be conducted on a referral basis at the career centers, Mobile Career Center, or other appropriate and approved locations. CareerSource Okaloosa Walton may adjust services to meet the needs of these and other eligible special military populations. CareerSource Okaloosa Walton provides priority of services for all veterans.

Military Family Employment Advocacy Outreach

The Military Family Employment Advocacy (MFEA) Program was established to solve the challenges that military families face daily, including frequent relocations, recurring deployments, and lengthy periods of separation. These hardships heighten the anxiety experienced by military families and add to the uncertainties associated with deployments. Florida legislature recognizes these occurrences impact a military spouse's ability to gain job skills and maintain a career. Oftentimes, this hampers the military spouse from contributing to the financial well-being of the family and/or experiencing personal satisfaction with military life. This negatively affects the military's mission, and it impacts retention.

The purpose of the MFEA program is to develop and provide outreach services to engage job seeking military dependents in Okaloosa and Walton counties and help educate the workforce community about the unique employment barriers faced by military family members. It also provides the MFEAs with an opportunity to highlight the unique talents military families, particularly military spouses, can bring to the workforce. CareerSource Okaloosa Walton operates affiliate CareerSource Okaloosa Walton sites at Eglin AFB, Hurlburt Field, and 7th Special Forces Group.

(3) Integration of Services: Describe how one-stop career centers implemented and transitioned to an integrated, technology-enabled intake and case management information system for programs carried out under WIOA and programs carried out by one-stop career center partners (WIOA §108(b)(21)).

RESPONSE

CareerSource Okaloosa Walton uses an Integrated Service Delivery Model for delivering services to CareerSource Okaloosa Walton customers. All One-Stop programs and partner services are fully integrated with an entire menu of services offered through the One-Stop System. All functions are carried out with oversight from the CareerSource Okaloosa Walton Board and the Business Competitiveness and Career and Youth Committees.

Automated Tracking, Linking and Archiving Solution (ATLAS)

CareerSource Okaloosa Walton has deployed an integrated, technology-based intake and case management information system known as ATLAS.

ATLAS Overview

CareerSource Okaloosa Walton utilizes an Electronic Data Management System (EDMS) known as ATLAS. ATLAS supports programs and manages all of the Career Center traffic and participant records.

ATLAS is a web-based software system developed for the Workforce Development Industry. ATLAS operates in a manner that's similar to having an extra staff member onboard. It performs nine different functions and contains seven unique system features.

ATLAS offers self-service technology for participants and customers. This allows customers to complete routine sign-in tasks with a high degree of independence while still maintaining a high level of service. The ATLAS system platform allows CareerSource Okaloosa Walton staff to provide an increased level of service to all customers visiting the CareerSource Okaloosa Walton Centers.

ATLAS is a centralized document storage system that stores, tracks and retrieves the traditional "hardcopy" case file information on program participants. The information on each participant can also be securely shared allowing partners and auditors access to information. ATLAS also allows staff members access to customer case files and related information in real-time.

ATLAS System Features

- a. Storage - Secure centralized web-based document storage and retrieval system that accepts activity and document data from several ATLAS modules, including Self Sign, Staff-Scan, E-course, Self-Scan, Orientations, etc. It stores detailed records of customer activity and document data and has the capacity to generate customized reports.
- b. Staff-Scan - Streamlines document filing and acts as CareerSource Okaloosa Walton's document management system. Staff-Scan allows staff members to review and file customer eligibility, activity compliance, and other customer documentation via a web-based interface (EDMS). Staff members will scan documents via copier/scanners and can even load customer-related e-mails into the EDMS customer file.

- c. Customer Self-Sign In - The Self-Sign application allows staff members to track and assist customers in the most efficient way possible. Utilizing kiosk hardware and touch-screen technology, all customers choose from the menu selections/buttons and appropriate staff members are then notified of customers' arrival.
- d. Customer Alerts – Can alert specific staff members when specific activity events occur i.e., appointment arrivals or customer requests. Alerts can be configured to notify multiple staff members, supervisors, or management staff members of specific customer logins or activities.
- e. Customer Self-Scan Documents - Customers will scan documentation without staff member assistance using the Self-Service kiosks in the lobbies. That documentation is then immediately made available for review by staff members and the customers' cases will be updated in EF/OSST and then the document is stored in the customer's EDMS files.
- f. E-Course - Allows for custom lessons to be created and administered from within ATLAS. These courses/modules can incorporate different types of lesson media (Video, Audio, PowerPoint, DOC, EXCEL, PDF, etc.) Once the curriculum is developed, CareerSource Okaloosa Walton will be able to track lesson performance, issue completion certifications, and E-file the results for customers and staff members.
- g. Customer Program Orientation - Provides the ability to conduct initial and ongoing orientation for long-term or temporary workforce programs i.e. TANF/WTP & WIOA etc. Once developed, the ATLAS Orientation module allows customers to progress through a self-guided, customizable orientation from their home, local CareerSource Okaloosa Walton Center or anywhere there is a computer with internet access.

Integration of Service Delivery through the One-Stop Delivery System for Business Customers

Business partnerships are essential in training Florida's workforce to meet the current and future needs of diverse business sectors, particularly in those industry clusters that hold the most promise for high-wage jobs and diversifying Florida's economy. The workforce system has made progress in partnering with business and industry and our current employer penetration/usage metrics indicates tremendous opportunity exists to develop a systematic, mutually beneficial approach to developing business partnerships. Both business and workforce have a vested interest in partnering and the onus is on the workforce system to effectively communicate and market the value of the partnership.

Certain career services must be made available to local businesses, specifically labor exchange activities and certain types of labor market information. CareerSource Okaloosa Walton will continue to establish and develop relationships and networks with large and small employers and their intermediaries.

CareerSource Okaloosa Walton will offer customized business services to employers, employer associations, or other organizations. The full range of customizable services available through the Workforce Development System will be considered are tailored for specific employers. In situations where CareerSource Okaloosa Walton is not a provider of the service, CareerSource Okaloosa Walton staff will assist the employer in finding an appropriate service provider. The following is a list of services that may be customized to meet the needs of employers:

- a. Customized screening and referral of qualified participants in training services to employers;

- b. Customized services to employers, employer associations, or other employer organizations, on employment-related issues;
- c. Customized recruitment events and related services for employers including targeted job fairs;
- d. Human resource consultation services, including but not limited to assistance with:
 - (1) Customized labor market information for specific employers, sectors, industries or clusters; and
 - (2) Other appropriate customized services.

CareerSource Okaloosa Walton will also deliver other business services and strategies with partners that meet the workforce investment needs of the region's employers. All such services will be delivered with consideration given to partner programs' statutory requirements and consistent with Federal cost principles. These business services may be provided through effective business intermediaries working in conjunction with CareerSource Okaloosa Walton or through the use of economic development organizations, philanthropic, and other public and private resources in a manner determined appropriate by CareerSource Okaloosa Walton; and in some cases, in cooperation with the State. Allowable activities, consistent with each partner's authorized activities may include, but are not limited to:

- a. Developing and implementing industry sector strategies (including strategies involving industry partnerships, regional skills alliances, industry skill panels, and sectorial skills partnerships);
 - a. Customized assistance or referral for assistance in the development of a registered apprenticeship program;
 - b. Developing and delivering innovative workforce investment services and strategies for area employers, which may include career pathways, skills upgrading, skill standard development and certification for recognized post-secondary credentials or other employer use, and other effective initiatives for meeting the workforce investment needs of area employers and workers.
 - c. Assistance to area employers in managing reductions in force in coordination with rapid response activities and with strategies for the aversion of layoffs, which may include strategies such as early identification of firms at risk of layoffs, use of feasibility studies to assess the needs of and options for at-risk firms, and the delivery of employment and training activities to address risk factors.
 - d. The marketing of business services to appropriate area employers, including small and mid-sized employers; and
 - e. Assisting employers with accessing local, State, and Federal tax credits.

Integration of Service Delivery through the One-Stop Delivery System for Universal Customers

All One-Stop programs and services are fully integrated for the job-seeking customers with an entire menu of services offered through the Career Centers. To highlight the value of the Workforce Development System, CareerSource Okaloosa Walton will offer a full array of

career services to the CareerSource Okaloosa Walton customers. The three basic types of career services are:

- a. Basic Career Services.
- b. Individualized Career Services; and
- c. Follow-up Services.

Basic Career Service

CareerSource Okaloosa Walton Board will ensure that Basic Career Services are made available and, at a minimum, will include the following services, as consistent with allowable program activities, partner programs, and Federal cost principles.

- a. Determinations of whether the individual is eligible to receive assistance from the adult, dislocated worker, or youth programs.
- b. Outreach, intake (including worker profiling), and orientation to information and other services available through the One-Stop Delivery System.
- c. Initial assessment of skill levels including literacy, numeracy, and English language proficiency, as well as aptitudes, abilities (including skills gaps), and need for supportive services.
- d. Labor exchange services, including:
 - (1) Job search and placement assistance, and, when needed by an individual, career counseling, including
 - (a) Provision of information on in-demand industry sectors and occupations (as defined in sec. 3(23) of WIOA); and
 - (b) Provision of information on nontraditional employment; and
 - (2) Appropriate recruitment and other business services on behalf of employers, including information and referrals to specialized business services other than those traditionally offered through the One-Stop Delivery System.
- e. Provision of referrals to and coordination of activities with other programs and services, including programs and services within the One-Stop Delivery System and, when appropriate, other workforce development programs.
- f. Provision of workforce and labor market employment statistics information, including the provision of accurate information relating to local, regional, and national labor market areas, including:
 - (1) Job vacancy listings in labor market areas.
 - (2) Information on job skills necessary to obtain the vacant jobs listed; and
 - (3) Information relating to local occupations in demand and the earnings, skill requirements, and opportunities for advancement for those jobs.

- g. Provision of performance information and program cost information on eligible providers of training services by program and type of providers.
- h. Provision of information, in usable and understandable formats and languages, about how the local area is performing on local performance accountability measures, as well as any additional performance information relating to the area's One-Stop Delivery System.
- i. Provision of information, in usable and understandable formats and languages, relating to the availability of supportive services or assistance, and appropriate referrals to those services and assistance, including: child care; child support; medical or child health assistance available through the State's Medicaid program and Children's Health Insurance Program; benefits under SNAP; assistance through the earned income tax credit; and assistance under a State program for Temporary Assistance for Needy Families, and other supportive services and transportation provided through that program.
- j. Provision of information and assistance regarding filing claims for unemployment compensation, by which the Career Center must provide meaningful assistance to individuals seeking assistance in filing a claim for unemployment compensation.

(1) Meaningful assistance means:

- (a) Providing assistance on-site using staff who are well-trained in unemployment compensation claims filing and the rights and responsibilities of claimants; or
- (b) Providing assistance by phone or via other technology, as long as the assistance is provided by trained and available staff and within a reasonable time.

- (2) The costs associated in providing this assistance may be paid for by the State's unemployment insurance program, or the WIOA adult or dislocated worker programs, or some combination thereof. Assistance in establishing eligibility for programs of financial aid assistance for training and education programs not provided under WIOA

k. Individualized Career Services

CareerSource Okaloosa Walton Board must ensure that Individualized Career Services are made available if determined to be appropriate in order for an individual to obtain or retain employment. These services include the following services, as consistent with program requirements and Federal cost principles:

- (1) Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, which may include:
 - (a) Diagnostic testing and use of other assessment tools; and
 - (b) In-depth interviewing and evaluation to identify employment barriers and appropriate employment goals
- (2) Development of an individual employment plan, to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the

participant to achieve his or her employment goals, including the list of, and information about, the eligible training providers (As described in § 680.180);

- (3) Group counseling.
- (4) Individual counseling.
- (5) Career planning.
- (6) Short-term pre-vocational services including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct services to prepare individuals for unsubsidized employment or training.
- (7) Internships and work experiences that are linked to careers (as described in § 680.170);
- (8) Workforce preparation activities.
- (9) Financial literacy services (As described in sec. 129(b)(2)(D) of WIOA and § 681.500).
- (10) Out-of-area job search assistance and relocation assistance; and
- (11) English language acquisition and integrated education and training programs.

Follow-up Services

Follow-up Services must be provided, as appropriate, including, counseling regarding the workplace, for participants in adult or dislocated worker workforce investment activities who are placed in unsubsidized employment, for up to 12 months after the first day of employment.

- (4) Sub-grants and Contracts: Describe the competitive process used by the LWDB to award sub-grants and contracts in the local area for WIOA-funded activities (WIOA §108(b)(16)).**

RESPONSE

Direct Services Model

The CareerSource Okaloosa Walton Board currently operates under a Direct Services Model that streamlines the delivery of services through the elimination of duplicate management layers. The Direct Services Model is clear, well defined, and allows maximum decision-making at the Career Center level while clearly delineating expectations for performance and accountability. The Board will continue to operate under the waiver until such time as CareerSource Florida and the Department of Economic Opportunity provides additional guidance on what the structure should be in the future.

As provided in the Florida state legislature, the CareerSource Okaloosa Walton Board unanimously chose to request a waiver from the Governor to allow the Board to serve as the One-

Stop Operator and to provide Core and Intensive Services. In lieu of procuring Service Providers, the Board has elected to provide the services at its one full-service center located in Okaloosa County in Ft. Walton Beach: and, an affiliate center in Walton County in DeFuniak Springs. Additionally, the CareerSource Okaloosa Walton Board will operate the CareerSource Okaloosa Walton Mobile Career Center to deliver off-site services to the residents and businesses of Okaloosa and Walton Counties. The CareerSource Okaloosa Walton Board will continue to make its CareerSource Okaloosa Walton Mobile Career Center available to Workforce Florida Inc., Board and the Department of Economic Opportunity in the event of a national or state emergency.

Competitive Process for Awards to Service Providers

The CareerSource Okaloosa Walton Board may elect to competitively procure components of services or special projects if the Board deems it to be in the best interests of effective and efficient delivery of services. In this situation, the CareerSource Okaloosa Walton Board process for awards for service providers will be as follows:

The CareerSource Okaloosa Walton Board believes in and practices open and full competition in order to procure the best services possible at a reasonable price. The process may include advertisement in the local newspapers, website, workforce regions within Florida, and direct notification through the yellow pages if the vendor list for services is found to be limited. Written notification of Intent to Issue a Request for Proposal (RFP) or Invitation to Negotiate (ITN) is sent to each addressee on the Vendor's list with instructions on how to request a copy of the solicitation.

The final selection of Service Providers is made by the CareerSource Okaloosa Walton Board following a recommendation from an appointed Ad-Hoc Selection Committee named by the Chairman of the CareerSource Okaloosa Walton Board. The staff of CareerSource Okaloosa Walton is charged with the responsibility of certifying that the integrity of the solicitation process was met by ensuring that all requirements of the RFP are met in each proposal submitted; that the proposal was received by the published deadline; and that the proposal was responsive to the RFP. After the proposals have been received and deemed responsive by the CareerSource Okaloosa Walton staff, the proposals are provided to the named members of the Ad-Hoc Selection Committee for review, evaluation, and rating. The Ad-Hoc Committee then meets in an open and advertised public meeting to complete the evaluation and rating process. If the Proposal is for Youth Services, one or more members of the Youth & Career Committee must be included on the Ad-Hoc Committee. The Ad-Hoc Committee will report its results and make a recommendation to the full CareerSource Okaloosa Walton Board for selection of the Service Provider/s. The Competitive Solicitation process includes a provision for any proposing agency to protest the decision of the Ad-Hoc Selection Committee or the CareerSource Okaloosa Walton Board. The final decision is made by the CareerSource Okaloosa Walton Board.

All potential respondents are **strongly encouraged** to attend the Bidders' Conference since this will be the best opportunity for having technical and other concerns addressed. A copy of the proposal review/rating sheet will be distributed at the Bidders' Conference.

PROPOSALS must be hand delivered sent electronically or mailed to the address indicated in the instructions. The prospective proposer is solely responsible for assuring that anything mailed to CareerSource Okaloosa Walton arrives safely and on time at the address indicated in the instructions.

(5) Service Provider Continuous Improvement: Describe how the LWDB will ensure the continuous improvement of eligible providers through the system and that such

providers will meet the employment needs of local employers, workers and job seekers (WIOA §108(b)(6)(A) and 20 CFR 679.560(5)(i)).

RESPONSE

WIOA sec. 134(a)(2)(B), requires that the CareerSource Okaloosa Walton Board must ensure that the State's ETPL is disseminated publicly through the local one-stop system, and its partner programs. The list is a tool to assist CareerSource Okaloosa Walton customers in evaluating training programs and provider options.

The CareerSource Okaloosa Walton Board encourages Training Providers to apply for designation as an Eligible Training Provider (ETP) through its website, social media, and periodic solicitation in publications. In response to a request for an application, the Board provides the application packet that includes the Region's Targeted Occupational List that also designates those occupations deemed to be High Skills/High Wages. Following the receipt of a completed application, Board staff will review the application and make a recommendation to the Business Competitiveness Committee to approve/disapprove the application. This decision is made based on:

- a. The training to be provided.
- b. Prior performance of the Training Vendor.
- c. Eligibility to provide contracted services with the state of Florida.
- d. Certification as a Training Provider by the Department of Education or CIE; and
- e. Agreement to provide performance data FETPIP or CIE.

The Eligible Training Provider List and copies of the Regional Targeted Occupational Lists are provided to all One-Stop Center staff within the workforce region. Additionally, these lists are included on the website and maintained in each Resource Room of the CareerSource Okaloosa Walton Centers.

Individual Training Accounts can only be issued for training identified as meeting the needs of a Targeted Occupation for the Region; and the provider of the training must be on the Regional Eligible Training Providers List (RETPL).

Workforce Planning Areas

Because of the geographical proximity of the labor market as well as for training vendors in neighboring Workforce Planning Regions, the CareerSource Okaloosa Walton staff do not have discretion when enrolling a student with a Provider that is not on Region's ETPL until such time a common application can be developed. However, staff is authorized to issue an ITA for training for an occupation that does not appear on the RTOL but does appear on one of the surrounding regions or on the statewide list, providing the individual is willing to move if necessary to find employment or to commit to an out of the region commute. Impacting this decision is the willingness of the trainee to relocate, if necessary, to find employment in a training-related field. However, commuting

between regions in the Workforce Planning Area is considered a natural work commute for individuals seeking employment in northwest Florida.

The Workforce Board will continue to evaluate the performance of existing training vendors as well as to solicit applications for approval as an Eligible Training Provider through its website, social media, publications, and direct solicitations. The Business Competitiveness Committee will provide oversight of the Regional Eligible Training Provider List.

The CareerSource Okaloosa Walton Eligible Training Providers will be required to report information on employment and earnings outcomes for all individuals in a program of study. Failure to submit such reports on a timely and accurate basis will undermine the ability of the CareerSource Okaloosa Walton Board to take such outcomes into account. The Board must ensure the key principles of the ETPL and WIOA are achieved:

- a. Performance accountability.
- b. To meet the needs of local employers and participants, and
- c. To ensure informed customer choice.

The procedure established by WIOA sec. 122(i) provides that the Governor may establish transition procedures under which providers are eligible to provide training services under chapter 5 of subtitle B of title I of the Workforce Investment Act of 1998, as such chapter was in effect on the day before the date of enactment of this Act, may continue to be eligible to provide such services until December 31, 2015, or until such earlier date as the Governor determines to be appropriate.

Florida's Policy Number 90, WIOA Eligible Training Provider List, March 1, 2016, updated the above guidance to say: "NOTE: Consistent with TEGl 41-14, this Administrative Policy requires all Local Boards to revise their policies for the selection and retention of Eligible Training Providers and Programs to be consistent with WIOA and this Policy no later than June 30, 2016."

This means that all training providers who are currently on the approved Eligible Training Providers list for CareerSource Okaloosa Walton must have their eligibility re-determined no later than June 30, 2016. Below is a summary of the categories and steps that must be taken to be included on the CareerSource Okaloosa Walton Eligible Training Providers List:

- a. Training Providers Already Eligible Before the Transition Period: Training providers eligible to provide training programs under chapter 5 of subtitle B of title I of the Workforce Investment Act of 1998 (WIOA) before the effective starting date of this Policy may continue to provide services up to and during the transition period but are required to apply for "Continued Eligibility" and be approved before the end of the transition period (June 30, 2016). The eligibility of the providers will be determined under the application procedure for "Continued Eligibility" established by CareerSource Florida, on behalf of the Governor.
- b. Initial Eligibility Pursuant To WIOA: Providers of training programs who are not currently eligible may seek eligibility pursuant to the Workforce Investment Act of 1998 ("WIOA") eligibility requirements before the effective starting date of this Policy.
- c. Initial Eligibility Pursuant To WIOA Starting January 1, 2016: Providers of training programs who are not eligible on the effective starting date of this Policy shall seek eligibility pursuant to the Workforce Innovation and Opportunity Act ("WIOA") "Initial Eligibility" requirements. Providers of training programs seeking "Initial Eligibility" receive "Initial Eligibility" for only one

(1) full year, after which they may seek "Continued Eligibility". The provider shall supply verifiable program-specific performance information pursuant to criteria established by the CareerSource Okaloosa Walton Board.

- d. Application: Except for exempt training providers (registered apprenticeships), all applications for WIOA "Initial Eligibility" must be submitted to CareerSource Okaloosa Walton. The training provider must specifically identify the program(s) it intends to provide to the CareerSource Okaloosa Walton Board in a manner that will permit the Local Board to decide on the inclusion of the training provider on the Regional ETPL.
- e. Registered Apprenticeship: A provider that receives "Initial Eligibility" for any program shall be subject to all the requirements for that program even after such "Initial Eligibility" expires. Registered apprenticeship programs are not subject to the "Initial Eligibility" criteria or application requirements. While registered apprenticeships are automatically eligible, not all registered apprenticeship programs may want to be included on the list. Registered apprenticeship programs shall automatically be included on the State ETPL until such time as the program: 1) loses its registration, or 2) notifies DEO in writing that it wants to be removed from the ETPL.
- f. Two-Year Renewals: After a training provider has: 1. completed the "Initial Eligibility" period of at least one (1) full year, or 2. successfully applied under the initial implementation of this Policy as a training provider eligible under V(B)(1), all eligible training providers must submit applications for "Continued Eligibility" every two years to maintain their eligibility. Applications for "Continued Eligibility" must be submitted three (3) months before eligibility expires (except for the initial implementation of this Policy). Once on the ETPL, the "Continued Eligibility" application is required. Removal from the ETPL for a period does not return the training program to an "Initial Eligibility" status unless the training provider's "Continued Eligibility" status was removed.

F. COORDINATION OF SERVICES

- (1) Coordination of Programs/Partners: Describe how services are coordinated across programs/partners in the one-stop career centers, including Vocational Rehabilitation, TANF, SNAP E&T, and Adult Education and Literacy activities. Specify how the local area coordinates with these programs to prevent duplication of activities and improve services to customers.**

RESPONSE

CareerSource Okaloosa Walton has long-standing relationships with community partners such as Vocational Rehabilitation, TANF, Adult Education, and Literacy Services. These relationships foster an environment that encourages an exchange of ongoing communications and shared activities such as job fairs and special events highlighting the One-Stop system. The relationships also facilitate the sharing of information.

The CareerSource Okaloosa Walton career center staff utilize a common intake form to ensure coordination of services at the point of entry. The common intake is the foundation of the initial assessment and ensures One-Stop customers are referred for the appropriate services. This includes a referral to the appropriate programs/partners; and a determination of whether individualized career services are appropriate. In addition to the common intake, customers are asked to sign a "Release of Information" so that information can be exchanged between One-Stop Career Center staff and partner agencies, to allow for coordination of efforts and prevent duplication of services.

- (2) Coordination with Economic Development Activities: Describe the strategies and services that are used in the local area to better coordinate workforce development programs and economic development (20 CFR 679.560(b)(3)(iii)). Include an examination of how the LWDB will coordinate local workforce investment activities with local economic development activities that are carried out in the local area and how the LWDB will promote entrepreneurial skills training and microenterprise services (WIOA §108(b)(5) and 20 CFR 679.550(b)(4)).**

The Business and Education Committee serves as oversight for industry, economic development organizations, and education to identify skills needed to fill demand occupations as well as identifying critical and emerging jobs necessary for business retention, expansion, and economic development for the region.

CareerSource Okaloosa Walton's Executive Director and Chief Operating Officer are active on the local and regional economic development agency's boards and committees. CareerSource Okaloosa Walton's supportive and active involvement ensures that One-Stop staff, services, and participants are a solution to economic development challenges. The CareerSource Okaloosa Walton Executive Director holds a leadership role with the One Okaloosa EDC; Walton County Economic Development Alliance; and Florida's Great Northwest.

CareerSource Okaloosa Walton's Executive Director meets with the economic development partners periodically to facilitate interactions that occur between local businesses and/or new businesses looking to locate within the two county areas.

CareerSource Okaloosa Walton continues to support entrepreneurial development efforts throughout the region. And supports entrepreneurial training provided through the Workforce Innovation and Opportunity Act.

CareerSource Okaloosa Walton supports the concept of regional planning through its participation in Florida's Great Northwest with Local Workforce Development Boards 1 – 4. Florida's Great Northwest represents 12 Counties in the Florida Panhandle. CareerSource Okaloosa Walton is actively engaged in the planning process for this 12-county economic development area.

- (3) **Coordination with Rapid Response: Describe how the LWDB coordinates workforce investment activities carried out in the local area with statewide rapid response and layoff aversion activities (WIOA §108(b)(8) and 20 CFR 679.560(b)(7). The description must include how the LWDB implements the requirements in CareerSource Florida Strategic Policy 2021.06.09.A.2. – Rapid Response and Layoff Aversion System and CareerSource Florida Administrative Policy 114 – Rapid Response Program Administration.**

RESPONSE

CareerSource Okaloosa Walton's successful implementation of Rapid Response and Layoff Aversion starts with its coordination and integrated approach to the delivery of local workforce investment activities with statewide rapid response and layoff aversion activities. ***The local program is known as the "Layoff Avoidance Program (LAP)" and incorporates provisions for both Rapid Response and Layoff Aversion.***

CareerSource Okaloosa Walton's vision for LAP:

To deliver timely, convenient, accurate, and consistent information to the employer customer and leverage resources for a seamless service delivery system.

CareerSource Okaloosa Walton's goal for LAP:

To enable dislocated workers to transition to new employment quickly.

What is CareerSource Okaloosa Walton's Layoff Avoidance Program (LAP)?

The CareerSource Okaloosa Walton **Layoff Avoidance Program's** designed and purpose are aligned with CareerSource Florida Strategic Policy - Rapid Response and Layoff Aversion System and CareerSource Florida Administrative Policy - Rapid Response Program Administration.

Design

To that end, CareerSource Okaloosa Walton's **Layoff Avoidance Program** is a service delivery system that enables dislocated workers to transition to new employment as quickly as possible. The program is made up of strategies, policies, processes, and networks that ensure every worker affected by a layoff is given the best opportunity to return to work as soon as possible, and employers can access skilled workers, and other solutions they may need.

CareerSource Okaloosa Walton's **Layoff Avoidance Program** is designed to be proactive, data-driven, engaged with businesses, and focused on preventing layoffs or minimizing their negative impacts.

Purpose

Therefore, the primary purpose of LAP is to enable affected workers to return to work as quickly as possible following a layoff, or to prevent their layoff altogether.

Another purpose of LAP is to promote economic recovery and vitality by developing an ongoing, comprehensive approach to identifying, planning for, and responding to layoffs and dislocations, and preventing or minimizing their impacts on workers, businesses, and communities.

CareerSource Okaloosa Walton's Layoff Avoidance services and activities shall be provided to all employers who experience a mass layoff or closure, regardless of how CSOW is notified, or becomes aware of, the event.

Value-Added Services

CareerSource Okaloosa Walton's Layoff Avoidance Program include the following **value-added services**:

- a. Delivery of solutions to address the needs of businesses in transition, provided across the business lifecycle (expansion and contraction), including comprehensive business engagement and layoff aversion strategies and activities designed to prevent or minimize the duration of unemployment.
- b. Convening, brokering, and facilitating connections, networks, and partners to ensure the ability to provide assistance to dislocated workers and their families such as home heating assistance, legal aid, and financial advice.
- c. Strategic planning, data gathering, and analysis designed to anticipate, prepare for, and manage economic change.
- d. Layoff Aversion activities and the provision of additional assistance to employers experiencing dislocation events and activities.

(4) Industry Partnerships: Describe how the LWDB identifies and collaborates with existing key industry partners in the local area. Describe how the LWDB coordinates and invests in partnership infrastructure where key industry partnerships are not yet developed (WIOA §108(b)(4)A)). The local area must describe how the following elements are incorporated into its local strategy and operational sector strategy policy:

- A. Describe how selected industries or sectors are selected based on, and driven by, high-quality data (cite data source used);

RESPONSE

CareerSource Okaloosa Walton participates and collaborates with different industry-focused consortiums and committees. The purpose of this initiative is to identify current and future critical talent needs of local businesses and agree on a mechanism to address those needs. The CareerSource Okaloosa Walton Board maintains membership and involvement in organizations such as Chambers of Commerce, One Okaloosa EDC in Okaloosa County and Economic Development Alliance (EDA) in Walton County, Society for Human Resource Management (SHRM) - Emerald Coast Chapter (ECC), Northwest Florida Manufacturing Committee (NWFMC), Building Industry Association (BIA), HSU Foundation, TeCMEN, Tri-County Community Partnership Initiative (TCPI), and other employer organizations. The CareerSource Okaloosa Walton Business Services team will maintain collaboration with existing industry-specific consortiums and committees and join/engage emerging industry-focused alliances.

CareerSource Okaloosa Walton staff attend monthly or quarterly meetings established by the committees and consortiums of which they are members. The results of meeting discussions serve as guidance to create initiatives to address workforce challenges directly impacting the community and businesses in key industries.

As part of our Partnership Strategies, CareerSource Okaloosa Walton will strengthen existing and develop new partnerships by providing priority of service delivery to business referrals received from sector partners as follows:

- a. Assist in the recruitment of potential new and expanding businesses with the guidance, direction, and coordination of the CareerSource Okaloosa Walton Board and the economic development organizations
- b. Provide mass recruitment services for new and expanding businesses by offering on-site services, use of CareerSource Okaloosa Walton Center facilities, assessment services, extended or designated hours or other customized services to meet the needs of the businesses.
- c. Provide high-value services for employers with specific talent needs including candidate search, pre-employment assessments, provisions for on-site interviewing at one or more of the CareerSource Okaloosa Walton Centers.
- d. Continue to promote the "Florida Ready to Work" credentialing for appropriate and potential employees and other assessments.
- e. Participate in community job and career fairs targeting the following audience: Veterans, senior workers, youth graduating from high school, dislocated workers affected by a Reduction In Force (RIF) decision, specific industry needs, mass hire for new and expanding businesses, or other initiatives identified by the Board.

WIOA establishes the development and implementation of industry sector partnerships as a required activity at both the state and local levels. WIOA section 134(a)(2)(B) provides that states must use a portion of state set-aside funds to assist local areas by providing information on and support for the effective development, convening, and implementation of industry or sector partnerships. Section 134(c)(1)(A)(v) requires that Title I-B funds are allocated to local areas must be used to develop, convene, or implement industry or sector partnerships

The CareerSource Okaloosa Walton Board collaborates with CareerSource Florida and the Department of Economic Opportunity to obtain additional funds to assist with developing industry partnerships.

In order to meet the statutory requirements under WIOA section 134(c)(1)(A), the CareerSource Okaloosa Walton Board will go beyond simply providing career services or training to employers within a specific sector and invest in partnership infrastructure where they are not yet developed. The Board will emphasize the value of engaging multiple partners connected with a target sector including business, labor, higher education, and other stakeholders to support the development and sustainability of local and regional industries. The Board recognizes the value of addressing the workforce needs of both workers and businesses in target sectors is necessary to speed up the pace of economic activity.

B. Describe how sector strategies are founded on a shared/regional vision;

RESPONSE

The Business and Education Committee serves as a convener for industry and sectors. The Committee also provides oversight for **sector strategies**, economic development, and education to identify skills needed for demand occupations.

The Business and Education Committee ensures CareerSource Okaloosa Walton sector strategies align with both counties, regional economic development initiatives overseen by Florida's Great Northwest, as well as the educational institutions within the region.

Sector strategies increase our ability to focus on talent pipelines that meet the needs of companies in a geographical area with similar worker skills needs.

C. Describe how the local area ensures that the sector strategies are driven by industry;

RESPONSE

The Business and Education Committee ensures CareerSource Okaloosa Walton's policy and sector strategy are aligned with the needs of area businesses and industry organizations through surveys and feedback received from profit and nonprofit businesses on the Board; and, data gathered from positions advertised in the Florida Labor Exchange system, and participation of industry events and close working relationships with economic development organizations. The data collected from the various constituents is instrumental for the development of the region's sector strategy.

D. Describe how the local area ensures that sector strategies lead to strategic alignment of service delivery systems;

RESPONSE

CareerSource Okaloosa Walton's sector strategies has led to strategic alignment of the service delivery systems. The service delivery system operates around sector strategies capitalizing on the key sectors selected to support the regional economic conditions. As part of the CareerSource Okaloosa Walton strategy, the Service Delivery Model was created to:

- a. Better prepare and connect job seekers and workers with employment opportunities, and
- b. Build talent pipelines addressing the training and employment needs of businesses in key industries. The Model was founded on the grounds of Lean Manufacturing concepts under which three major sub-processes were identified:
 - (1) Worker Readiness.
 - (2) Placement; and
 - (3) Business Account Management. Each sub-process focuses on specific elements recognized as key success factors.

To support the Service Delivery Model, a Talent Pipeline mechanism provides visibility of the skills identified during the initial intake process by the Worker Readiness team. The Worker Readiness team consists of one or more members from the different programs to include WIOA Adult/DW, WIOA Youth, WT, SNAP, RESEA, Veterans and Military Spouses. The Placement and Business Services team use the skill information provided by the Worker Readiness team to advocate and connect job seekers with businesses in target industries to close the skill gap.

E. Describe how the local area transforms services delivered to job seekers/workers and employers through sector strategies: and

RESPONSE

Training funds are distributed accordingly to business through Employed Worker Training and Incumbent Worker Training, and to individuals through the Individual Training Account.

The Business Services team uses a unique Account Management approach to better assess businesses' talent needs and determine the best solutions to address those needs in key industry sectors. The Business Services Account Managers (BSAM) have been identified to serve as subject matter experts to assess and address workforce challenges of target industries. The Model incorporates four steps:

- a. Identify and Assess talent needs.
- b. Recommend solutions.
- c. Execute the plan by providing the needed services; and
- d. Follow-up to adjust the plan if needed.

The Model allows BSAM to carry out the four-step process when assisting businesses in key industries resulting in increased job placements, consistency of service delivery, high levels of customer satisfaction and strong business relationships.

F. Describe how the local area measures, improves and sustains sector strategies.

RESPONSE

Internally, the Business and Education Committee and quarterly programmatic reviews help to ensure strategic processes, practices, policy and procedures that support the delivery of services resulting in a higher number of individuals trained and placed with businesses in industries of focus.

WIOA Performance Indicators and the Continuous Improvement Performance Incentive Program reports provided by CareerSource Florida help with tracking performance and suggest improvement needs.

Externally, information gathered through industry surveys and business partners serve as guidance to measure industry engagement.

The Board sustains sector strategies by staying relevant and maintaining the link between economic development organizations, workforce development, and education.

**(5) Coordination with Relevant Secondary and Postsecondary Educations:
Describe how the LWDB coordinates relevant secondary and postsecondary education programs and activities with education and workforce investment activities to coordinate strategies, enhance services, and avoid duplication of services (WIOA §108(b)(10) and 20 CFR 679.560(b)(9)).**

RESPONSE

CareerSource Okaloosa Walton works very closely with education and economic development partners. CareerSource Okaloosa Walton's Executive Director, Chief Operating Officer, and Business Services Team are involved in industry sector advisory Committees tied to secondary career academies and nationally recognized industry certifications that lead to post-secondary degrees and certifications.

CareerSource Okaloosa Walton Executive Director meets with the economic development partners to facilitate interactions that occur between local businesses and/or new businesses looking to locate within our two county areas.

CareerSource Okaloosa Walton partners with the University of West Florida, Okaloosa and Walton County Schools, Northwest Florida State College (NWFSC), Northwest Florida Manufacturing Committee (NWFMC), and the Panhandle Job Fair Foundation. CareerSource Okaloosa Walton is a founding member of the Panhandle Job Fair Foundation.

The Panhandle Job Fair began in the spring of 1993 to primarily assist military service members seeking employment opportunities after completing their military careers. It was later expanded to include military spouses and the public. The Panhandle Job Fair attracts companies nationwide who are seeking well-qualified, educated, and experienced individuals for employment opportunities worldwide. The continued success and growth of the Panhandle Job Fair is based on finding high-quality companies and well-qualified job seekers while keeping costs at a minimum.

In continuing response to the business community to secure the “skilled workforce”, CareerSource Okaloosa Walton, Okaloosa County Schools District, and Walton County Schools District, in partnership with One Okaloosa and the Walton Economic Development Alliance have implemented a program entitled “Educate the Educators” (EtE). The purpose of this program is to provide to K-12 educators local labor market information. Labor Market Information (LMI) on the number of people employed or unemployed, unemployment rates, average wages, population, income, occupational projections, and other economic variables. At the request of one of the local employers EtE participants, this event will be titled EtE Plus One – adding the invitation for a student to join the event.

- (6) Coordination of Transportation and Other Supportive Services: Describe how the LWDB coordinates WIOA Title I workforce investment activities with the provision of transportation assistance, including public transportation, and other appropriate supportive services in the local area (WIOA §108(b)(11) and 20 CFR 679.560(b)(10)).**

RESPONSE

CareerSource Okaloosa Walton is a member of the Transportation Disadvantage Board.

The Okaloosa-Walton Transportation Planning Organization (TPO) is the local, intergovernmental transportation policy board for Okaloosa and Walton counties in Florida. The board is comprised of local government officials who make decisions regarding transportation at the regional level. The Okaloosa-Walton TPO is required by federal and state legislation to establish a continuing, cooperative, and comprehensive planning process. The TPO also works to increase safety, security, accessibility, mobility, and connectivity for people and goods. The TPO is made up of local government staff and other stakeholders.

The Okaloosa County Local Coordinating Board comprised of 18 state agency and community representatives of the transportation disadvantaged population, was created in 1990 to identify local service needs and to provide information, advice, and direction to the Okaloosa County Community Transportation Coordinator (CTC), Okaloosa Board of County Commissioners.

LWDA 02 Okaloosa Walton provides support services in the form of debit cards and bus tickets to our Welfare Transition program participants. In addition, bus tickets may be provided to our veteran populations on occasion to assist with job interviews and/or job search activities.

CareerSource Okaloosa Walton has excellent relationships with Goodwill Easter Seals, United Way and Catholic Charities, Caring and Sharing (and others) to understand services offered through those community-based organizations and to provide information on the support services and transportation assistance that we provide. Referrals are made between organizations for various services dependent upon the specific needs of the participants.

The Executive Director of CareerSource Okaloosa Walton is also on the Board of Directors for the Early Learning Coalition. This interaction assists in ensuring subsidized childcare for not only Welfare Transition participants, but also the working poor, are not duplicated.

- (7) Coordination of Wagner-Peyser Services: Describe plans, assurances, and strategies for maximizing coordination, improving service delivery, and avoiding duplication of Wagner-Peyser Act (29 U.S.C 49 et seq.) services and other services provided in the local area through the one-stop delivery system (WIOA §108(b)(12) and 20 CFR 679.560(b)(11)).**

RESPONSE

The Department of Economic Opportunity (DEO) partner programs (Wagner-Peyser, LVER, DVOP) are located on-site at CareerSource Okaloosa Walton's One-Stop Career Centers.

State Merit staff are co-located to ensure seamless delivery of services and program integration. Merit staff registers and updates Employ Florida registration information ensuring data validity. They also notify Veteran and Eligible Persons of Priority of Service and refer appropriate customers to the Veteran's Unit if the Veteran signifies that significant barrier to employment are present. After completion of registration and/or validation, customers are referred to appropriate programs and resources to complete the One-Stop interaction.

DEO staff are available for one-on-one career counseling and resume coaching to offer the customer an improvement in their employment outlook. Employment Security Representatives are on-site to perform Reemployment Services and Eligibility Assessment (RESEA) Program services to assist all claimants receiving Reemployment Assistance Benefits in decreasing their time to gainful employment. DEO staff are integrated into the One-Stop Center along with WIOA and TANF/WT staff.

In addition the State of Florida Division of Vocational Rehabilitation and National Caucus on Black Aged have office space at the Fort Walton Beach CareerSource Okaloosa Walton Center to provide employment assistance to disabled and older job seekers. All partners are integrated into operations and function as part of one workforce.

- (8) Coordination of Adult Education and Literacy: Describe how the LWDB coordinates WIOA Title I workforce investment activities with adult education and literacy activities under WIOA Title II. This description must include how the LWDB carries out the review of local applications submitted under Title II WIOA § 108(b)(10), consistent with WIOA sections 107(d)(11)(A) and (B)(i) and WIOA § 232 (20 CFR 679.560(b)(12)).**

RESPONSE

CareerSource Okaloosa Walton has existing relationships with providers of Adult Education and Literacy and uses that relationship to advocate of co-enrollment of eligible students.

WIOA places great emphasis on planning and implementation across partner programs to ensure alignment in service delivery. Therefore, CareerSource Okaloosa Walton staff will meet periodically with WIOA Title II Program staff to discuss the purpose of co-enrollment as a route to better develop an understanding of which programs are necessary for a participant's success and advancement toward their career and educational goals. CareerSource Okaloosa Walton working with WIOA Title II providers, will effectively utilize co-enrollment as a strategy to further leverage resources for maximum benefit to a participant.

Customers are administered assessment instruments to determine their suitability and readiness for various career pathway activities. Literacy barriers are identified during common intake by Career Center staff and identified customers are assisted in addressing/overcoming barriers to employment or training. Customers are administered the Test of Adult Basic Education (TABE) to determine their suitability for post-secondary education or job training. Those customers who do not achieve the scores needed to

enter training are referred to Adult Education/Literacy programs in the local area to assist the customer in achieving the required skill levels necessary to enter post-secondary training programs.

Review of Local Application

CareerSource Okaloosa Walton participates in the Funding Opportunity -Adult Education and Family Literacy Act (AEFLA); Consolidated –Grant Application and Individual –Grant Application:

- a. Adult General Education (AGE) –Sec. 231. And
- b. Integrated English Literacy and Civics Education (IELCE) –Sec. 243.
- c. Corrections Education (CE) –Sec. 225.

The application review process provided for:

- a. An overview of the expectations for the grant process.
- b. Regional partnership development and collaborations.
- c. Fiscal resources needed to conduct needs assessment, community asset mapping.
- d. Determining adult education instructional needs.
- e. Determining regional employment needs, identified in local WIOA Workforce Plan. And
- f. Partnership between eligible agencies and Local Workforce Development Boards.

(9) Reduction of Welfare Dependency: Describe how the local board coordinates workforce investment activities to reduce welfare dependency, particularly how services are delivered to TANF/Welfare Transition and Supplemental Nutrition Assistance Program (SNAP) Employment & Training (E&T) participants, to help individuals become self-sufficient. This description must include strategies and services that will be used in the local area to support co-enrollment of Welfare Transition and SNAP E&T participants into other workforce development programs. 20 CFR 675.100(h) and 20 CFR 680.620.

RESPONSE

The Career and Youth Committee has responsibility for the oversight of all adult and youth programming provided through the One-Stop Delivery System. In that regard, the Committee focuses on strategies for targeted groups such as Supplemental Nutrition Assistance Program (SNAP) and Temporary Assistance for Needy Families (TANF)/Welfare Transition Program (WTP). The goal is to provide these populations with education, job skills training, and Worker Readiness skills needed to attain and retain employment that will lead to increased wages and a reduction in welfare dependency.

CareerSource Okaloosa Walton's Temporary Assistance for Needy Families (TANF) caseloads have fallen since the program was enacted in 1996. While the demographic characteristics of adults receiving benefits have been similar over time, the caseload has shifted, with the percentage of "child-

only” cases rising slightly, while the percentage of single-parent and two-parent cases has fallen. Factors such as the local economy and the earned income tax credit (EITC) played a key role in the caseload decline, State and local policy has also had a substantial impact on caseload reduction. Specific TANF policies such as financial incentives, support services, sanctions, and time limits help explain changes in caseload exits and entries and overall caseload size.

7 CFR 273.7 (c) (5), states that each component of the State Agency’s E&T program must be delivered through its statewide workforce development system, unless the component is not available through a local workforce system. To comply with this requirement all SNAP Program activities are administered by the Department of Economic Opportunity (DEO) through the statewide workforce development system operated by CareerSource Boards (CSBs) through the One-stop Deliver System.

Similarly, to TANF, factors such as the local economy and the earned income tax credit (EITC) played a key role in the SNAP caseload decline, State and local policy has also played a significant role on the impact of caseload reduction.

CareerSource Okaloosa Walton’s Supplemental Nutritional Assistance Program is designed to provide SNAP recipients who are able bodied adults without dependents (ABAWDs) with the education, training, support services; and skills needed to become self-sufficient through employment.

The Career and Youth Committee has placed great emphasis on establishing and maintaining an environment that ensures continuous improvement in a seamless delivery of services through the One-Stop system. The Committee also places great emphasis on developing and using strategies that will achieve CareerSource Florida’s goal of reducing welfare dependency. To that end, the Committee has adopted the following welfare to work pro-growth strategies to improve the lives of the SNAP and Welfare Transition customers, and lead to a reduction in caseloads.

- a. SNAP and Welfare Transition Career Advisors provide ongoing assessment of customer’s progress toward self-sufficiency that include assessment of barriers affecting progress toward self-sufficiency. Changes in activities and hours of participation are made in accordance with the need for attaining a successful transition from welfare programs to self-sufficiency.
- b. SNAP and Welfare Transition customers who do not have a high school diploma (or equivalent) and whose English-speaking skills need improvement are referred for the appropriate services. By obtaining the required education and skills for today’s workplace, welfare dependence will decrease, and opportunities will increase for high-skill and high-wage careers.
- c. Reduce the number of individuals with dependent children who need to rely on Temporary Assistance for Needy Families by providing effective programs and services designed to achieve employment and a self-sustaining family wage.
- d. Integrate SNAP and Welfare Transitional services into the full menu of CareerSource services provided through the CareerSource One-Stop System to maximize the numbers and percentages of successful transitions from welfare to self-sufficiency.
- e. Provide educational opportunities for SNAP and Welfare Transition “potential employees” needing vocational training and remediation of basic skills in order to be hired.
- f. Subject to the availability of funding, support services will be provided as needed to allow Welfare Transition participation in allowable work activities. The participants are briefed that

support services are not an entitlement and may be provided only as funding permits. All support services provided to participants will be documented in the management information system and other data management systems as directed by the CareerSource Board.

- g. Support services are intended to assist the Welfare Transition participant in participating in required allowable activities that are designed to lead to employment and self-sufficiency. Supportive Services may include, but are not limited to such items as transportation assistance, automotive repairs in some limited instances, driver's license fees, work-related clothing and/or tools, books, emergency housing assistance, emergency child care, short-term individual or family counseling necessary for successful participation in assigned activities, and not covered by Medicaid or other funding sources, medical second-opinions for deferred customers, and other allowable costs essential for participation in allowable and countable activities.
- h. SNAP participants are referred to community partners as needed for support services.

G. PERFORMANCE & EFFECTIVENESS

The local workforce plan must include:

- (1) The local levels of performance negotiated with the Governor and CLEO(s) with WIOA section 116(c), to be used to measure the performance of the local area and to be used by the LWDB for measuring the performance of the local fiscal agent (where appropriate), eligible providers under WIOA Title I Subtitle B, and the one-stop delivery system in the local area. (WIOA §108(b)(17) and 20 CFR 679.560(16)(b))

RESPONSE

The current levels of performance negotiated with the Governor and CLEO(s) with WIOA section 116(c), to be used to measure the performance of CareerSource Okaloosa Walton is displayed in the chart below:

The negotiated levels are as follows:

LWDB 02 CareerSource Okaloosa Walton WIOA Performance Measures	PY2022 Negotiated Performance Levels	PY2023 Negotiated Performance Levels
Adults:		
Employed 2nd Qtr. After Exit	94.2%	94.2%
Employed 4th Qtr. After Exit	93.8%	93.8%
Median Wage 2nd Quarter After Exit	\$9,920	\$9,920
Credential Attainment Rate	84.8%	84.8%
Measurable Skill Gains	87.0%	87.0%
Dislocated Workers:		
Employed 2nd Qtr. After Exit	61.1%	61.1%
Employed 4th Qtr. After Exit	62.5%	62.5%
Median Wage 2nd Quarter After Exit	\$6,452	\$6,452
Credential Attainment Rate	82.7%	82.7%
Measurable Skill Gains	58.6%	58.6%
Youth:		
Employed 2nd Qtr. After Exit	82.6%	82.6%
Employed 4th Qtr. After Exit	80.4%	80.4%
Median Wage 2nd Quarter After Exit	\$3,759	\$3,759
Credential Attainment Rate	71.3%	71.3%
Measurable Skill Gains	49.9%	49.9%
Wagner-Peyser:		
Employed 2nd Qtr. After Exit	65.5%	65.5%
Employed 4th Qtr. After Exit	63.9%	63.9%

Median Wage 2nd Quarter After Exit	\$5,375	\$5,375
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- (2) Describe the actions the local board will take toward becoming or remaining a high-performing board, consistent with the factors developed by the state board pursuant to section 101(d)(6) of WIOA.

RESPONSE

The CareerSource Okaloosa Walton’s Board of Directors ensures that processes are in place that will enable the organization to exceed the highest standards set by the CareerSource Florida’s Board of Directors. The CareerSource Okaloosa Walton’s Board of Directors believes the continuous process improvement model, championed by staff, should form the foundation of the local services model. The Board also believes that having the right policies and procedures in place creates a culture that will enable the organization to continue to grow and exceed performance standards.

Managing for Performance – A Successful Performance Model

<Training + Compliance + Monitoring + Corrective Actions = Performance Improvement.>

When it comes to managing performance, the Executive Director in concert with the Quality Assurance, Technical Assistance, Oversight, and Performance (QATA-OP) team, has taken on a greater role regarding performance. The Executive Director continues to emphasize individual accountability as well as the importance of training, compliance, monitoring, corrective actions, and performance improvement. **To that end, Program Managers and program staff are encouraged to take proactive approaches toward improving performance and ensuring the integrity of the CareerSource Quality Assurance Program.**

Managing performance requires adopting a “**best practice**” model that has at its core five key elements. These elements are the core components of CareerSource Okaloosa Walton’s internal control program, and **the reason the organization has reached and sustained a high level of performance:**

- a. **Training.** Training is the first leg of a successful internal control program. Perhaps it is the most important of the five components. The CareerSource Okaloosa Walton’s intensive Initial Training Program (ITP) for frontline staff takes place during the nine-month period following the staff member’s date of hire. The ITP incorporates all of the items necessary for a staff member to function in a position with little or no supervision.
- b. **Compliance.** The second component requires staff to have a thorough understanding of program requirements. Staff must ensure participants are engaged in allowable activities. Some programs require participants to complete activities in a particular sequence. In this case, staff must understand these requirements and ensure compliance.

- (1) **Eligibility.** Determining eligibility for a program correctly is a key step to eliminating disallowed costs. This step must ensure all program participants meet eligibility requirements for the program before enrollments take place and expenditures are authorized.

- c. **Monitoring.** The Quality Assurance Manager in coordination with the Executive Director and Chief Operating Officer ensures quarterly monitoring is conducted for ALL programs within 60 days following the end of each quarter (i.e. February 28/29, May 31, August 31, and November

30). CareerSource Okaloosa Walton uses a “peer” monitoring approach. To ensure the highest integrity of the monitoring process, Program Managers must ensure that all monitoring conducted by program staff is done independently of other program staff.

d. **Corrective Action.** A Monitoring Action Plan (MAP) will be developed for any Programmatic Findings or Non-Compliance Issues discovered during monitoring or other reviews that may take place outside of the monitoring cycle. To ensure guidance is understood and displayed in daily performance on the job, the MAP will remain in effect until the Finding or Non-Compliance Issue is corrected.

(1) Because a Finding or Non-Compliance Issue is a serious violation of standards, the MAP and training must take place as soon as the staff member is available for training. Generally, a staff member will be considered available for training unless in Paid Time Off status.

e. **Performance.** This leg of the Quality Assurance Program is an evaluation of performance outcomes. A primary goal of CSOW is to have high performance in all program areas. However, ***it is important for staff not to let the desire for high performance override the requirements for compliance or eligibility.*** If compliance and eligibility are out of balance, then performance may be negatively affected. Compliance and eligibility should always drive performance.

All CareerSource Okaloosa Walton front-line staff members receive a minimum of 15 hours of continuing training annually to ensure Career Center credentialing is compliant with WIOA and that staff skills remain current and relevant.

(3) Describe how the LWDB considered feedback from one-stop career center customers when evaluating the effectiveness of its one-stop career centers.

RESPONSE

The CareerSource Okaloosa Walton uses a continuous process improvement model that depends on feedback from a variety of sources, such as staff, businesses, job seekers, One-Stop partners, community organizations, and other stakeholders. Continuous feedback followed by the appropriate corrective actions is what keeps the organization performing at a high level.

Customer satisfaction surveys will continue to be promoted and available on Employ Florida, at the CareerSource Okaloosa Walton’s comprehensive Career Center, affiliate sites, and specialized sites to provide all customers with the opportunity to provide feedback to the system. CareerSource Okaloosa Walton has developed an additional feedback form for required One-Stop partners and other stakeholders to provide feedback for system improvements that may affect the memorandum of understanding.

Board staff will analyze the surveys and ensure appropriate action is taken when necessary. Board staff will provide the results of the analysis to the Board of Directors. The results will also be reviewed with Program Managers and career center staff to ensure any necessary actions are understood and carried out.

END OF LOCAL PLAN INSTRUCTIONS

SIGNATURE PAGE

Signature page for the CareerSource Okaloosa Walton Workforce Innovation and Opportunity Act (WIOA) Local Workforce Plan Two-Year Modification January 1, 2023 – December 31, 2024.

Continued from Previous Page

APPROVED BY:

CareerSource Okaloosa Walton Board Chair

By: Scott Seay

Name: Scott Seay

Title: Chair

Date: 09/12/2022

APPROVED BY:

Chief Local Elected Official for Okaloosa County

By: Mel Ponder

Name: Mel Ponder

Title: Chair

Date: September 20, 2022



SIGNATURE CERTIFICATE



REFERENCE NUMBER
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TRANSACTION DETAILS

Reference Number
A9A2048F-FD4E-4CEB-A768-331A7931E0C6

Transaction Type
Packager

Sent At
09/12/2022 08:39 CDT

Executed At
09/12/2022 08:44 CDT

Identity Method
email

Distribution Method
email

Signed Checksum
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Signer Sequencing
Disabled

Document Passcode
Disabled

DOCUMENT DETAILS

Document Name
Plan signatures

Filename
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Pages
2 pages

Content Type
application/pdf

File Size
221 KB

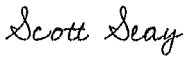
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SIGNERS

SIGNER

Name
Scott Seay
Email
sseay@chelco.com
Components
4

E-SIGNATURE

Status
signed
Multi-factor Digital Fingerprint Checksum
c878daaffbd4985775273a4a9e554b2181970b33ae99919h3bba7f6cb6d2e9de
IP Address
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EVENTS

Viewed At
09/12/2022 08:43 CDT
Identity Authenticated At
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Signed At
09/12/2022 08:44 CDT

AUDITS

TIMESTAMP

09/12/2022 08:39 CDT
09/12/2022 08:39 CDT
09/12/2022 08:43 CDT
09/12/2022 08:44 CDT
09/12/2022 08:44 CDT

AUDIT

Sue Berntsen (sberntsen@careersourceow.com) created document 'Plan_signatures.pdf' on Chrome via Windows from 68.99.56.10.
Scott Seay (sseay@chelco.com) was emailed a link to sign.
Scott Seay (sseay@chelco.com) viewed the document on Chrome via Windows from 192.82.48.10.
Scott Seay (sseay@chelco.com) authenticated via email on Chrome via Windows from 192.82.48.10.
Scott Seay (sseay@chelco.com) signed the document on Chrome via Windows from 192.82.48.10.

ATTACHMENTS

- A. **Executed interlocal agreement that defines how parties carry out roles and responsibilities of the chief local elected official** (if the local area includes more than one unit of general local government in accordance with WIOA § 107(c)(1)(B) .
- B. **Executed agreement between the chief local elected official(s) and the local workforce development board.**
- C. **Evidence of designation of the fiscal agent** by the chief local elected official(s), if other than the chief local elected official.
- D. **Current bylaws** established by the chief local elected official to address criteria contained in 20 CFR 679.310(g) and CareerSource Florida Administrative Policy 110 – Local Workforce Development Area and Board Governance.
- E. **Current board member roster, meeting minutes for the local plan agenda item, discussions about the plan, and the board’s vote on the local plan.**
- F. **Agreements describing how any single entity selected to operate in more than one of the following roles:** local fiscal agent, local board staff, one-stop operator, or direct provider of career services, will carry out its multiple responsibilities, including how it develops appropriate firewalls to guard against conflicts of interest. Also attach copies of detail a) how functions are sufficiently separated; b) descriptions of the steps the local area has taken to mitigate risks that could lead to impropriety; c) firewalls (physical, technological, policies, etc.) created to ensure such risks are mitigated; and d) oversight and monitoring procedures.
- G. Executed Memoranda of Understanding for all one-stop partners (Section III(b)(2) of the State of Florida WIOA Unified Plan).
- H. Executed Infrastructure Funding Agreements with all applicable WIOA required partners (Section III(b)(2) and Section IV(a)(1)(d) of the State of Florida WIOA Unified Plan).
- I. Executed cooperative agreements which define how all local service providers, including additional providers, will carry out the requirements for integration of and access to all services available in the local one-stop delivery system. This includes cooperative agreements (as defined in WIOA section 107(d)(11)(B) between the LWDB or other local entities described in WIOA section 107(d)(11)(C) of the Rehabilitation Act of 1973 (29 U.S.C 721(a)(11)(B)) and the local office of a designated state agency or designated state unit administering programs carried out under Title I of such Act (29 U.S.C. 721(a)(11) with respect to efforts that enhance the provision of services to individuals with disabilities and to other individuals, such as cross-training staff, technical assistance, use and sharing of information, cooperative efforts with employers and other efforts of cooperation, collaboration and coordination.
- J. A description of the process used by the LWDB to obtain input and comments by representatives of business and labor organizations for the development of the comments submitted during the public comment period that represents disagreement with the local plan (WIOA § 108(d)).

INTERLOCAL AGREEMENT

**OKALOOSA COUNTY BOARD OF COUNTY COMMISSIONERS
WALTON COUNTY BOARD OF COUNTY COMMISSIONERS
AND
OKALOOSA WALTON JOBS & EDUCATION PARTNERSHIP, INC., DBA
CAREERSOURCE OKALOOSA WALTON**

This Agreement made and entered into between the Counties of Okaloosa and Walton, of the State of Florida, (hereinafter referred to as Board or Boards), effective July 1, 2020 – June 30, 2024.

WITNESSETH

WHEREAS, the United States Congress has enacted the Workforce Innovation and Opportunity Act (WIOA), Public Law 113-128, July 22, 2014, and charged the State of Florida with the establishment of local Service Delivery Areas; and

WHEREAS, Okaloosa Walton Jobs & Education Partnership, Inc., dba CareerSource Okaloosa Walton (hereinafter referred to as CSOW) has been designated as the Local Workforce Development Area (LWDA) to set policy for the portion of the statewide workforce investment system within the local area; and

WHEREAS, the Counties have been designated as part of the LWDA for the unincorporated and incorporated areas within the confines of their boundaries; and

WHEREAS, a representative of each county's Board of County Commissioners is encouraged to attend and participate with the LWDA; and

WHEREAS, the Chairman of the Board of County Commissioners is signatory to agreements with the Board and has been authorized to represent the Board; and

WHEREAS, the parties desire to enter into an agreement to engage employers and local and regional partners, such as economic development, education, and other community organizations to prepare an educated and skilled workforce under the WIOA.

NOW, THEREFORE, IT IS MUTUALLY AGREED:

1. Establishment

Pursuant to WIOA Section 107, Local Workforce Development Boards; there shall be established, and certified by the Governor of the State, a local workforce development board in each local area.

2. Grant Recipient and Administrative Entity

Pursuant to WIOA Section 107 (d) (12) (B) (i) (I) and (II), the Chief Elected Official shall serve as the local grant recipient and may designate an entity to serve as a local grant sub-recipient for such funds or as a local fiscal agent. The Chief Elected Official hereby designates CAREERSOURCE OKALOOSA WALTON (CSOW) to serve as the Fiscal Agent, and the Grant Recipient for all WIOA funds, as well as those funds allocated to the Local Workforce Development Area for other workforce related programs by both the Federal and State governments. However, the Chief Elected Official is not relieved of the liability for any misuse of grant funds. CSOW shall disburse such grant funds immediately for workforce investment activities at the direction of the CSOW Board of Directors pursuant to the requirements of the WIOA and for other related programs in the appropriate manner authorized by State and Federal laws. CSOW may solicit and accept grants and donations from sources other than Federal funds made available under the WIOA, and other related legislation.

3. Development of the Local Workforce Services Plan

Pursuant to WIOA Section 106 (c) (2) and 20 CFR 679.370 (a), the CSOW Board will prepare the local WIOA Plan consistent with WIOA Section 108 (a) and (b). Prior to submittal of the Plan to the Governor, the CSOW Board shall make available copies of the proposed Plan to the public. The CSOW Board will allow members of the CSOW Board and members of the public, including representatives of business and representatives of labor organizations, to submit comments on the proposed Plan to the CSOW Board not later than the end of the 30-day period beginning on the date on which the proposed Plan is made available. The CSOW Board will also include in the local Plan submitted to the Governor any such comments that represent disagreement with the Plan. Following development of the Local Workforce Services Plan, the CSOW Board will submit it to the Governor.

4. Negotiation of Local Performance Standards

Pursuant to WIOA Section 116 (c) (2) and 20 CFR 679.370 (j), the CSOW Board will negotiate local performance measures with the Chief Elected Official (CEO) and Governor.

5. Employment Statistics

Pursuant to WIOA Section 107 (d) (2) (B), the CSOW Board shall assist the Governor in developing the statewide employment statistics system described in the Wagner-Peyser Act (29 U.S.C. 491– 2(e)), Section 15(e).

6. Program Oversight

Pursuant to WIOA Section 107 (d) (8) (A) (i) and (ii) and (B), the CSOW Board shall:

- a. Conduct oversight of the local youth workforce investment activities authorized under WIOA section 129(c), the local employment and training activities authorized under sub-sections (c) and (d) of WIOA section 134, and the one-stop delivery system in the local area.
- b. Ensure the appropriate use and management of the funds provided under subtitle B for the activities and system described in clause (i); and
- c. For workforce development activities, ensure the appropriate use, management, and investment of funds to maximize performance outcomes under WIOA section 116.

7. Duties and Responsibilities of the CSOW Board

The CSOW Board shall perform the following duties and responsibilities required as one of the 24 designated Workforce Boards in Florida:

- a. Develop the local WIOA Plan and any modification(s) to the Plan; and submit to the CEO for approval; and in partnership submit approved Plan and modifications to the Governor.
- b. Conduct workforce research and regional labor market analysis to include analyses and regular updates of economic conditions, needed knowledge and skills, workforce, and workforce development (including education and training) activities to address the identified education and skill needs of the workforce and the employment needs of employers.
- c. Ensure universal access for workforce services for the residents and businesses of Okaloosa and Walton Counties.
- d. Ensure compliance with all federal, state, and local legislation, regulations and policies.
- e. Provide periodic updates and copies of the Annual Audit to the Boards of County Commissioners of each county.
- f. Perform any other appropriate duties necessary for the accomplishment of and consistent with the purposes of this agreement and Florida's workforce development initiatives.

8. Composition and Appointment of the CSOW Board of Directors' Membership

Pursuant to State law and WIOA Section 107 (b) (2) (A) (i-iii); (B) (i-iv); (C) (i-iii); (D) (i-v); and (E), such criteria shall require at a minimum that a majority of the members of the CSOW Board shall be representatives of business in the local area; and not less than 20 percent of the members shall be representatives of the workforce within the local area. CSOW Board shall include representatives of entities administering education and training activities in the local area; and include representatives of governmental, economic, and community development entities serving the local area.

Members of the Board that represent organizations, agencies, or other entities shall be individuals with optimum policymaking authority with the organizations, agencies or entities. The composition of the membership must generally reflect the racial, gender, and ethnic diversity of the community as a whole. Members shall be appointed for fixed and staggered terms and serve until their successors are appointed.

Any vacancy in the membership of the CSOW Board shall be handled in the same procedural manner as the original appointment. Any member appointed to fill the remaining time of the unexpired term of an outgoing member shall be appointed to only the remaining time of the unexpired term. Any member of the CSOW Board may be removed for cause in accordance with procedures established by the CSOW Board By-Laws. In the event a member is removed for cause, CSOW Board will notify the Board of County Commissioners which appointed the member.

All members appointed to the Board must agree to comply with Florida Government in the Sunshine Law, Conflict of Interest Disclosure, and Financial Disclosure requirements as applicable.

The Board is limited in activity and authority by the provisions of the Workforce Innovation and Opportunity Act.

The minimum required representation for appointment to the CSOW Board of Directors is depicted at Appendix A.

9. Designation of Chief Local Elected Official (CLEO)

As required by federal and state legislation, this Agreement will designate the Chief Local Elected Official (CLEO) for CareerSource Okaloosa Walton. The Chairman of the Walton County Board of County Commissioners (Or his/her designee) and the Chairman of the Okaloosa County Board of County Commissioners (Or his/her designee) will serve in the position of CLEO for alternating years during the period of this Interlocal Agreement. The effective period of service shall be as follows:

Chief Local Elected Official (CLEO) Dates of Service	Okaloosa County	Walton County
July 1, 2020 – June 30, 2021		X
July 1, 2021 – June 30, 2022	X	
July 1, 2022 – June 30, 2023		X
July 1, 2023 – June 30, 2024	X	

In this capacity, the CLEO is designated as the official signatory authority for both counties for the purpose of executing jointly approved documents required for the administration of CSOW. Copies of all such signatures and documents will be provided to all other parties to the agreement in an expeditious manner.

10. No Local Funds Requested of Counties

No funds are being requested from the treasuries of any of the parties to this Agreement for the workforce development initiatives; it being the intent thereof that all funding of the workforce development initiatives and CSOW shall be accomplished entirely by grants and funds available pursuant to workforce development initiative programs. CareerSource Okaloosa Walton serves as the Fiscal Agent and Grant Recipient for federal and state workforce funds allocated to the workforce region.

11. One-Stop Operator

Pursuant to WIOA Section 121(d) (1), the CSOW Board, with the agreement of the chief elected official, is authorized to designate or certify one-stop operators and to terminate for cause the eligibility of such operators.

12. Employer Linkages

The CSOW Board shall coordinate the workforce investment activities authorized by law and carried out in the local area with economic development strategies and develop other employer linkages with such activities.

13. Budget

The CSOW Board shall develop a budget for the purpose of carrying out the duties of the Board under WIOA, subject to the approval of the Chief Elected Official.

14. Standing Committees

Pursuant to State law and WIOA Section 107 (b) (4) (A), the CSOW Board may designate and direct the activities of standing committees to provide information and to assist the Board in carrying out activities under this section. Such standing committees shall be chaired by a member of the CSOW Board; may include other members of the Board and may include other individuals appointed by the Board who are not members of the CSOW Board and who the Board determines have appropriate experience and expertise. The CSOW Board may designate each of the following:

- a. A standing committee to provide information and assist with operational and other issues relating to the one-stop delivery system, which may include as members representatives of the one-stop partners.
- b. A standing committee to provide information and to assist with planning, operational, and other issues relating to the provision of services to youth, which shall include community-based organizations with a demonstrated record of success in serving eligible youth.
- c. A standing committee to provide information and to assist with operational and other issues relating to the provision of services to individuals with disabilities, including issues relating to compliance with WIOA section 188, if applicable, and applicable provisions of the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et seq.) regarding providing programmatic and physical access to the services, programs, and activities of the one-stop delivery system, as well as appropriate training for staff on providing supports for or accommodations to, and finding employment opportunities for, individuals with disabilities.

15. Identification of Eligible Providers of Training Services

Consistent with WIOA Section 122, the CSOW Board shall identify eligible providers of training services in the local area as described in WIOA Section 122 (a), (b), and (c).

16. Non-Discrimination

During the performance of this Agreement, the County and the CSOW Board assure, both individually and jointly, that they will not engage in any form or manner of discrimination

on the basis of race, color, sex, national origin, handicap, marital status, religion or age in the performance of their individual and/or joint functions under this Agreement. The County and the CSOW Board individually and jointly assure compliance with Title VI of the Civil Rights Act of 1964; Title VII of the 1964 Civil Rights Act, as amended; the Florida Human Rights Act of 1977; and all other applicable Federal and State laws, Executive Orders and regulations prohibiting discrimination as hereinabove referenced. These assurances shall be interpreted to include Vietnam-Era Veterans and Disabled Veterans, as applicable.

Furthermore, the Counties and the CSOW Board individually and jointly understand that this Agreement is conditioned upon the variety of these assurances, and that the County and the CSOW Board members bind themselves to such assurances by execution of this Agreement.

17. Severability

If any terms or provisions of this Agreement or the application thereof to any person or circumstance shall, to any extent be held invalid or unenforceable, the remainder of this Agreement, or the application of such terms or provisions to persons or circumstances other than those as to which it is held invalid or enforceable, shall not be affected thereby and every other term and provision of this Agreement shall be valid and enforced to the fullest extent permitted by law.

18. Board Attestation

The CSOW Board represents and warrants that its members have not offered or given any gratuity to any official employee or agent of the Counties or any political party, with the purpose or intent of securing an agreement or securing favorable treatment with respect to the awarding or amending of an agreement or the making of any determinations with respect the performance of an agreement, and that each member has read and is familiar with this provision.

19. Duration of Agreement

This Agreement shall replace an existing agreement in effect from the period date of the Agreement approved by both parties through June 30, 2020 and remain in effect for the geographical area identified herein from the date of approval through June 30, 2024 unless it is replaced by a new Interlocal Agreement.

20. Effective Date

This Agreement shall be effective on the date the Agreement is approved by both parties, whichever event occurs last.



Interlocal Agreement

July 1, 2020 – June 30, 2024

Minimum Board Membership Representation

Board Membership Representation	Okaloosa County	Walton County	At-Large Okaloosa/Walton Counties	Total Members
<u>BUSINESS</u>				
• <i>Business Representatives*</i>	7	7	N/A	14
<u>ECONOMIC DEVELOPMENT</u>				
• Economic Development Organizations	1	1	N/A	2
<u>LABOR/APPRENTICESHIPS</u>				
• <i>Organized Labor/ Representative of Employees</i>	2	0	N/A	2
• <i>Labor Membership/ Apprenticeship</i>	0	0	1	1
<u>EDUCATION</u>				
• <i>Adult Education/ Literacy</i>	0	1	N/A	1
• <i>Institutions of Higher Education</i>	1	1	N/A	2
• <i>Private Education Provider</i>	1	0	N/A	1
<u>COMMUNITY DEVELOPMENT - STATE</u>				
• <i>State Employment Representative**</i>	0	0	0	0
• <i>Rehabilitation Services</i>	0	0	1	1
<u>COMMUNITY DEVELOPMENT - OTHER</u>				
• <i>Community Services Block Grant</i>	N/A	N/A	1	1
• <i>Community Based Organization Serving Disabled Individuals</i>	N/A	N/A	1	1
• <i>Department of Children and Family Services</i>	0	0	1	1
TOTAL VOTING MEMBERS	12	10	5	27

*A majority of Board members shall be representatives of business in the local area

** to be appointed by the State of Florida – currently vacant

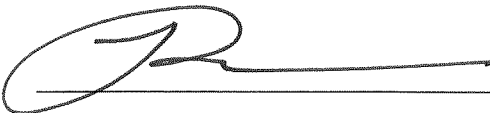
21. Signatures

Evidence of approval of this Agreement by both Boards of County Commissions of Okaloosa and Walton Counties is indicated by the signature of the authorized parties.

IN WITNESS WHEREOF, the parties hereto, by and through the undersigned, have entered into this Agreement.

APPROVED BY:

Chief Elected Official for Okaloosa County

By:  _____

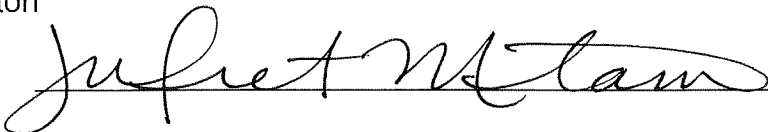


Name: Robert A. "Trey" Goodwin III

Title: Chairman, Okaloosa Board of County Commissioners

Date: FEB 18 2020

Okaloosa Walton Jobs & Education Partnership, Inc. dba CareerSource Okaloosa Walton

By:  _____

Name: Juliet Milam

Title: Chair

Date: February 5, 2020

Attest: Okaloosa Walton Jobs & Education Partnership, Inc. dba CareerSource Okaloosa Walton

By:  _____

Name: Michele Burns

Title: Executive Director

Date: February 5, 2020

Appendix A – Minimum Board Membership Representation


21. Signatures

Evidence of approval of this Agreement by both Boards of County Commissions of Okaloosa and Walton Counties is indicated by the signature of the authorized parties.

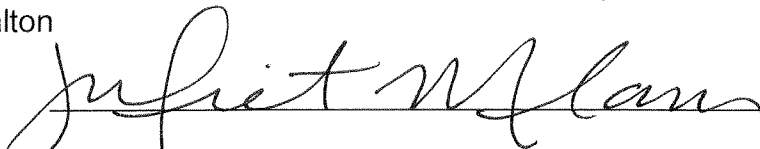
IN WITNESS WHEREOF, the parties hereto, by and through the undersigned, have entered into this Agreement.

APPROVED BY:

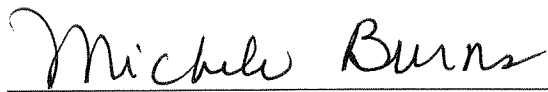
Chief Elected Official for Walton County

By: 
Name: W. W. Chapman
Title: CHAIRMAN - WCB ce
Date: 3/10/20

Okaloosa Walton Jobs & Education Partnership, Inc. dba CareerSource Okaloosa Walton

By: 
Name: Juliet Milam
Title: Chair
Date: February 5, 2020

Attest: Okaloosa Walton Jobs & Education Partnership, Inc. dba CareerSource Okaloosa Walton

By: 
Name: Michele Burns
Title: Executive Director
Date: February 5, 2020

Appendix A – Minimum Board Membership Representation

ATTACHMENT B

Information Included in
Attachment A

ATTACHMENT C

Information Included in
Attachment A

**OKALOOSA-WALTON
JOBS AND EDUCATION PARTNERSHIP, INC.**

(Doing Business As)

CAREERSOURCE OKALOOSA WALTON

BY-LAWS

**APPROVED BY
OKALOOSA-WALTON JOBS AND EDUCATION PARTNERSHIP
Revised June 2, 2021**

An equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. All voice telephone numbers on this document may be reached by persons using TTY/TDD equipment via the Florida Relay Service at 711.

This project is supported by the U.S. Departments of Labor, Health and Human Services, Education, and Agriculture as part of awards totaling \$3,912,739 with 0% financed from non-governmental sources.

**OKALOOSA-WALTON JOBS AND EDUCATION PARTNERSHIP, INC.
BY-LAWS**

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Appendix A Functions of The Local Workforce Development Board

Appendix B Minimum Board Membership Representation

**OKALOOSA-WALTON JOBS AND EDUCATION PARTNERSHIP, INC.
BY-LAWS**

ARTICLE I: NAME

The name of this organization shall be OKALOOSA-WALTON JOBS AND EDUCATION PARTNERSHIP, INC., Doing Business As (DBA) CareerSource Okaloosa Walton, also referred to as CSOW.

ARTICLE II: STATEMENT OF PURPOSE

The Bylaws are the provisions by which the local area will be governed and the LWDB and CareerSource Okaloosa Walton's Board will be managed. The primary purpose of the Board is to set policy and establish oversight of the workforce development system in Okaloosa and Walton counties. As the regional chartered governing board for Okaloosa and Walton counties CareerSource Okaloosa Walton will operate in accordance with Florida's Government in the Sunshine Law.

CareerSource Okaloosa Walton's Board has specific responsibility as the governing Board for federal and state employment and training programs, including, but not limited to the Workforce Florida Act of 1996, Workforce Innovation Act of 2000 (Chapter 445 F.S.), the Workforce Innovation and Opportunity Act (WIOA) of 2014, and any replacement or amended legislation affecting workforce development. The list of the Board's responsibilities required by WIOA can be found at **Appendix A** to the By-laws.

ARTICLE III: BOARD OF DIRECTORS

Section 1: General Powers.

The Business and affairs of the Corporation shall be managed by its Board of Directors.

Section 2: Composition of the Board of Directors.

The composition of the Board of Directors will be in accordance with any federal or state legislation governing local workforce development boards and in accordance with the Interlocal Agreement between Okaloosa and Walton Counties. The minimum required composition for recruiting, nomination, and appointment to the Board of Directors is at **Appendix B** to the By-laws.

The composition of the membership must generally reflect the racial, gender, and ethnic diversity of the community.

Amendments to the provisions of federal or state legislation or the Interlocal Agreement regarding membership requirements for local or regional boards may be implemented without prior amendment to these By-laws.

Section 3: Appointment and Term of Board Chair

The Board Chair shall be elected by the members of the Board and must be one of the business representatives on the Board. The Board Chair may serve for a term of no more than two years and may not serve for than two terms.

The Board Chair shall hold office for the term to which he/she is appointed and until a successor has been vetted and appointed or until his/her earlier resignation, removal from office, or death.

Section 4: Appointment and Term of Members

Board members shall be appointed for no more than eight consecutive years, unless a representative of a governmental agency. Service before July 1, 2021 does not count.

Any member appointed to fill the remaining time of the unexpired term of an outgoing member shall be appointed to only the remaining time of the unexpired term and at the end of the unexpired term may be reinstated by the CLEO for up to eight years.

Any member may be removed from the Board for cause in accordance with procedures established by the Board's By-Laws. In the event a member is removed for cause, CSOW Board will notify the CLEO which appointed the member.

All members appointed to the Board must agree to comply with Florida Government in the Sunshine Law, Conflict of Interest Disclosure, and Financial Disclosure requirements as applicable.

Section 5: Disqualification or Removal from the Board for Cause

The Chair is authorized to request a replacement appointment for any member of the Board of Directors for cause upon 2/3 vote of those Directors present and voting at a regular or special meeting of the Board at which such matter is included on the agenda. The term "cause" includes violations of the By-laws of CareerSource Okaloosa Walton or any governing federal, state, or local law or rule regulating workforce development programs.

Section 6: Resignation from the Board

Any member may resign from the Board by given written notice to the Board Chair.

Section 7: Replacement of Board Members.

The Chair is authorized to request a replacement appointment for any member of the Board of Directors who has voluntarily resigned from the Board or who has been absent for three or more consecutive meetings of the Board without any prior coordination. For the purpose of this section, a member shall not be deemed to be absent if represented by a designee or if present by telephonic or virtual communication.

Section 8: Reappointment to the Board

Previous Board members who were not Disqualified or removed from the Board for cause, may be nominated as a new Board member and appointed by the CLEO as long as they have not served more than eight consecutive years after July 1, 2021.

Section 9: Vacancies.

Vacancies on the Board will be filled in the same manner as original appointments.

Section 10: Regular Meetings.

Regular meetings of the Board of Directors will be held not less frequently than quarterly at a time and place designated by the Board. These meetings may be held virtually when consistent with State or Federal guidance.

Section 11: Special or Emergency Meetings.

Special and emergency meetings of the Board of Directors may be called by the Chair of the Board as necessary to conduct the business of the Board. The Chair shall fix the place, time, and date for holding any special meeting of the Board of Directors consistent with the provision of these By-laws.

Section 12: Notice of Meetings

Written notice of regular meetings of the Board shall be sent not less than seven (7) days prior to the scheduled date of the meeting. The Secretary or his/her designee shall have the responsibility for properly noticing all meetings of the Board of Directors.

Special meetings may be called as necessary by the Chair. Notice of special meetings shall be reasonable and necessary based on the circumstances. Telephone and faxed communications may be used to notify Directors of special called meetings.

All meetings of the Board of Directors shall be properly noticed in accordance with Florida's Government-in-the-Sunshine Law. The schedule of the meetings will be provided to Board members and the public.

Section 13: Quorum.

Forty percent (40%) plus one (1) voting Directors must be in attendance in person or by an electronic means of communication which allows all participating Directors to be heard simultaneously to constitute a quorum for all board meetings. Representatives of Directors shall not be considered in establishing a quorum. No business can be conducted unless a quorum exists.

Section 14: Voting.

All members of the Board of Directors, except ex-officio Directors, shall have the right to vote and to offer motions and to second motions on all issues except where a conflict of interest exists. Each Director has a duty and obligation to disclose any conflict of interest and abstain from voting on any issue where a conflict of interest exists. The abstention from voting and the conflict of interest declaration must be noted and recorded in the official minutes. Approval of any motion requires the affirmative vote of a simple majority of those Directors present and voting for passage unless specified elsewhere in these By-laws.

Proxy voting is not permitted. Persons attending any meeting of the Board of Directors in the absence of and as representatives of Directors may not offer motions or seconds or vote.

Section 15: Minutes

The Secretary or his/her designee shall have responsibility for maintaining accurate minutes of all Board meetings. Copies of all minutes for the preceding meeting shall be sent to all Directors prior to the next scheduled meeting. Minutes will be presented to the Board of Directors by the Secretary for approval.

Minutes of all meetings will be maintained by the designee of the Secretary and made available for public inspection and copying. Minutes will be posted to the CareerSource Okaloosa Walton's website within 15 days after approval by the Board.

ARTICLE IV: OFFICERS

Section 1: Number.

The officers of the Corporation shall be a Chair, a Vice-Chair, a Secretary a Treasurer, a Past Chair and a Member-At-Large representing each county, each of whom shall be elected by the Board of Directors. The Chair shall serve as Chairperson of the Board of Directors. The Chair and Vice-Chair shall be representatives of the private sector. All officers must be members of the Board of Directors.

Section 2: Election and Term of Office.

The Officers of the Corporation shall be elected annually at a regularly scheduled meeting of the Board of Directors which has been duly noticed for that purpose. Term of office shall be from July 1 through June 30. Election of officers shall be held at least 15 calendar days prior to the end of the term for current officers.

Section 3: Procedures for Election of Officers.

The Chair shall appoint a nominating committee and its chair to include representatives from both Okaloosa and Walton Counties. The Nominating Committee will present a slate of nominees for the positions of Chair, Vice-Chair, Secretary, Treasurer, Past Chair and an Executive Committee Member-at-Large from each county. The Secretary or his/her designee will provide written notice of the slate of nominees to the membership of the Board a minimum of **seven (7) calendar days prior** to the scheduled election.

Section 4: Removal.

Any officer elected or appointed by the Board of Directors may be removed by majority vote of the Board of Directors whenever, in its judgment, the best interests of the Corporation will be served thereby.

Section 5: Vacancies.

A vacancy in any office because of death, resignation, removal, disqualification or otherwise may be filled by the Board of Directors for the unexpired portion of the term.

Section 6: Duties of Officers.

(A) Duties of the Chair

The Chair shall be the Chief Executive Officer of the Corporation and preside as Chairperson at all meetings of the Board of Directors and Executive Committee. The Chair shall also serve as the principal representative and spokesperson of the Corporation and the Board of Directors for public information. The Chair shall appoint the chairpersons of all standing committees. The Chair may also appoint ad-hoc committees as necessary to conduct the business of the Board. The Chair shall have such additional powers and duties specifically conferred by law, by the Articles of Incorporation, by these By-laws, or as may be assigned from time to time by the Board of Directors.

(B) Duties of the Vice Chair

In the absence of the Chair, the Vice Chair shall preside at all meetings of the Board of Directors and the Executive Committee. The Vice Chair shall represent the Board on those occasions when the Chair is unable to do so. The Vice-Chair shall have such additional powers and duties specifically conferred by law, by the Articles of Incorporation, by these By-laws, or as may be assigned from time to time by the Board of Directors.

(C) Duties of the Secretary

The Secretary or his/her designee shall record all meetings of the Board of Directors, distribute copies of the minutes in a timely manner and ensure accountability for the maintaining of official files for the Board and shall have the authority to authenticate records of the Corporation. The

Secretary will ensure that minutes are available for inspection and copying by the public in accordance with the Florida Public Records Law.

The Secretary or his/her designee will ensure that notices of all meetings are provided to the membership and the public in a timely manner in accordance with the notice of meetings requirements of Florida's Government in-the-Sunshine law. The Secretary shall have such additional powers and duties specifically conferred by law, by the Articles of Incorporation, by these By-laws, or as may be assigned from time to time by the Board of Directors.

(D) Duties of the Treasurer

The Treasurer shall oversee the fiscal management and financial reporting functions of the Corporation. The Treasurer shall have such additional powers and duties specifically conferred by the law, by the Articles of Incorporation, by these By-laws, or as may be assigned from time to time by the Board of Directors.

Section 7. Delegation of Duties.

In the absence of or disability of any officer of the Corporation or for any other reason deemed sufficient by the Board of Directors, the Board may delegate such officer's powers or duties to any other officer or to any other Director for the time being.

ARTICLE V: EXECUTIVE COMMITTEE

Section 1: Membership and Terms.

The Executive Committee shall consist of the Chair, Vice-Chair, Secretary, Treasurer, Past Chair and one (1) director member-at-large from each of Okaloosa and Walton Counties.

Term of office for each elected office shall be from July 1 through June 30. The Chair may serve up to two (2) two-year terms or a term limit that may be legislated by federal or state legislation or policy as set by the Governor's State Policy Board, CareerSource Florida.

Section 2: Power to Act.

The Executive Committee shall have the power to act on behalf of the Board of Directors on all matters between meetings of the Board when time is of the essence. The actions of the Executive Committee are subject to ratification by the full Board of Directors. The Executive Committee shall also have such other powers as authorized by the Board of Directors.

ARTICLE VI: COMMITTEES

Section 1: Appointments.

The Chair of the Board shall appoint the chairpersons for all committees. The chair of the committee, in consultation with the Chair of the Board, shall recommend committee appointments which shall be subject to the approval of the Executive Committee.

Section 2: Standing Committees

The Executive Committee and the Finance and Audit Committee shall be the Standing Committees of the Board. Other committees will be appointed as needed to oversee and conduct the business of the Board. Standing committees will also be appointed as may be required by federal or state legislation or by state policy as set by the Governor's Policy Board, CareerSource Florida.

(A) Finance and Audit Committee

The Finance and Audit Committee shall have oversight of all fiscal management and operations including budgeting, financial reporting, and audits.

Section 3: Ad-Hoc Committees.

The Chair shall appoint Ad-Hoc Committees as necessary to conduct the business of the Board.

Section 4: Duties of Committee Chairs.

In consultation with the Board Chair, the committee chair shall recommend committee membership to the Executive Committee for approval.

The chair of each committee or his/her designee shall be responsible for properly noticing the committee meetings and for maintaining minutes of the committee meetings. The chair of the standing and ad-hoc committees shall report to the Executive Committee.

Section 5: Meetings of Committees.

Regular meetings of committees may be held, with proper notice, at such time and at such place as shall from time to time be determined by the Committee Chair. Special meetings of the committees may be called by the committee Chair upon two (2) days notice to each of the other members of the committee; or on such short notice as may be required by the circumstances. The form and method of notices shall be that as provided for under Section 7 of Article III of these By Laws (pertaining to Notice for Board of Directors Meetings).

All committee meetings shall be properly noticed in accordance with Florida's Government-in-the-Sunshine Law.

Section 6: Quorum.

A majority of the members of a committee must be in attendance in person or by an electronic means of communication which allows all participating members to be heard simultaneously to constitute a quorum for such meeting.

Section 7: Voting.

The vote of a majority of the committee members present at any meeting at which there is a quorum shall be the act of such committee. Proxy voting is not permitted. Persons attending any Committee meeting in the absence of and as representative of Directors may not offer motions or seconds or votes.

Section 8: Minutes of Committees.

The Chair of each committee shall ensure that regular minutes of their proceedings are kept and the same shall be reported to the Board of Directors when required.

ARTICLE VII: AUTHORITY

The Board is authorized to commit funds as necessary to conduct the business of the Corporation.

ARTICLE VIII: CONFLICT OF INTEREST

Each member of the Board of Directors has the responsibility to disclose any conflict of interest on any issue before the Board. A conflict of interest exists when a Director or a member of his/her immediate family stands to gain financially from the action contemplated by the Board or as may otherwise be established by law.

In accordance with legislation, a Director must abstain from voting or offering any motions on any issue where a conflict exists. The conflict and abstention must be noted in the minutes of Board or committee meetings.

Each Director shall be provided a copy of the Conflict of Interest policy and shall acknowledge receipt and willingness to comply with the policy standards. Each director shall be expected to complete a Disclosure Statement indicating potential financial sources of conflict of interest.

ARTICLE IX: INDEMNIFICATION OF DIRECTORS

The Corporation shall maintain a policy of Errors and Omissions insurance coverage to provide for the indemnification of the Directors. The Corporation shall and does hereby indemnify any person made a party to an action, suit or proceeding, whether civil or criminal or otherwise, brought to impose a liability or penalty on such person for an act alleged to have been committed by such person in his or her capacity of Director or Officer of the Corporation, or for any other corporation which he or she served as such at the request of the Corporation, against judgments

finances, amounts paid in settlement and reasonable expenses, including attorney's fees actually and necessarily incurred as a result of such action, suit or proceeding, or any appeal therein, if such Director or officer acted in good faith in the reasonable belief that such action was in the best interest of the Corporation, and in criminal actions or proceedings without reasonable ground for belief that such action was unlawful. The termination of any such civil or criminal or other action, suit or proceeding by judgment, settlement, conviction or upon a plea of nolo contendere shall not in itself create a presumption that any Director or officer did not act in good faith in the reasonable belief that such action was in the best interest of the Corporation or that he or she had reasonable ground for belief that such action was unlawful.

The foregoing rights of indemnification shall apply to the heirs and personal representatives of any such Director or officer and shall not be exclusive of other rights to which any provision of the Articles of Incorporation, these bylaws, or any agreement, may otherwise apply.

The Board of Directors shall approve the coverage of such errors and omissions policy on an annual basis.

ARTICLE X: AMENDMENTS

Any portion of these By-laws may be amended, modified, or repealed by an affirmative vote of a majority of those Directors present at a duly scheduled meeting of the Board of Directors. Before any vote can occur on any amendment to the By-laws, notice of the proposed changes in the By-laws must be sent to all Directors with the proper notice of the scheduled meeting.

ARTICLE XI: ENACTMENT PROVISIONS

These By-laws shall become effective upon the affirmative vote of a simple majority of voting members at a duly constituted and properly announced meeting of the Board of Directors.



Functions of the Local Workforce Development Board

Reference: 20 Code of Federal Regulations (CFR) 679.370.

As provided in WIOA sec. 107(d), the LWDB must:

- (a) Develop and submit a 4-year local plan for the local area, in partnership with the chief elected official and consistent with WIOA sec. 108.
- (b) If the local area is part of a planning region that includes other local areas, develop and submit a regional plan in collaboration with other local areas. If the local area is part of a planning region, the local plan must be submitted as a part of the regional plan.
- (c) Conduct workforce research and regional labor market analysis to include:
 - (1) Analyses and regular updates of economic conditions, needed knowledge and skills, workforce, and workforce development (including education and training) activities to include an analysis of the strengths and weaknesses (including the capacity to provide) of such services to address the identified education and skill needs of the workforce and the employment needs of employers;
 - (2) Assistance to the Governor in developing the statewide workforce and labor market information system under the Wagner-Peyser Act for the region; and
 - (3) Other research, data collection, and analysis related to the workforce needs of the regional economy as the WDB, after receiving input from a wide array of stakeholders, determines to be necessary to carry out its functions
- (d) Convene local workforce development system stakeholders to assist in the development of the local plan under 20 CFR 679.550 and in identifying non-Federal expertise and resources to leverage support for workforce development activities. Such stakeholders may assist the LWDB and standing committees in carrying out convening, brokering, and leveraging functions at the direction of the LWDB.
- (e) Lead efforts to engage with a diverse range of employers and other entities in the region in order to:
 - (1) Promote business representation (particularly representatives with optimum policymaking or hiring authority from employers whose employment

opportunities reflect existing and emerging employment opportunities in the region) on the LWDB.

- (2) Develop effective linkages (including the use of intermediaries) with employers in the region to support employer utilization of the local workforce development system and to support local workforce investment activities.
 - (3) Ensure that workforce investment activities meet the needs of employers and support economic growth in the region by enhancing communication, coordination, and collaboration among employers, economic development entities, and service providers; and
 - (4) Develop and implement proven or promising strategies for meeting the employment and skill needs of workers and employers (such as the establishment of industry and sector partnerships), that provide the skilled workforce needed by employers in the region, and that expand employment and career advancement opportunities for workforce development system participants in in-demand industry sectors or occupations;
- (f) With representatives of secondary and postsecondary education programs, lead efforts to develop and implement career pathways within the local area by aligning the employment, training, education, and supportive services that are needed by adults and youth, particularly individuals with barriers to employment;
- (g) Lead efforts in the local area to identify and promote proven and promising strategies and initiatives for meeting the needs of employers, workers and job seekers, and identify and disseminate information on proven and promising practices carried out in other local areas for meeting such needs;
- (h) Develop strategies for using technology to maximize the accessibility and effectiveness of the local workforce development system for employers, and workers and job seekers, by:
- (1) Facilitating connections among the intake and case management information systems of the one-stop partner programs to support a comprehensive workforce development system in the local area.
 - (2) Facilitating access to services provided through the one-stop delivery system involved, including access in remote areas.
 - (3) Identifying strategies for better meeting the needs of individuals with barriers to employment, including strategies that augment traditional service delivery, and increase access to services and programs of the one-stop delivery system, such as improving digital literacy skills; and
 - (4) Leveraging resources and capacity within the local workforce development system, including resources and capacity for services for individuals with barriers to employment.

- (l) In partnership with the chief elected official for the local area:
- (1) Conduct oversight of youth workforce investment activities authorized under WIOA sec. 129(c), adult and dislocated worker employment and training activities under WIOA secs. 134(c) and (d), and the entire one-stop delivery system in the local area.
 - (2) Ensure the appropriate use and management of the funds provided under WIOA subtitle B for the youth, adult, and dislocated worker activities and one-stop delivery system in the local area; and
 - (3) Ensure the appropriate use management, and investment of funds to maximize performance outcomes under WIOA sec. 116.
- (j) Negotiate and reach agreement on local performance indicators with the chief elected official and the Governor.
- (k) Negotiate with CEO and required partners on the methods for funding the infrastructure costs of one-stop centers in the local area in accordance with 20 CFR 678.715 of this chapter or must notify the Governor if they fail to reach agreement at the local level and will use a State infrastructure funding mechanism.
- (l) Select the following providers in the local area, and where appropriate terminate such providers in accordance with 2 CFR part 200:
- (1) Providers of youth workforce investment activities through competitive grants or contracts based on the recommendations of the youth standing committee (if such a committee is established); however, if the LWDB determines there is an insufficient number of eligible training providers in a local area, the LWDB may award contracts on a sole-source basis as per the provisions at WIOA sec. 123(b);
 - (2) Providers of training services consistent with the criteria and information requirements established by the Governor and WIOA sec. 122.
 - (3) Providers of career services through the award of contracts, if the one-stop operator does not provide such services; and
 - (4) One-stop operators in accordance with 20 CFR 678.600 through 20 CFR 678.635 of this chapter.
- (m) In accordance with WIOA sec. 107(d)(10)(E) work with the State to ensure there are sufficient numbers and types of providers of career services and training services serving the local area and providing the services in a manner that maximizes consumer choice, as well as providing opportunities that lead to competitive integrated employment for individuals with disabilities;

- (n) Coordinate activities with education and training providers in the local area, including:
 - (1) Reviewing applications to provide adult education and literacy activities under WIOA title II for the local area to determine whether such applications are consistent with the local plan.
 - (2) Making recommendations to the eligible agency to promote alignment with such plan; and
 - (3) Replicating and implementing cooperative agreements to enhance the provision of services to individuals with disabilities and other individuals, such as cross training of staff, technical assistance, use and sharing of information, cooperative efforts with employers, and other efforts at cooperation, collaboration, and coordination;
- (o) Develop a budget for the activities of the LWDB, with approval of the chief elected official and consistent with the local plan and the duties of the LWDB.
- (p) Assess, on an annual basis, the physical and programmatic accessibility of all one-stop centers in the local area, in accordance with WIOA sec. 188, if applicable, and applicable provisions of the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et seq.); and
- (q) Certification of one-stop centers in accordance with 20 CFR 678.800 of this chapter.

An equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. All voice telephone numbers on this document may be reached by persons using TTY/TDD equipment via the Florida Relay Service at 711.

This project is supported by the U.S. Departments of Labor, Health and Human Services, Education, and Agriculture as part of awards totaling \$3,912,739 with 0% financed from non-governmental sources.



Interlocal Agreement

July 1, 2020 – June 30, 2024

Minimum Board Membership Representation

Board Membership Representation	Okaloosa County	Walton County	At-Large Okaloosa/Walton Counties	Total Members
<u>BUSINESS</u>				
• <i>Business Representatives*</i>	7	7	N/A	14
<u>ECONOMIC DEVELOPMENT</u>				
• Economic Development Organizations	1	1	N/A	2
<u>LABOR/APPRENTICESHIPS</u>				
• <i>Organized Labor/ Representative of Employees</i>	2	0	N/A	2
• <i>Labor Membership/ Apprenticeship</i>	0	0	1	1
<u>EDUCATION</u>				
• <i>Adult Education/ Literacy</i>	0	1	N/A	1
• <i>Institutions of Higher Education</i>	1	1	N/A	2
• <i>Private Education Provider</i>	1	0	N/A	1
<u>COMMUNITY DEVELOPMENT - STATE</u>				
• <i>State Employment Representative**</i>	0	0	0	0
• <i>Rehabilitation Services</i>	0	0	1	1
<u>COMMUNITY DEVELOPMENT - OTHER</u>				
• <i>Community Services Block Grant</i>	N/A	N/A	1	1
• <i>Community Based Organization Serving Disabled Individuals</i>	N/A	N/A	1	1
• <i>Department of Children and Family Services</i>	0	0	1	1
TOTAL VOTING MEMBERS	12	10	5	27

*A majority of Board members shall be representatives of business in the local area

** to be appointed by the State of Florida – currently vacant

An equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. All voice telephone numbers on this document may be reached by persons using TTY/TDD equipment via the Florida Relay Service at 711.

This project is supported by the U.S. Departments of Labor, Health and Human Services, Education, and Agriculture as part of awards totaling \$3,912,739 with 0% financed from non-governmental sources.

Alan Baggett	BIA of Okaloosa & Walton Counties	07/01/2021 - 06/30/2029
Dr. Melinda Bowers	University of West Florida	07/01/2021 - 06/30/2029
April Branscome	Okaloosa County Schools	07/01/2021 - 06/30/2029
Sam Burkett	Torch Technologies	07/01/2021 - 06/30/2029
Julie Cotton	Northwest Florida State College	07/13/2022 - 07/12/2030
Michelle Crocker	FirstNation Group	07/01/2021 - 06/30/2029
Wyndy Crozier	Walton County Schools	07/01/2021 - 06/30/2029
Bill Dillman	Goodwill Gulf Coast	07/01/2021 - 06/30/2029
Jean Anne Encardes	Waste Management	07/01/2021 - 06/30/2029
Louis Erickson	Bit-Wizards	07/01/2021 - 06/30/2029
Ron Garriga	Embry-Riddle Aeronautical University	07/01/2021 - 06/30/2029
David Haines	Precision Measurement, Inc.	05/17/2022 - 05/16/2030
Bill Imfeld	Walton County Economic Development Alliance	07/01/2021 - 06/30/2029
Bernard H. Johnson, Jr.	Florida Power & Light	07/01/2021 - 06/30/2029
Joel Paul	Tri-County Community Council	07/01/2021 - 06/30/2029
Rebecca Pazik	St. Joe Hospitality	07/01/2021 - 06/30/2029
Cheryl Pedone	Vocational Rehabilitation	11/22/2021 - 11/21/2029
Scarlett Phaneuf	Power South	07/01/2021 - 06/30/2029
Scott Seay	CHELCO	07/01/2021 - 06/30/2029
Nathan Sparks	One Okaloosa EDC	07/01/2021 - 06/30/2029
Shayne Stewart	Florida Firefighters	07/01/2021 - 06/30/2029
Pam Tedesco	The Arland Affiliation	07/01/2021 - 06/30/2029
Al Ward	Deep Gulf, Inc.	07/01/2021 - 06/30/2029
Hon. Mel Ponder	Okaloosa Board of County Commissioners Liaison	01/01/2021 - 12/31/2021
Hon. Michael Barker	Walton Board of County Commissioners Liaison	01/01/2021 - 12/31/2021

Consent Item 4

CAREERSOURCE OKALOOSA WALTON REQUEST TO SERVE AS ONE-STOP OPERATOR

The Workforce Innovation and Opportunity Act (WIOA) requires local workforce development boards (LWDBs) to use a competitive procurement process to select a one-stop operator, and to conduct a competitive procurement of one-stop operators at least once every four years. However, WIOA does not prohibit a local board from requiring competitive procurement more frequently. A local workforce development board may select a one-stop operator through sole source selection only under the criteria outlined in 20 CFR 678.610 and 2 CFR 200.320(f). Sole source procurement can only be done if:

- the item or service is available only from a single source,
- the public exigency or emergency for the item or service will not permit a delay resulting from competitive solicitation,
- the federal awarding agency or pass-through entity expressly authorizes non-competitive proposals in response to a written request from the non-federal entity; or
- after solicitation of several sources and competition is determined inadequate, whether for reasons of number or quality of proposals/bids.

Local boards that use the sole source selection must prepare and maintain written documentation describing the entire process of making such a selection. Sole source procurement must be done in accordance with locally established internal control and conflict of interest policies; and procedures pursuant to 20 CFR 679.430.

CareerSource Okaloosa Walton submitted a request to serve as a one-stop operator in July 2020. The Florida Department of Economic Opportunity reviewed this request and found CareerSource Okaloosa Walton sufficiently met the requirements to be designated as the one-stop operator and recommends retroactive approval from July 1, 2020, through June 30, 2023, as requested.

The CareerSource Florida professional team recommends the CareerSource Florida Board of Directors approve this request.

FOR CONSIDERATION

Approve CareerSource Okaloosa Walton's request to operate as a one-stop operator.

Supporting Documents

CareerSource Okaloosa Walton's request for CareerSource Okaloosa Walton to be Named as One-Stop Operator July 1, 2020-June 30, 2023.



**APPROVAL OF CAREERSOURCE OKALOOSA WALTON'S
REQUEST TO SERVE AS ONE-STOP OPERATOR**

The Workforce Innovation and Opportunity Act (WIOA) requires local boards to competitively procure one-stop operator. CareerSource Okaloosa Walton is submitting a request to serve as a one-stop operator. A local workforce development board may select a one-stop operator through sole source selection only under the criteria outlined in 20 CFR 678.610 and 2 CFR 200.320(f). Sole source procurement can only be done if:

- the item or service is available only from a single source.
- the public exigency or emergency for the item or service will not permit a delay resulting from competitive solicitation.
- the federal awarding agency or pass-through entity expressly authorizes non-competitive proposal in response to a written request from the non-federal entity, or
- after solicitation of several sources and competition is determined inadequate, whether for reasons of number or quality of proposals/bids.

After careful consideration of the above criteria and documented action steps to secure responses to the Request for Proposal (RFP) for One-Stop Operator Services, there were zero proposals submitted in response to the RFP.

As a result of receiving no responses to the Request for Proposal, on Wednesday, June, 10, 2020, the CareerSource Okaloosa Walton Board of Directors approved CareerSource Okaloosa Walton to be the one-stop operator for a three year period, July 1, 2020 through June 30, 2023.

Sole source procurement was done in accordance with locally established internal controls and conflict of interest policies, and procedures pursuant to 20 CFR 679.430.

NEEDED ACTION

- Approve CareerSource Okaloosa Walton's request to operate as a one-stop operator.

**Workforce Innovation and Opportunity Act One-Stop Operator Services
Request for CareerSource Okaloosa Walton to be named as a One-Stop Operator**

Background:

WIOA (Workforce Innovation Opportunity Act - Pub. L. 113-128), establishes the requirement for the procurement of One-Stop Operators in the workforce system.

This role would not impact or change the already established CareerSource Okaloosa Walton day-to-day operations which includes an established firewall and conflict of interest guidelines.

The primary responsibilities for the One-Stop Operator include:

- *Conduct quarterly reviews of each One-Stop Career Center in our two-county area to ensure effective delivery of all partner programs.*
- *Coordinate with senior management, key partners, and officials to review program delivery efficiencies and make recommendations of best practices and training options for continuous improvement via quarterly strategy meetings.*
- *Administer and enhance Memorandum of Understandings (MOUs) with partnering programs, agencies, and services to establish an integrated workforce 'system' that extends beyond basic workforce services.*

As required to ensure compliance with the WIOA legislation, CSOW released the Request for Proposal (RFP) for One-Stop Operator as outlined by the following timeline:

PROCUREMENT PROCESS AND TIMELINE

Critical Date	Time	Procurement Action	Outcome
April 15, 2020	4:00 p.m.	RFP issued by CareerSource Okaloosa Walton	RFP Issued
April 24, 2020	1:00 p.m.	Bidders' Conference	No attendees
April 30, 2020	4:00 p.m.	Questions/Requests for Clarification Deadline	None submitted
May 4, 2020	4:00 p.m.	Answers to questions posted at www.careersourceokaloosawalton.com	None submitted
May 6, 2020	4:00 p.m.	Letter of Intent to Propose Deadline	None submitted
May 15, 2020	4:00 p.m.	Proposal submittal Deadline	RFP closed
June 3, 2020	8:30 a.m.	Board of Directors' approval	Not required
June 17, 2020	4:00 p.m.	Target date for contract execution	Not required
July 1, 2020	8:00 a.m.	Provision of services begins	July 1, 2020

Advertising & Publishing RFP.....April 15, 2020

- *RFP posted on CSOW Website*
- *RFP forwarded to entities on Vendor List, local education agencies and nonprofits*



With due consideration given to following approved local and State procurement policies to ensure a comprehensive outreach to secure proposals for One-Stop Operator services, there were NO responses received by CSOW for the local One-Stop Operator services.

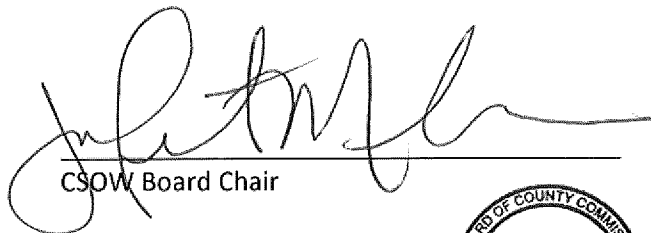
Since there were no proposals submitted in response to the RFP, on Wednesday, June, 10, 2020, the CareerSource Okaloosa Walton Board of Directors approved CareerSource Okaloosa Walton to be the One-Stop Operator for the period, July 1, 2020 through June 30, 2023.

20 CFR 679.430 delineates that local CareerSource Boards may be named as the One-Stop Operator ensuring written agreements are in place to carry out its responsibilities while demonstrating compliance with WIOA and corresponding regulations, and the State’s conflict of interest policy. The following parameters are in place and proclaimed in Attachment A of this request:

- Eliminate conflicts of interest.
- Establishing appropriate firewalls; and,
- Establish oversight, monitoring, and evaluation of performance

Attachment A outlines the CSOW policies to ensure compliance as outlined in the WIOA legislation.

The CSOW Board of Directors is hereby requesting consideration for approval from the Okaloosa and Walton Board of County Commissioners to be named the local One-Stop Operator in compliance with the WIOA legislation.



 CSOW Board Chair

6-11-2020

 Date



 Okaloosa County Commissioners Board Chair



JUL 07 2020

 Date

 Walton County Commissioners Board Chair

 Date

**Workforce Innovation and Opportunity Act One-Stop Operator Services
Request for CareerSource Okaloosa Walton to be named as a One-Stop Operator July 1, 2020-June 30, 2023**



With due consideration given to following approved local and State procurement policies to ensure a comprehensive outreach to secure proposals for One-Stop Operator services, there were NO responses received by CSOW for the local One-Stop Operator services.

Since there were no proposals submitted in response to the RFP, on Wednesday, June, 10, 2020, the CareerSource Okaloosa Walton Board of Directors approved CareerSource Okaloosa Walton to be the One-Stop Operator for the period, July 1, 2020 through June 30, 2023.

20 CFR 679.430 delineates that local CareerSource Boards may be named as the One-Stop Operator ensuring written agreements are in place to carry out its responsibilities while demonstrating compliance with WIOA and corresponding regulations, and the State's conflict of interest policy. The following parameters are in place and proclaimed in Attachment A of this request:

- Eliminate conflicts of interest.
- Establishing appropriate firewalls; and,
- Establish oversight, monitoring, and evaluation of performance

Attachment A outlines the CSOW policies to ensure compliance as outlined in the WIOA legislation.

The CSOW Board of Directors is hereby requesting consideration for approval from the Okaloosa and Walton Board of County Commissioners to be named the local One-Stop Operator in compliance with the WIOA legislation.



 CSOW Board Chair

6-11-2020

 Date



 Okaloosa County Commissioners Board Chair
 Walton

6/23/20

 Date

 Walton County Commissioners Board Chair

 Date

**Workforce Innovation and Opportunity Act One-Stop Operator Services
Request for CareerSource Okaloosa Walton to be named as a One-Stop Operator July 1, 2020-June 30, 2023**

Attachment A

One-Stop Operator following the required policies outlined in WIOA legislation:

- Eliminate Conflicts of Interest;
- Establishing appropriate firewalls; and,
- Establish oversight, monitoring, and evaluation of performance

Conflict of Interest (CSOW Board Member)

- CareerSource Okaloosa Walton Policy prohibits any Board Member from participating in the selection, award, or administration of a contract involving the Board if a real or apparent conflict of interest would be involved. Such a conflict would arise when the Board member or any member of his or her immediate family, his or her partner, or an organization that employs or is about to employ any of the parties indicated, has a financial or other interest in the firm, vendor, or service provider selected.
- If a Board member is aware (from the published agenda) of a conflict of interest prior to the Board meeting, the Board member must file a disclosure, indicating the nature of the conflict in a written memorandum to be filed with the person responsible for recording the Board minutes of the meeting, prior to the meeting in which consideration of the matter will take place. The memorandum becomes a public record upon filing and will immediately be provided to the other members of the Board, and will be read publicly at the next meeting held subsequent to the filing of this written memorandum.
- In the event that disclosure has not been made prior to the meeting or that any conflict is unknown prior to the meeting, the disclosure must be made orally at the meeting when it becomes known that a conflict exists. A written memorandum disclosing the nature of the conflict must be filed within 15 days after the oral disclosure with the person responsible for recording the minutes of the meeting and will be incorporated into the minutes of the meeting at which the oral disclosure was made. The memorandum becomes a public record upon filing, and will immediately be provided to the other members of the Board. The memorandum will be read publicly at the next meeting held subsequent to the filing of the memorandum.

Conflict of Interest (CSOW Employee)

- CareerSource Okaloosa Walton Policy prohibits any employee from participating in the selection, award, or administration of a contract involving CareerSource Okaloosa Walton if a real or apparent conflict of interest would be involved. Employees who are directly involved in providing services to clients shall not participate in a transaction if a real or apparent conflict of interest would be involved. Such a conflict would arise when the employee or any member of his or her immediate family, his or her partner, or an organization that employs or is about to employ any of the parties indicated herein, has a financial or other interest that is the result of the transaction. Any employee who may be engaged in the procurement of goods and services for CareerSource Okaloosa Walton has an obligation to disclose any real or apparent conflict of interest with any

vendor or contractor. Any employee who may be engaged in providing program services to clients has an obligation to disclose any real or apparent conflict of interest and to relinquish case management to an appropriate member of the Management Team.

- Staff members who have a conflict of interest with any applicant for services may not participate in any eligibility determination, approval for enrollment, or approval for the provision of funded services. The conflict must be made known in writing and submitted to the Executive Director. The Executive Director will assign other staff members to determine eligibility and to provide any additional services. In the event the conflict of interest resides with the Regional Program Manager, the Center Manager will notify the Executive Director in writing so that the Executive Director may assign appropriate staff to provide services. Reports of improper practice should be submitted directly to the Executive Director, except when the alleged impropriety appears to involve the Executive Director. Then, in such cases, reports should be referred to the Chair of the Executive Committee.

Conflict of Interest Statements

- Board Members are asked to sign an overall Conflict of Interest Statement acknowledging CareerSource Policy when they are elected to the Board. Staff members are required to sign a like Conflict of Interest Statement as part of their New Hire packet acknowledging CareerSource Conflict of Interest Policy as it pertains to staff members.

Firewall

- CareerSource Okaloosa Walton Policies define the Role of the Board, Executive Director, and staff. The Board of Directors is responsible for oversight of the organization by establishing board policies; identifying and proactively dealing with emerging issues; interpreting the organization's mission to the public; selecting and evaluating the performance of the Executive Director; establishing and maintaining programs and systems designed to assure compliance with terms of charter, contracts, and grants; selecting any Service Providers if direct services are not provided; and selecting the One Stop Operator as set forth in sec 121 (d) (2) (A) of the WIOA Innovation and Opportunity Act.

The Executive Director is responsible for hiring and evaluating staff for each of the organization's departments. The Executive Director is responsible for CareerSource Okaloosa Walton staff that provides direct services at the One Stop Center and Satellite Offices. In addition, the Executive Director is responsible for the coordination of services delivered by staff of any selected Service Provider and all Partner organizations including staff of the Department of Economic Opportunity. The Executive Director acts as head of the Management Team of CareerSource Okaloosa Walton which includes the Chief Operations Officer, the Finance Director, Assigned Program Managers, Quality Assurance, Center Manager and Site Coordinators for each of the locations providing services. The Executive Director has been clearly designated as the sole person accountable to the Workforce Board. All other Board staff report to and take direction from the Executive Director.

- The Operations Organizational Structure shows the Executive Director has delegated authority for day-to-day operations management to the Chief Operating Officer (COO). The Chief Operating

Officer has authority and responsibility for all programs and services provided through the CareerSource Okaloosa Walton system. The Chief Operating Officer provides direct supervision to the CareerSource Okaloosa Walton Center Managers. All staff located within a CareerSource Okaloosa Walton One Stop Center, including all program staff, and Department of Economic Opportunity staff, report to the Chief Operating Officer for day to day operations.

- Through continued communication from the CSOW Executive Director to CSOW Board of Directors the message is clearly delivered that the Board's primary mission is one of design, oversight, and policy making and not management of day to day operations. Board members and Committees are keenly aware of the distinction in the roles of Board oversight and role of staff to manage the operations. The Executive Director has been clearly designated as the sole person accountable to the Workforce Board. All other Board staff report to and take direction from the Executive Director.

Oversight, monitoring, and evaluation of performance (Fiscal and Program)

- CareerSource Okaloosa Walton measures fiscal performance based upon several requirements. These include an annual independent audit conducted by an outside accounting firm; ongoing fiscal monitoring conducted by DEO; internal monitoring for compliance with requirements outlined by the State and as reported in the State One-Stop Management Information System (OSMIS). The Finance Committee appointed by the Board of Directors meets at a minimum four times a year to review budget, expenditures, reporting requirements and internal financial statements. The Finance Committee Chair is responsible for reporting to the full Board at regularly scheduled meetings. The independent audit is presented annually to the Executive Committee or full Board of Directors when completed.
- CareerSource Okaloosa Walton staffing structure allows for a full time Quality Assurance position in addition to the COO and Program Specific Managers who report to the COO. Quality Assurance is a very high priority with monitoring of all programs and processes conducted on a minimum quarterly. Historically, CSOW has been a high-performing board and expects to continue this high level of performance under WIOA. CareerSource Okaloosa Walton management also conducts frequent monitoring and review of local operating procedures, services, and performance for continuous improvement purposes. All CSOW monitoring related activities are reviewed by the Executive Director and if warranted, immediate corrective action plans are implemented for any concerns identified.

Board of Directors Meeting Agenda

JUNE 4, 2020 • 9 – 11:30 A.M. ET

TO JOIN THE MEETING:

WEBINAR: [HTTP://WFL.ADOBECONNECT.COM/CSFBOD](http://wfl.adobconnect.com/csfbod)

CALL-IN NUMBER: 1 (800) 832-0736

CONFERENCE ROOM NUMBER: 1650989

Chairman's Welcome & Remarks

Kevin Doyle

Mission Moment – Florida Economic Development Council (FEDC)

Kelly Smallridge
Chair, Board of Directors

Consent Agenda

Kevin Doyle

1. Feb. 20, 2020, Meeting Minutes
2. Local Workforce Development Boards – Approval of Local Plans
3. Local Workforce Development Boards – Direct Providers of Workforce Services
4. CareerSource Florida Administrative Policies

President's Report

Michelle Dennard

Strategic Policy and Performance Council Report

Brittany Birken

Finance Council Report

Arnie Girnun

Action Items

1. Fiscal Year 2020-2021 CareerSource Florida Network Funding
2. Strategic Policy on State Board Roles and Responsibilities

Andrew Collins
Kevin Doyle

Federal Update and Board Dialogue

Assistant Secretary John Pallasch
U.S. Department of Labor

Florida Department of Economic Opportunity Update

Ruth Dillard

Partners Report

Robin King
Florida Workforce Development Association President

Open Discussion/Public Comment

Chairman's Closing Remarks

Kevin Doyle

Upcoming Meetings

Strategic Policy and Performance Council Webinar – June TBD

Board Meeting – September TBD

Board Meeting and Finance Council – December TBD

collaborate.
innovate.
lead.



Consent Item 2

Approved _____
Disapproved _____

Consent Item 2

WORKFORCE INNOVATION AND OPPORTUNITY ACT LOCAL WORKFORCE DEVELOPMENT BOARD FOUR-YEAR (2020-2024) PLAN APPROVAL

The Workforce Innovation and Opportunity Act requires each local workforce development board to develop and deliver to the state a four-year plan. These plans must be submitted in partnership with the local chief elected official.

Regulations require states and local workforce development boards to regularly revisit and recalibrate state plan strategies in response to changing economic conditions and workforce needs of the state (20 CFR, Unified and Combined Plans Under Title I of Workforce Innovation and Opportunity Act, §676.135). CareerSource Florida issued local plan instructions to the local workforce development boards on October 11, 2019. Plans were due to CareerSource Florida on April 30, 2020. The local plans have been reviewed by the Department of Economic Opportunity and are available for review by the CareerSource Florida board [at this link](#).

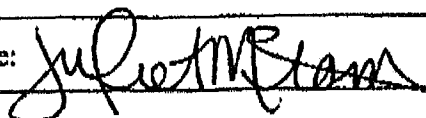
CareerSource Florida and the Department of Economic Opportunity recommend approval of the local plans for all 24 local workforce development boards, contingent on any additional information or approval signatures required.

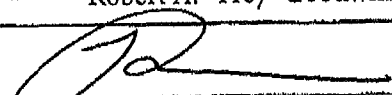
FOR CONSIDERATION

Approve the Workforce Innovation and Opportunity Act (WIOA) local plans for all 24 local workforce development boards.

STATEMENT OF INTENT
(Requesting Permission to Serve As a Direct Service Provider)

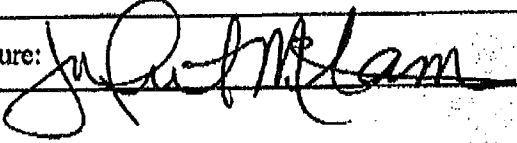
LOCAL WORKFORCE AREA INFORMATION	
Name of Local Area:	CareerSource Okaloosa Walton
LWDB Number:	2
Date of Submission:	
Contact Person Name:	Phone:
Michele Burns	850-651-2315
	Email Address:
	mburns@careersourceow.com
AMENDMENT TO THE LOCAL WORKFORCE SERVICES PLAN	
<p>This amendment authorizes designation of the Local Workforce Development Board as a direct provider of certain services by agreement of the Chief Elected Official and the Governor.</p> <p>The Local Workforce Service Plan will be amended to include designation of the Local Workforce Development Board as a direct provider of workforce services (other than training services). This amendment to the Local Workforce Service Plan will be effective for the period from <u>July 1, 2020</u> through <u>June 30, 2023</u>.</p> <p>The signatures below certify agreement to the plan amendment submitted by the Local Workforce Development Board and the assurance that the Local Workforce Development Board will operate in accordance with this plan amendment and applicable federal and state laws and regulations.</p>	


LOCAL WORKFORCE DEVELOPMENT BOARD CHAIRMAN	
Name: Juliet Milam	Title: Board Chair
Signature: 	Date: 4/13/2020

LOCAL CHIEF ELECTED OFFICIAL	
Name and Title: Robert A. "Trey" Goodwin III	County: Okaloosa
Signature: 	Date: APR 28 2020

REQUEST FOR EXTENSION

LOCAL WORKFORCE AREA INFORMATION	
Name of Local Area: CareerSource Okaloosa Walton	
LWDB Number: 2	
Date of Submission: APR 28 2020	
Contact Person Name: Michele Burns	Phone: 850-651-2315 Email Address: mburns@careersourceow.com
AMENDMENT TO THE LOCAL WORKFORCE SERVICES PLAN	
<p>The Local Workforce Development Board seeks to extend its designation as a direct service provider of certain services by agreement of the Chief Elected Official and the Governor. This extension to the designation of the Local Workforce Development Board as a direct service provider of certain services is to be effective for the period <u>July 1, 2020</u> through <u>June 30, 2023</u>.</p> <p>The signatures below certify agreement to the request for extension submitted by the Local Workforce Development Board and the assurance that the Local Workforce Development Board will operate in accordance with this extension, its Workforce Service Plan, and applicable federal and state laws and regulations.</p>	

LOCAL WORKFORCE DEVELOPMENT BOARD CHAIRMAN	
Name: Juliet Milan	Title: Board Chair
Signature: 	Date: 4/13/2020

LOCAL CHIEF ELECTED OFFICIAL	
Name and Title: Robert A. "Trey" Goodwin III	County: Okaloosa
Signature: 	Date: APR 28 2020



**CareerSource Okaloosa Walton
WIOA: Direct Provider of Workforce Services - Request for Extension**

BACKGROUND

As outlined in Administrative Policy 083, Local Workforce Development Boards (LWDBs) are required to submit a request for extension when serving as a Direct Provider of Workforce Services in their local area. To operate as a Direct Provider of Workforce Services (other than training services), the LWDB must state they wish to extend their permission to be a direct provider of workforce services by April 24, 2020.

CareerSource Okaloosa Walton is submitting this document to officially announce that it wishes to extend its operations as a **WIOA: Direct Provider of Workforce Services through June 30, 2023**. The responses below are provided to support this request for extension.

RESPONSES

1. A REVIEW OF HOW THE DIRECT PROVISION OF WORKFORCE SERVICES DURING THE PRIOR PERIOD FIT THE BUSINESS MODEL THAT THE LWDB PROPOSED IN ITS ORIGINAL REQUEST AND ANY PROPOSED CHANGES IN THE BUSINESS MODEL OR THE PARTICULAR WORKFORCE SERVICES THE LWDB INTENDS TO PROVIDE DURING THE EXTENSION PERIOD

As promulgated in state legislation, SB428, in June 2008, the Workforce Development Board of Okaloosa and Walton Counties (now known as CareerSource Okaloosa Walton) requested a waiver from the Governor's Office and Workforce Florida, Inc. (now known as CareerSource Florida, Inc.) to adopt the business model of Direct Services Provider. That request was approved and on July 1, 2008 the Workforce Development Board of Okaloosa and Walton Counties began providing services under the Direct Services Provider Model for the Workforce Investment Act (WIA) Adult and Dislocated Worker Programs.

Due to the success under the model with the WIA Adult and Dislocated Worker Programs, the Workforce Development Board requested and was approved to incorporate the WIA Youth Program under the Direct Services Provider Model. The Workforce Development Board implemented direct services for WIA Youth Program on July 1, 2009.

CareerSource Okaloosa Walton has not made any further changes to the model since July 1, 2009 and is now requesting approval to continue providing Workforce Innovation and Opportunity Act (WIOA) Adult and Dislocated Worker Programs; and WIOA Youth Program services under the Direct Services Provider Model.

2. THE EFFECTIVE DATE FOR WHEN THE EXTENSION WILL BEGIN.

The extension will begin July 1, 2020.



CareerSource Okaloosa Walton WIOA: Direct Provider of Workforce Services - Request for Extension

organizations including staff of the Department of Economic Opportunity. The Executive Director acts as head of the Management Team of CareerSource Okaloosa Walton which includes the Chief Operating Officer, the Finance Director, Assigned Program Managers, Quality Assurance, and Center Coordinator for each of the locations providing services. The Executive Director has been clearly designated as the sole person accountable to the Board of Directors. The Board's Administrative, Fiscal, and Technical Assistance/Quality Assurance staff, support the career center operations, but report to and take directions from the Executive Director.

The Operations Organizational Structure shows the Executive Director has delegated authority for day-to-day operations management to the Chief Operating Officer (COO). The Chief Operating Officer has authority and responsibility for all programs and services provided through the CareerSource Okaloosa Walton system. The Chief Operating Officer provides direct supervision to the Career Center Coordinator and Program Managers/Coordinators, who are responsible for all CSOW and partner staff located within the Career Center or affiliated sites. The COO also provides direct supervision of the Department of Economic Opportunity (DEO) Senior Manager, who is responsible for all other DEO staff located within the Career Center.

Through continued communication from the CSOW Executive Director to the CSOW Board of Directors the message is clearly delivered that the Board's primary mission is one of design, oversight, and policy making and not management of day-to-day operations. Board members and Committees are keenly aware of the distinction in the roles of Board oversight and role of staff to manage the operations. The Executive Director has been clearly designated as the sole person accountable to the Board of Directors. All other Board staff report to and take direction from the Executive Director.

CONFLICT OF INTEREST STATEMENTS

Board Members are asked to sign a Conflict of Interest Statement acknowledging CareerSource Policy when they are elected to the Board. Staff members are required to sign a Conflict of Interest Statement as part of their New Hire packet acknowledging CareerSource Conflict of Interest Policy as it pertains to staff members.

OVERSIGHT, MONITORING, AND EVALUATION OF PERFORMANCE (FISCAL AND PROGRAM)

CareerSource Okaloosa Walton measures fiscal performance based upon several requirements. These include an annual independent audit conducted by an outside accounting firm; ongoing fiscal monitoring conducted by DEO; internal monitoring for compliance with requirements outlined by the State and as reported in the State One-Stop Management Information System (OSMIS). The Finance Committee appointed by the Board of Directors meets at a minimum four times a year to review budget, expenditures, reporting requirements and internal financial statements. The Finance Committee Chair is responsible for reporting to the full Board at regularly scheduled meetings. The independent audit is presented annually to the Executive Committee or full Board of Directors when completed.

CareerSource Okaloosa Walton staffing structure allows for a full time Quality Assurance position in addition to the COO and Program Specific Managers. Quality Assurance is a very high priority with monitoring of all programs and processes conducted quarterly. Historically, CSOW has been a high-performing board and expects to continue this high level of performance under WIOA. CareerSource Okaloosa Walton's Career and Youth Committee also conducts annual review of management processes, services, and performance for continuous improvement purposes. All CSOW monitoring

CareerSource Okaloosa Walton WIOA: Direct Provider of Workforce Services - Request for Extension

- Elimination of allowable costs related to support of a governing Board of Service Provider.
- Reduced Turnover of Staff providing Direct Services (effectiveness and efficiencies).

8 A REVIEW OF ANY OTHER REALIZED IMPROVEMENT TO SERVICE DELIVERY AND PERFORMANCE OUTCOMES AND DESCRIPTION OF ANTICIPATED IMPROVEMENTS

STREAMLINING SERVICE DELIVERY

The elimination of a management layer has permitted the service delivery system to respond more quickly to rapid changes in the labor market. Also, difficult to measure but generally recognized as a valuable practice is the opportunity for more direct staff involvement in planning and decision making that affect the individual service delivery locations, as well as the regional workforce system. The involvement of program staff in decision making, to include front-line, mid-management, and support staff, has resulted in better decision making when designing and implementing operating policies and procedures. The clear channel of reporting and accountability has permitted more effective staff training and staff development for both new and existing staff.

Greater efficiencies have also been realized in allowing more flexibility in support services and more timely payments to training vendors because of expediting payment documentation directly from the applicable staff. Real-time tracking of expenditures, encumbrances and projections for training costs allows for better management of funds which ensures a maximum number of clients receiving training resources.

DESCRIPTION OF IMPROVEMENT IN PERFORMANCE OUTCOMES

Since becoming a Direct Service Provider on July 1, 2008, CareerSource Okaloosa Walton has **reached and sustained the highest level of performance** in two areas as indicated in the example results below: Performance Funding Model, Program Year 2016-2017.

- **Performance Funding Model.**

The Performance Funding Model was developed as a tool for the CareerSource Florida network to identify, measure, reward, and replicate success. The goal of this innovative model is to drive stronger performance by measuring local boards on customized, agreed-upon goals, reflecting Florida-specific priorities, with aligned economic rewards for achievement.

Performance targets are set using a statistical model that is objective and accounts for the socio-economic conditions in each local board service area. The statistical approach is basically similar to the approach used by United States Department of Labor (USDOL), Employment and Training Administration (ETA) to set targets for WIOA Common Performance Indicators.

A **Target, Improve, Excel ("TIE")** approach is used to measure and reward the Regions' actual performance on these metrics. Local boards are rewarded for their performance based on three distinct pathways:

- 1) Their ability to meet a global performance Target;



CareerSource Okaloosa Walton
WIOA: Direct Provider of Workforce Services - Request for Extension

ATTACHMENTS

Statement of Intent to Serve as a Direct Provider of Workforce Services

Request for Extension to Serve as a Direct Provider of Workforce Services

An equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. All voice telephone numbers on this document may be reached by persons using TTY/TDD equipment via the Florida Relay Service at 711.

This project is supported by the U.S. Departments of Labor, Health and Human Services, Education, and Agriculture as part of awards totaling \$3,912,739 with 0% financed from non-governmental sources.

MEMORANDUM OF UNDERSTANDING

BETWEEN

CAREERSOURCE OKALOOSA WALTON

AND

FLORIDA DEPARTMENT OF EDUCATION (DOE) - DIVISION OF BLIND SERVICES

I. PARTIES

This Memorandum of Understanding ("MOU") is made pursuant to the Workforce Innovation and Opportunity Act (WIOA) of 2014 ("the Act"), and is entered into between **CareerSource Okaloosa Walton (CSOW)**, hereinafter referred to as **CSOW**; and the **Florida Department of Education (DOE) - Division of Blind Services (DBS)**, hereinafter referred to as **The Partner**; the State Vocational Rehabilitation Services Program authorized under Title I of the Rehabilitation Act Of 1973 (29 U.S.C.720 et seq.), as amended by WIOA Title IV. **The duly authorized agent of the recipient agrees to satisfy the requirements of 34 CFR 361.505 and CFR 361.720.**

II. PURPOSE

- A. The Act is an affirmation of the work that has been done in Florida to build the workforce development system. The cornerstone of the Act is its one-stop customer service delivery system. The One-Stop system assures coordination between the activities authorized in and linked to the Act.
- B. The primary purpose of this Memorandum of Understanding (MOU) is to establish the roles and responsibilities of the Local CareerSource Board, the chief elected official (CEO), and the One-Stop partners as it relates to managing the American Job Center network. In short, this MOU is a description of how the agencies come together to operationalize their respective roles and responsibilities to ensure a seamless and effective "One-Stop" delivery system.
- C. More specifically, this MOU describes the cooperative workforce employment and training efforts of CSOW and The Partner; and the actions to be taken by each to assure the coordination of their efforts in accordance with Federal and state issued requirements to establish and maintain an effective and successful American Job Center network.
- D. This MOU is also intended to coordinate resources and services between all Partners in order to prevent duplication of services and ensure the effective and efficient delivery of workforce services in Okaloosa and Walton Counties. In addition, this MOU will establish joint processes and procedures that will enable Partners to integrate with the current one-stop service delivery system resulting in a seamless and comprehensive array of education, human service, job training, and other workforce development services to its citizens, including persons with disabilities, within Okaloosa and Walton Counties.

MOU – CareerSource Okaloosa Walton and Florida Division of Blind Services

- E. The parties to this MOU agree to coordinate and perform the activities and services described herein within the scope of legislative requirements governing the parties' respective programs, services, and agencies.
- F. WIOA provides that CSOW may negotiate an umbrella MOU or an individual MOU for one or more of its One-Stop partners.

III. GOVERNANCE, OPERATIONS, AND SERVICE DELIVERY ROLES

- A. WIOA has established specific governance, operations, and service delivery roles within the American Job Center network. In accordance with 20 CFR 678.420, 34 CFR 361.420, and 34 CFR 463.420, each required One-Stop partner program must:
 - 1. Provide access to its programs or activities through the American Job Center network, in addition to any other appropriate locations (i.e., affiliated, or specialized sites).
 - 2. Use a portion of its funds, to the extent consistent with the relevant authorizing statute and with the Uniform Guidance at 2 CFR parts 200, 2900, and 3474 (requiring, among other things, that costs are allowable, reasonable, necessary, and allocable) to:
 - a. Provide applicable career services; and
 - b. Work collaboratively with the Local CareerSource Board to establish and maintain the One-Stop delivery system. This includes jointly funding the One-Stop infrastructure costs through partner contributions.
 - 3. Enter into an MOU that meets the requirements of 20 CFR 678.500(b), 34 CFR 361.500(b), and 34 CFR 463.500(b) with the Local CareerSource Board relating to the operation of the American Job Center network.
 - 4. Participate in the operation of the American Job Center network consistent with the terms of the MOU, requirements of authorizing laws and implementing regulations, Federal cost principles, and all other applicable legal requirements; and
 - 5. Provide representation on the Local CareerSource Board as required, and participate in Board committees, as needed.

IV. WIOA VISION FOR THE AMERICAN JOB CENTERS OR CAREER CENTERS: *(Reference: Training and Employment Guidance Letter (TEGL) 16-16)*

- A. Through the American Job Centers, the partner programs and their direct service providers must ensure businesses and all job seekers—a shared client base across the multiple programs—have access to information and services that lead to positive

educational and employment outcomes. Under WIOA, American Job Centers and partner staff strive to:

1. Provide job seekers with the skills and credentials necessary to secure and advance in employment with wages that sustain themselves and their families.
2. Provide access and opportunities to job seekers, including individuals with barriers to employment, as defined in section 3(24) of WIOA, such as individuals with disabilities, individuals who are English language learners, and individuals who have low levels of literacy, to prepare for, obtain, retain, and advance in high-quality jobs and high demand careers.
3. Enable businesses and employers to easily identify and hire skilled workers and access other human resource assistance, including education and training for their current workforce, which may include assistance with pre-screening applicants, writing job descriptions, offering rooms for interviewing, and consultation services on topics like succession planning and career ladder development, and other forms of assistance.
4. Participate in rigorous evaluations that support continuous improvement of American Job Centers by identifying which strategies work better for different populations; and
5. Ensure that high-quality integrated data inform decisions made by policy makers, employers, and job seekers.

V. ONE-STOP PARTNERS, PROGRAMS, AND SERVICES

A. One-Stop Partners and Programs

1. All required partners must sign a joint MOU with CSOW, with the agreement of the chief elected official. The required One-Stop partners and programs in Okaloosa and Walton Counties include (*Reference: WIOA Section 121(b)(1)(B) and 20 CFR 678.400*):

a. Department of Labor

(1) Workforce Development Activities (WIOA Title I).

- (a) Youth Workforce Investment Activities.**
- (b) Adult and Dislocated Worker Employment and Training Activities.**

Note: Program Administrator – CareerSource Okaloosa Walton

(2) Wagner-Peyser (WP) Act Employment Services (WIOA Title III).

MOU – CareerSource Okaloosa Walton and Florida Division of Blind Services

- (3) Trade Adjustment Assistance (TAA) Program.
- (4) Unemployment Compensation (UC) Programs.
- (5) Jobs for Veterans State Grant (JVSG) Programs.

Note: Program Administrator – CareerSource Okaloosa Walton

- (6) The Senior Community Service Employment Program (SCSEP).

Note: Program Administrator – The National Caucus and Center on Black Aged, Inc.

b. Department of Education

- (1) Adult Education and Literacy Act Programs (WIOA Title II).

*Note: Program Administrators: (1) Northwest Florida State College.
(2) Emerald Coast Technical College.*

- (2) Career and technical education programs at the post-secondary level authorized under the Carl D. Perkins Career and Technical Education Act of 2006.

Note: Program Administrators: (1) Northwest Florida State College; (2) Emerald Coast Technical College; and (3) Okaloosa Technical College.

- (3) The State Vocational Rehabilitation Services Program authorized under Title I of the Rehabilitation Act Of 1973 (29 U.S.C.720 et seq.), as amended by WIOA Title IV.

Note: Program Administrator: DOE-Division of Vocational Rehabilitation

- (4) Florida Department of Education - Division of Blind Services.

Note: Program Administrator: DOE-Division of Blind Services

c. Department of Health and Human Services

- (1) Temporary Assistance for Needy Families (TANF) authorized under part A of title IV of the Social Security Act.

Note: Program Administrator – CareerSource Okaloosa Walton

- (2) Community Services Block Grant (CSBG) - Employment and training activities.

Note: Program Administrator – Tri-County Community Council, Inc.

MOU – CareerSource Okaloosa Walton and Florida Division of Blind Services

2. Additional One-Stop Partners and Programs

- a. Social Security Administration - Ticket-to-Work self-sufficiency program.

Note: Program Administrator – CareerSource Okaloosa Walton

- b. Department of Agriculture - Supplemental Nutrition and Assistance Program (SNAP).

Note: Program Administrator – CareerSource Okaloosa Walton

B. One-Stop Services

1. WIOA places a great deal of importance on effectively serving those individuals with barriers to employment, such as individuals with disabilities. WIOA establishes basic career services that must be available to all One-Stop customers. At a minimum, the basic career services listed below must be provided through the One-Stop delivery system:
- a. These services include referrals to partner programs, initial assessments, and labor exchange services.
 - b. Determinations of whether the individual is eligible to receive assistance from the adult, dislocated worker, or youth programs.
 - c. Outreach, intake (including worker profiling), and orientation to information and other services available through the One-Stop delivery system.
 - d. Initial assessment of skill levels including literacy, numeracy, and English language proficiency, as well as aptitudes, abilities (including skills gaps), and need for supportive services.
 - e. Labor exchange services, including:
 - (1) Job search and placement assistance, and, when needed by an individual, career counseling, including:
 - (a) Provision of information on in-demand industry sectors and occupations (as defined in sec. 3(23) of WIOA); and
 - (b) Provision of information on nontraditional employment; and,
 - (2) Appropriate recruitment and other business services on behalf of employers, including information and referrals to specialized business services other than those traditionally offered through the One-Stop delivery system.

MOU – CareerSource Okaloosa Walton and Florida Division of Blind Services

- f. Provision of referrals to and coordination of activities with other programs and services, including programs and services within the One-Stop delivery system and, when appropriate, other workforce development programs;
- g. Provision of workforce and labor market employment statistics information, including the provision of accurate information relating to local, regional, and national labor market areas, including:
 - (1) Job vacancy listings in labor market areas.
 - (2) Information on job skills necessary to obtain the vacant jobs listed; and,
 - (3) Information relating to local occupations in demand and the earnings, skill requirements, and opportunities for advancement for those jobs.
- h. Provision of performance information and program cost information on eligible providers of training services by program and type of providers.
- i. Provision of information, in usable and understandable formats and languages, about how the local area is performing on local performance accountability measures, as well as any additional performance information relating to the area's One-Stop delivery system.
- j. Provision of information, in usable and understandable formats and languages, relating to the availability of supportive services or assistance, and appropriate referrals to those services and assistance, including: child care; child support; medical or child health assistance available through the State's Medicaid program and Children's Health Insurance Program; benefits under SNAP; assistance through the earned income tax credit; and assistance under a State program for Temporary Assistance for Needy Families, and other supportive services and transportation provided through that program;
- k. Assistance in establishing eligibility for programs of financial aid assistance for training and education programs not provided under WIOA; and
- l. Provision of information and assistance regarding filing claims for unemployment compensation, by which the Career Center must provide meaningful assistance to individuals seeking assistance in filing a claim for unemployment compensation.
 - (1) Meaningful assistance means:
 - (a) Providing assistance on-site using staff who are well-trained in unemployment compensation claims filing and the rights and responsibilities of claimants; or
 - (b) Providing assistance by phone or via other technology, as long as the assistance is provided by trained and available staff and within a reasonable time.
 - (c) The costs associated with providing this assistance may be paid for by the State's unemployment insurance program, or

C. One-Stop Youth Services

1. 20 CFR 678.500 requires CareerSource Okaloosa Walton to include in the MOU a description of youth services to be provided through the One-Stop delivery system, including the way the services will be coordinated and delivered through the system. The elements will be linked to one or more of the indicators of performances described in WIOA section 116.
2. This section contains a description for each of the 14 WIOA youth program elements. The 14 youth elements will be delivered through the CareerSource Okaloosa Walton's youth program. In the case where resources may not be available to carry out the functions of any of the 14 elements, the youth participant will be referred to another agency for the appropriate services.
3. 20 CFR 681.460 requires local programs to make each of the following 14 services available to youth participants:
 - a. Tutoring, study skills training, instruction and evidence-based dropout prevention and recovery strategies that lead to completion of the requirements for a secondary school diploma or its recognized equivalent (including a recognized certificate of attendance or similar document for individuals with disabilities) or for a recognized postsecondary credential.
 - b. Alternative secondary school services, or dropout recovery services, as appropriate.
 - c. Paid and unpaid work experiences that have academic and occupational education as a component of the work experience, which may include the following types of work experiences:
 - (1) Summer employment opportunities and other employment opportunities available throughout the school year
 - (2) Pre-apprenticeship programs.
 - (3) Internships and job shadowing; and
 - (4) On-the-job training opportunities.
 - d. Occupational skill training, which includes priority consideration for training programs that lead to recognized postsecondary credentials that align with in-demand industry sectors or occupations in the local area involved, if the Local WDB determines that the programs meet the quality criteria described in WIOA sec. 123.
 - e. Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster.

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- f. Leadership development opportunities, including community service and peer-centered activities encouraging responsibility and other positive social and civic behaviors.
- g. Supportive services, including the services listed in 20 CFR 681.570.
- h. Adult mentoring for a duration of at least 12 months, that may occur both during and after program participation.
- i. Follow-up services for not less than 12 months after the completion of participation, as provided in 20 CFR 681.580.
- j. Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling, as well as referrals to counseling, as appropriate to the needs of the individual youth.
- k. Financial literacy education.
- l. Entrepreneurial skills training.
- m. Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services; and
- n. Activities that help youth prepare for and transition to postsecondary education and training.

VI. PROVISION OF SERVICES

- A. CareerSource Okaloosa Walton (CSOW) has been designated by the chief elected official as the administrative entity, grant recipient, and fiscal agent for the Workforce Innovation and Opportunity Act (WIOA) of 2014.
- B. WIOA requires partner programs to make their services available through the One-Stop delivery system and encourages increasing access through additional partnerships with optional partners. Additionally, WIOA requires CSOW and the One-Stop system partners to develop a memorandum of understanding concerning the operations of the One-Stop system; and establishes the framework for providing services to employers, employees, job seekers and others needing workforce services.
- C. **CSOW agrees to perform the following functions under this MOU:**
 - 1. Review this MOU at least every three years and solicit feedback from The Partner regarding improvements, changes, and/or additions.
 - 2. Coordinate with The Partner to ensure that the needs of job seekers, youth, and individuals with barriers to employment, including individuals with disabilities, are addressed in providing access to services, including access to technology and materials that are available through the One-Stop delivery system.

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3. Agree to provide the following office needs as space allows: Cubicle space, chair, applicable computer/hardware and general software, telephone access, utilities, server/internet connectivity and maintenance and other general office usage needs as applicable.
4. Maintain the statewide "CSOW" branding for each career center.
5. Maintain the U.S. Department of Labor American Job Center (AJC) branding for each career center.
6. Maintain and operate at least one comprehensive One-Stop career center within the local workforce development area that shall be open to the public from 8:00 a.m. until 4:00 p.m., Monday through Friday (excluding recognized holidays and emergency situations).
7. Provide training to The Partner staff members in an effort for all partners in the One-Stop delivery system to understand each partner organization, their services, and their goals.
8. Share Labor Market Information (LMI) and employer/customer data such as performance outcomes to the extent allowed by law.
9. Commit to a unified, collaborative marketing strategy that will effectively inform job seekers, training and education seekers, employers, and the community at large about the services available through the One-Stop system in Okaloosa and Walton counties.
10. Provide space for The Partner's meetings and/or co-location as space and funding permits.
11. Model for the One-Stop delivery system CareerSource Florida's core values:
 - a. **Integrity.** We will do the right thing, always.
 - b. **Focus.** We remain disciplined by paying constant attention to our vision, mission, and goals.
 - c. **Collaboration.** We work as a team with people inside the organization and maintain important alliances with partners.
 - d. **Diversity.** We value people and realize that a broader range of perspectives generates better solutions.
 - e. **Action.** We get things done, efficiently and effectively, now.
 - f. **Accountability.** We take personal responsibility and do what is required to reach our goals, together.
 - g. **Communication.** We are honest and communicate openly throughout every level of the organization and with stakeholders.

- h. **Innovation.** We constantly seek new and better ways to deliver services.
- i. **Excellence.** We excel at what we do, striving for quality performance individually and as a team.
- j. **Leadership.** We lead the way in implementing globally effective workforce development services by empowering our people to be leaders.

12. Abide by all applicable CareerSource Florida's policies, rules, and procedures, and applicable Florida statutes and rules.

D. The Partner agrees to perform the following functions under this MOU:

1. Coordinate with CSOW to provide access to its workforce services and programs through the One-Stop delivery system in accordance with published policies and procedures which include the manner in which the services will be coordinated and delivered through the One-Stop system.
2. Coordinate with CSOW to ensure that the needs of job seekers, youth, and individuals with barriers to employment, including individuals with disabilities, are addressed in providing access to services, including access to technology and materials that are available through the One-Stop delivery system.
3. Provide CSOW with program outcome information for performance data tracking, as made available through reliable sources.
4. Provide feedback to CSOW management regarding the performance of the partnership, including its effectiveness and success.
5. Participate in career center periodic meetings to provide updates on The Partner's programs and procedures to CSOW and other partner staff.

VII. METHODS FOR REFERRALS

- A. Internal cross-referral procedures will be developed and/or reassessed based upon availability of funding, services and program needs to ensure that high quality and convenient services are available to potentially eligible customers of the One-Stop system.
- B. CSOW expects to receive referrals from One-Stop partner programs, and to refer customers to Partner programs. To utilize staff in each program efficiently, responsibilities will be delineated. CSOW accepts that because all program participants may receive individualized services through their respective program, some overlap may occur. Task sharing between programs will ultimately be worked out through communication, cooperation, and collaboration between Program staff, such as career planners or career advisors.

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- C. All planned services provided by CSOW or The Partner program(s) for participants will be provided by the respective Program staff. All career services provided will be consistent with those identified in this MOU. All the basic career services included in WIOA will be made available for One-Stop customers, including program participants receiving services through the One-Stop delivery system.
- D. To ensure participants receive every opportunity to be successful in their job search efforts, career center staff will offer the below services to participants enrolled in a One-Stop system program through direct services or referral where appropriate and allowable:
1. Referral to housing assistance & other supportive services.
 2. Referrals to the CSOW Veterans Team for services.
 3. Career Coaching and job search assistance.
 4. Personalized instruction to prepare for specific job interviews.
 5. Occupational training where applicable.
 6. Intervene with potential employers on behalf of specific program participants where appropriate.
 7. Transportation assistance where allowable.
 8. Child Care referrals as needed.
 9. Referrals as needed for state licensing/certifications required for employment.

VIII. ONE-STOP OPERATING BUDGET

Note: The Operating Budget will be developed and agreed to by August 31st of each Program Year and will be incorporated into this MOU as Appendix A.

- A. The One-Stop operating budget of the career center or American Job Center is the financial plan to which the One-Stop partners, CEO, and CSOW agree in the MOU to achieve their goals of delivering services in Okaloosa and Walton Counties. The operating budget, when developed, will describe how the costs of services provided; and the operating costs of the One-Stop system will be funded, including the infrastructure costs for the One-Stop system (WIOA sec. 121(c)(2)(A) and 20 CFR 678.500(b), 34 CFR 361.500(b), and 34 CFR 463.500(b)).
- B. The One-Stop operating budget consists of costs that are specifically identified in the statute. For example, **infrastructure costs**, as defined in WIOA sec. 121(h)(4); and **additional costs**, which must include applicable career services and may include shared operating costs and shared services that are related to the operation of the One-Stop delivery system, but do not constitute **infrastructure costs**. Career services are provided by CSOW staff and Department of Economic Opportunity (DEO) jointly managed staff all funded by WIOA, TAA, UC, Veteran's Services, Wagner Peyser, and

Welfare Transition. Career services by nature of their programs are also provided by Vocational Rehabilitation and SCSEP personnel co-located in the One Stop Center. One-Stop **infrastructure costs** include the annual lease, liability and property insurance, telephone, software and internet network expense, utilities, facility maintenance, equipment leasing and maintenance, and office supplies. **Additional costs** are described in WIOA sec. 121(i) and include the IT contract and consulting expense, participant tracking technology contract expense, and a portion of the CSOW IT staff technician's salary and benefits. Cost allocation methodology is based on Full Time Equivalents (FTE's) located in the One-Stop and for those partners who are co-located in the One-Stop. **Full One-Stop center usage costs** include all **infrastructure costs** and **additional cost** line items. For all other partners who are not located in the One-Stop, but who through technology access CSOW information and services, the methodology for determining each partner's fair share of **infrastructure** and **additional costs** of the One-Stop center includes only those line items relevant for access.

- C. CSOW will ensure the One-Stop operating budget is annually reconciled against actual costs incurred and adjusted accordingly. This reconciliation process will ensure the budget reflects a cost allocation methodology that demonstrates how infrastructure costs are charged to each partner in proportion to the partner's use of the One-Stop center and relative benefit received.
- D. The One-Stop operating budget may be further refined by the One-Stop partners, as needed, to assist in tracking their contributions.

IX. INFRASTRUCTURE FUNDING AGREEMENTS (IFA)

Note: The Infrastructure Funding Agreement will be developed and agreed to by August 31st of each Program Year and will be incorporated into this MOU as Appendix B.

- A. The IFA is an integral part of the CSOW overall One-Stop operating budget. The IFA contains all the **infrastructure costs**. The other component of the CSOW One-Stop operating budget consists of **additional costs**, which include applicable career services, and may include shared operating costs and shared services. While each of these components covers different cost categories, the CSOW One-Stop operating budget would be incomplete if any of these cost categories were omitted. All the components are necessary to maintain a fully functioning and successful local One-Stop delivery system.
- B. The overall One-Stop operating budget must be included in the MOU. IFAs are a mandatory component of the local MOU, as described in WIOA sec. 121(c); 20 CFR 678.500 and 678.755, 34 CFR 361.500 and 361.755; and 34 CFR 463.500 and 463.755. CSOW will work with each One-Stop partner, and CEO to negotiate the IFA costs along with additional costs, when developing the One-Stop operating budget for the local One-Stop delivery system.
- C. Career services are provided by CSOW staff and Department of Economic Opportunity (DEO) jointly managed staff all funded by WIOA, TAA, UC, Veteran's Services, Wagner Peyser, and Welfare Transition. Career services by nature of their programs are also provided by Vocational Rehabilitation and SCSEP personnel co-located in the One-Stop Center. One-Stop **infrastructure costs** include the annual lease, liability and property insurance, telephone, software and internet network expense, utilities, facility

maintenance, equipment leasing and maintenance, and office supplies. **Additional costs** are described in WIOA sec. 121(i) and include the IT contract and consulting expense, participant tracking technology contract expense, and a portion of the CSOW IT staff technician's salary and benefits. Cost allocation methodology is based on Full Time Equivalents (FTE's) located in the One-Stop and for those partners who are co-located in the One-Stop. **Full One-Stop Center usage costs** include all **infrastructure costs** and **additional cost** line items. For all other partners who are not located in the One-Stop, but who through technology access CSOW information and services, the methodology for determining each partner's fair share of **infrastructure** and **additional costs** of the One-Stop center includes only those line items relevant for access. It is the responsibility of CSOW to determine if any services provided by any partner can be exchanged for any portion of that partner's fair share and considered their in-kind contribution.

X. CONFIDENTIALITY OF RECORDS

If either Partner to this MOU obtains access to any records, files, or other information of the other Partner in connection with, or during the performance of this MOU, then that Partner shall keep all such records, files or other information confidential, and shall comply with all laws and regulations concerning the confidentiality of such records, files or other information to the same extent as such laws and regulations apply to the other Partner.

XI. TERM

The Term of this MOU shall commence on July 1, 2021 (Irrespective of the date of execution) through June 30, 2024. The Partners agree to review this MOU annually, and if substantial changes have occurred, renew the MOU as prescribed by Section XII below, but not less than once every 3-year period to ensure appropriate funding and delivery of services.

XII. RENEWALS, AMENDMENTS, AND MODIFICATIONS

- A. Neither this MOU nor any provision hereof may be changed, waived, discharged or terminated orally, but only by an instrument in writing signed by each of the parties.
- B. WIOA requires renewal of the MOU in certain circumstances. Renewal of the MOU requires all partners to review and agree to all elements of the MOU and re-sign the MOU. For example, any substantial changes, such as changes in One-Stop partners, or a change due to the election of a new CEO, will require renewal of the MOU.
- C. Amendment or modification of the MOU only requires the Partners to review and agree to the elements of the MOU that changed.
 1. Non-substantive changes to the MOU, such as minor revisions to the budget or adjustments made due to the annual reconciliation of the budget, do not require renewal of the MOU or,
 2. When a new IFA is created, the MOU must be updated. For example, a change to

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the One-Stop partner's infrastructure cost contributions requires updating the MOU and does not require renewal of the MOU.

XIII. MERGER

This MOU constitutes and expresses the entire and integrated understanding and agreement between the parties hereto, superseding, incorporating, and merging all prior understandings, agreements, and discussions relating to the transactions contemplated hereby, and no agreements, understandings, prior negotiations, prior discussions, warranties, representations, or covenants not herein expressed shall be binding upon the parties.

XIV. THIRD PARTY BENEFICIARY

The Partners expressly acknowledge that it is not their intent to create or confer any rights or obligations in or upon any third person or entity under this MOU. None of the Partners intend to benefit a third party directly or substantially by this MOU. The Partners agree that there are no third-party beneficiaries to this MOU and that no third party shall be entitled to assert a claim against any of the Partners based upon this MOU.

XV. GOVERNANCE

The accountability and responsibility for the One-Stop system rest with CSOW. Pursuant to the Act, CSOW shall conduct oversight with respect to the One-Stop delivery system. Any dispute concerning this MOU will be resolved in accordance with CSOW's Grievance/Complaint and Hearing/Appeal Procedures.



XVI. DISPUTE RESOLUTION

- A. If an issue arises involving this MOU, both parties will make every effort to reach a resolution in a timely and efficient manner. Either partner may request a face-to-face meeting of the local Partners to identify and discuss the issue. If resolved and no further action is deemed necessary, the issue and the resolution will be documented in writing.
- B. If not resolved, the issue and the efforts to resolve will be documented and forwarded to the Executive Director of CSOW and the designated Partner's representative. A joint decision shall be issued within 60 calendar days of receipt.
- C. If dissatisfied with the decision, the dispute may be filed with the State of Florida's Department of Economic Opportunity (DEO) to review concerns and determine resolution. DEO may remand the issue back to the CSOW Executive Director and to the Partner(s) or impose other remedies to resolve the issue.

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XVII. SIGNATURES

IN WITNESS WHEREOF, the Partner and CSOW have caused this MOU to be duly executed as of the date set forth below.

APPROVED BY:		APPROVED BY PARTNER:	
CareerSource Okaloosa/Walton		Florida Division of Blind Services	
By: <u>Michele Burns</u>	By: <u>Robert L Doyle III</u>		
Name: <u>Michele Burns</u>	Name: <u>ROBERT L DOYLE III</u>		
Title: <u>Executive Director</u>	Title: <u>Division Director</u>		
Date: <u>3/9/2021</u>	Date: <u>05/13/2021</u>		

APPROVED BY PARTNER:
Florida Department of Education

By: Bethany Swanson

Name: Bethany Swanson

Title: Chief of Staff

Date: 9/28/21


APPROVED BY:
Chief Elected Official for Okaloosa and Walton Counties

By: Carolyn N. Ketchel

Name: Carolyn N. Ketchel

Title: Chairman

Date: July 20, 2021



MEMORANDUM OF UNDERSTANDING

BETWEEN

CAREERSOURCE OKALOOSA WALTON

AND

EMERALD COAST TECHNICAL COLLEGE

APPROVED BY

JUL - 6 2021

WALTON COUNTY SCHOOL BOARD

I. PARTIES

This Memorandum of Understanding ("MOU") is made pursuant to the Workforce Innovation and Opportunity Act (WIOA) of 2014 ("the Act") and is entered into between **CareerSource Okaloosa Walton (CSOW)**, hereinafter referred to as **CSOW**; and the **Emerald Coast Technical College (ECTC)**, hereinafter referred to as **The Partner**; a training provider of an **Adult Education and Family Literacy Act Program** and **Carl D. Perkins Career and Technical Education** programs.

II. PURPOSE

- A. The Act is an affirmation of the work that has been done in Florida to build the workforce development system. The cornerstone of the Act is its one-stop customer service delivery system. The One-Stop system assures coordination between the activities authorized in and linked to the Act.
- B. The primary purpose of this Memorandum of Understanding (MOU) is to establish the roles and responsibilities of the Local CareerSource Board, the chief elected official (CEO), and the One-Stop partners as it relates to managing the American Job Center network. In short, this MOU is a description of how the agencies come together to operationalize their respective roles and responsibilities to ensure a seamless and effective "One-Stop" delivery system.
- C. More specifically, this MOU describes the cooperative workforce employment and training efforts of CSOW and The Partner; and the actions to be taken by each to assure the coordination of their efforts in accordance with Federal and state issued requirements to establish and maintain an effective and successful American Job Center network.
- D. This MOU is also intended to coordinate resources and services between all Partners in order to prevent duplication of services and ensure the effective and efficient delivery of workforce services in Okaloosa and Walton Counties. In addition, this MOU will establish joint processes and procedures that will enable Partners to integrate with the current one-stop service delivery system resulting in a seamless and comprehensive array of education, human service, job training, and other workforce development services to its citizens, including persons with disabilities, within Okaloosa and Walton Counties.
- E. The parties to this MOU agree to coordinate and perform the activities and services described herein within the scope of legislative requirements governing the parties' respective programs, services, and agencies.

- F. WIOA provides that CSOW may negotiate an umbrella MOU or an individual MOU for one or more of its One-Stop partners.

III. GOVERNANCE, OPERATIONS, AND SERVICE DELIVERY ROLES

- A. WIOA has established specific governance, operations, and service delivery roles within the American Job Center network. In accordance with 20 CFR 678.420, 34 CFR 361.420, and 34 CFR 463.420, each required One-Stop partner program must:

1. Provide access to its programs or activities through the American Job Center network, in addition to any other appropriate locations (i.e., affiliated, or specialized sites).
2. Use a portion of its funds, to the extent consistent with the relevant authorizing statute and with the Uniform Guidance at 2 CFR parts 200, 2900, and 3474 (requiring, among other things, that costs are allowable, reasonable, necessary, and allocable) to:
 - a. Provide applicable career services; and
 - b. Work collaboratively with the Local CareerSource Board to establish and maintain the One-Stop delivery system. This includes jointly funding the One-Stop infrastructure costs through partner contributions.
3. Enter into an MOU that meets the requirements of 20 CFR 678.500(b), 34 CFR 361.500(b), and 34 CFR 463.500(b) with the Local CareerSource Board relating to the operation of the American Job Center network.
4. Participate in the operation of the American Job Center network consistent with the terms of the MOU, requirements of authorizing laws and implementing regulations, Federal cost principles, and all other applicable legal requirements; and
5. Provide representation on the Local CareerSource Board as required, and participate in Board committees, as needed.

IV. WIOA VISION FOR THE AMERICAN JOB CENTERS OR CAREER CENTERS: *(Reference: Training and Employment Guidance Letter (TEGL) 16-16)*

- A. Through the American Job Centers, the partner programs and their direct service providers must ensure businesses and all job seekers—a shared client base across the multiple programs—have access to information and services that lead to positive educational and employment outcomes. Under WIOA, American Job Centers and partner staff strive to:

1. Provide job seekers with the skills and credentials necessary to secure and advance in employment with wages that sustain themselves and their families.
2. Provide access and opportunities to job seekers, including individuals with barriers to employment, as defined in section 3(24) of WIOA, such as individuals with disabilities, individuals who are English language learners, and individuals who have low levels of literacy, to prepare for, obtain, retain, and advance in high-quality jobs and high demand careers.
3. Enable businesses and employers to easily identify and hire skilled workers and access other human resource assistance, including education and training for their current workforce, which may include assistance with pre-screening applicants, writing job descriptions, offering rooms for interviewing, and consultation services on topics like succession planning and career ladder development, and other forms of assistance.
4. Participate in rigorous evaluations that support continuous improvement of American Job Centers by identifying which strategies work better for different populations; and
5. Ensure that high-quality integrated data inform decisions made by policy makers, employers, and job seekers.

V. ONE-STOP PARTNERS, PROGRAMS, AND SERVICES

A. One-Stop Partners and Programs

1. All required partners must sign a joint MOU with CSOW, with the agreement of the chief elected official. The required One-Stop partners and programs in Okaloosa and Walton Counties include (*Reference: WIOA Section 121(b)(1)(B) and 20 CFR 678.400*):

a. Department of Labor

(1) Workforce Development Activities (WIOA Title I).

- (a) Youth Workforce Investment Activities.
- (b) Adult and Dislocated Worker Employment and Training Activities.

Note: Program Administrator – CareerSource Okaloosa Walton

(2) Wagner-Peyser (WP) Act Employment Services (WIOA Title III).

(3) Trade Adjustment Assistance (TAA) Program.

(4) Unemployment Compensation (UC) Programs.

(5) Jobs for Veterans State Grant (JVSG) Programs.

Note: Program Administrator – CareerSource Okaloosa Walton

(6) The Senior Community Service Employment Program (SCSEP).

Note: Program Administrator – The National Caucus and Center on Black Aged, Inc.

b. Department of Education

(1) Adult Education and Literacy Act Programs (WIOA Title II).

*Note: Program Administrators: (1) Northwest Florida State College.
(2) Emerald Coast Technical College.*

(2) Career and technical education programs at the post-secondary level authorized under the Carl D. Perkins Career and Technical Education Act of 2006.

Note: Program Administrators: (1) Northwest Florida State College; (2) Emerald Coast Technical College; and (3) Okaloosa Technical College.

(3) The State Vocational Rehabilitation Services Program authorized under Title I of the Rehabilitation Act Of 1973 (29 U.S.C.720 et seq.), as amended by WIOA Title IV.

Note: Program Administrator: DOE-Division of Vocational Rehabilitation

c. Department of Health and Human Services

(1) Temporary Assistance for Needy Families (TANF) authorized under part A of title IV of the Social Security Act.

Note: Program Administrator – CareerSource Okaloosa Walton

(2) Community Services Block Grant (CSBG) - Employment and training activities.

Note: Program Administrator – Tri-County Community Council, Inc.

2. Additional One-Stop Partners and Programs

a. Florida Department of Education - Division of Blind Services

Note: Program Administrator: DOE-Division of Blind Services

b. Social Security Administration - Ticket-to-Work self-sufficiency program.

Note: Program Administrator – CareerSource Okaloosa Walton

- c. Department of Agriculture - Supplemental Nutrition and Assistance Program (SNAP).

Note: Program Administrator – CareerSource Okaloosa Walton

B. One-Stop Services

1. WIOA places a great deal of importance on effectively serving those individuals with barriers to employment, such as Individuals with disabilities. WIOA establishes basic career services that must be available to all One-Stop customers. At a minimum, the basic career services listed below must be provided through the One-Stop delivery system:
 - a. These services include referrals to partner programs, initial assessments, and labor exchange services.
 - b. Determinations of whether the individual is eligible to receive assistance from the adult, dislocated worker, or youth programs.
 - c. Outreach, intake (including worker profiling), and orientation to information and other services available through the One-Stop delivery system.
 - d. Initial assessment of skill levels including literacy, numeracy, and English language proficiency, as well as aptitudes, abilities (including skills gaps), and need for supportive services.
 - e. Labor exchange services, including:
 - (1) Job search and placement assistance, and, when needed by an individual, career counseling, including:
 - (a) Provision of information on in-demand industry sectors and occupations (as defined in sec. 3(23) of WIOA); and
 - (b) Provision of information on nontraditional employment; and
 - (2) Appropriate recruitment and other business services on behalf of employers, including information and referrals to specialized business services other than those traditionally offered through the One-Stop delivery system.
 - f. Provision of referrals to and coordination of activities with other programs and services, including programs and services within the One-Stop delivery system and, when appropriate, other workforce development programs;

- g. Provision of workforce and labor market employment statistics information, including the provision of accurate information relating to local, regional, and national labor market areas, including:
 - (1) Job vacancy listings in labor market areas.
 - (2) Information on job skills necessary to obtain the vacant jobs listed; and,
 - (3) Information relating to local occupations in demand and the earnings, skill requirements, and opportunities for advancement for those jobs.
- h. Provision of performance information and program cost information on eligible providers of training services by program and type of providers.
- i. Provision of information, in usable and understandable formats and languages, about how the local area is performing on local performance accountability measures, as well as any additional performance information relating to the area's One-Stop delivery system.
- j. Provision of information, in usable and understandable formats and languages, relating to the availability of supportive services or assistance, and appropriate referrals to those services and assistance, including: child care; child support; medical or child health assistance available through the State's Medicaid program and Children's Health Insurance Program; benefits under SNAP; assistance through the earned income tax credit; and assistance under a State program for Temporary Assistance for Needy Families, and other supportive services and transportation provided through that program;
- k. Assistance in establishing eligibility for programs of financial aid assistance for training and education programs not provided under WIOA; and
- l. Provision of information and assistance regarding filing claims for unemployment compensation, by which the Career Center must provide meaningful assistance to individuals seeking assistance in filing a claim for unemployment compensation.
 - (1) Meaningful assistance means:
 - (a) Providing assistance on-site using staff who are well-trained in unemployment compensation claims filing and the rights and responsibilities of claimants; or
 - (b) Providing assistance by phone or via other technology, as long as the assistance is provided by trained and available staff and within a reasonable time.
 - (c) The costs associated with providing this assistance may be paid for by the State's unemployment insurance program, or the WIOA adult or dislocated worker programs, or some combination thereof these funding sources.

C. One-Stop Youth Services

1. 20 CFR 678.500 requires CareerSource Okaloosa Walton to include in the MOU a description of youth services to be provided through the One-Stop delivery system, including the way the services will be coordinated and delivered through the system. The elements will be linked to one or more of the indicators of performances described in WIOA section 116.
2. This section contains a description for each of the 14 WIOA youth program elements. The 14 youth elements will be delivered through the CareerSource Okaloosa Walton's youth program. In the case where resources may not be available to carry out the functions of any of the 14 elements, the youth participant will be referred to another agency for the appropriate services.
3. 20 CFR 681.460 requires local programs to make each of the following 14 services available to youth participants:
 - a. Tutoring, study skills training, instruction and evidence-based dropout prevention and recovery strategies that lead to completion of the requirements for a secondary school diploma or its recognized equivalent (including a recognized certificate of attendance or similar document for individuals with disabilities) or for a recognized postsecondary credential.
 - b. Alternative secondary school services, or dropout recovery services, as appropriate.
 - c. Paid and unpaid work experiences that have academic and occupational education as a component of the work experience, which may include the following types of work experiences:
 - (1) Summer employment opportunities and other employment opportunities available throughout the school year.
 - (2) Pre-apprenticeship programs.
 - (3) Internships and job shadowing; and
 - (4) On-the-job training opportunities.
 - d. Occupational skill training, which includes priority consideration for training programs that lead to recognized postsecondary credentials that align with in-demand industry sectors or occupations in the local area involved, if the Local WDB determines that the programs meet the quality criteria described in WIOA sec. 123.
 - e. Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster.

- f. Leadership development opportunities, including community service and peer-centered activities encouraging responsibility and other positive social and civic behaviors.
- g. Supportive services, including the services listed in 20 CFR 681.570.
- h. Adult mentoring for a duration of at least 12 months, that may occur both during and after program participation.
- i. Follow-up services for not less than 12 months after the completion of participation, as provided in 20 CFR 681.580.
- j. Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling, as well as referrals to counseling, as appropriate to the needs of the individual youth.
- k. Financial literacy education.
- l. Entrepreneurial skills training.
- m. Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services; and
- n. Activities that help youth prepare for and transition to postsecondary education and training.

VI. PROVISION OF SERVICES

- A. CareerSource Okaloosa Walton (CSOW) has been designated by the chief elected official as the administrative entity, grant recipient, and fiscal agent for the Workforce Innovation and Opportunity Act (WIOA) of 2014.
- B. WIOA requires partner programs to make their services available through the One-Stop delivery system and encourages increasing access through additional partnerships with optional partners. Additionally, WIOA requires CSOW and the One-Stop system partners to develop a memorandum of understanding concerning the operations of the One-Stop system; and establishes the framework for providing services to employers, employees, job seekers and others needing workforce services.
- C. **CSOW agrees to perform the following functions under this MOU:**
 - 1. Review this MOU at least every three years and solicit feedback from The Partner regarding improvements, changes, and/or additions.
 - 2. Coordinate with The Partner to ensure that the needs of job seekers, youth, and individuals with barriers to employment, including individuals with disabilities, are addressed in providing access to services, including access to technology and materials that are available through the One-Stop delivery system.

3. Agree to provide the following office needs as space allows: Cubicle space, chair, applicable computer/hardware and general software, telephone access, utilities, server/internet connectivity and maintenance and other general office usage needs as applicable.
4. Maintain the statewide "CSOW" branding for each career center.
5. Maintain the U.S. Department of Labor American Job Center (AJC) branding for each career center.
6. Maintain and operate at least one comprehensive One-Stop career center within the local workforce development area that shall be open to the public from 8:00 a.m. until 4:00 p.m., Monday through Friday (excluding recognized holidays and emergency situations).
7. Provide training to The Partner staff members in an effort for all partners in the One-Stop delivery system to understand each partner organization, their services, and their goals.
8. Share Labor Market Information (LMI) and employer/customer data such as performance outcomes to the extent allowed by law.
9. Commit to a unified, collaborative marketing strategy that will effectively inform job seekers, training and education seekers, employers, and the community at large about the services available through the One-Stop system in Okaloosa and Walton counties.
10. Provide space for The Partner's meetings and/or co-location as space and funding permits.
11. Model for the One-Stop delivery system CareerSource Florida's core values:
 - a. **Integrity.** We will do the right thing, always.
 - b. **Focus.** We remain disciplined by paying constant attention to our vision, mission, and goals.
 - c. **Collaboration.** We work as a team with people inside the organization and maintain important alliances with partners.
 - d. **Diversity.** We value people and realize that a broader range of perspectives generates better solutions.
 - e. **Action.** We get things done, efficiently and effectively, now.
 - f. **Accountability.** We take personal responsibility and do what is required to reach our goals, together.
 - g. **Communication.** We are honest and communicate openly throughout every level of the organization and with stakeholders.

- h. **Innovation.** We constantly seek new and better ways to deliver services.
 - i. **Excellence.** We excel at what we do, striving for quality performance individually and as a team.
 - j. **Leadership.** We lead the way in implementing globally effective workforce development services by empowering our people to be leaders.
12. Abide by all applicable CareerSource Florida's policies, rules, and procedures, and applicable Florida statutes and rules.

D. The Partner agrees to perform the following functions under this MOU:

1. Coordinate with CSOW to provide access to its workforce services and programs through the One-Stop delivery system in accordance with published policies and procedures which include the manner in which the services will be coordinated and delivered through the One-Stop system.
2. Coordinate with CSOW to ensure that the needs of job seekers, youth, and individuals with barriers to employment, including individuals with disabilities, are addressed in providing access to services, including access to technology and materials that are available through the One-Stop delivery system.
3. Provide CSOW with program outcome information for performance data tracking, as made available through reliable sources.
4. Provide feedback to CSOW management regarding the performance of the partnership, including its effectiveness and success.
5. Participate in career center periodic meetings to provide updates on The Partner's programs and procedures to CSOW and other partner staff.

VII. METHODS FOR REFERRALS

- A. Internal cross-referral procedures will be developed and/or reassessed based upon availability of funding, services and program needs to ensure that high quality and convenient services are available to potentially eligible customers of the One-Stop system.
- B. CSOW expects to receive referrals from One-Stop partner programs, and to refer customers to Partner programs. To utilize staff in each program efficiently, responsibilities will be delineated. CSOW accepts that because all program participants may receive individualized services through their respective program, some overlap may occur. Task sharing between programs will ultimately be worked out through communication, cooperation, and collaboration between Program staff, such as career planners or career advisors.

- C. All planned services provided by CSOW or The Partner program(s) for participants will be provided by the respective Program staff. All career services provided will be consistent with those identified in this MOU. All the basic career services included in WIOA will be made available for One-Stop customers, including program participants receiving services through the One-Stop delivery system.
- D. To ensure participants receive every opportunity to be successful in their job search efforts, career center staff will offer the below services to participants enrolled in a One-Stop system program through direct services or referral where appropriate and allowable:
 - 1. Referral to housing assistance & other supportive services.
 - 2. Referrals to the CSOW Veterans Team for services.
 - 3. Career Coaching and job search assistance.
 - 4. Personalized instruction to prepare for specific job interviews.
 - 5. Occupational training where applicable.
 - 6. Intervene with potential employers on behalf of specific program participants where appropriate.
 - 7. Transportation assistance where allowable.
 - 8. Child Care referrals as needed.
 - 9. Referrals as needed for state licensing/certifications required for employment.

VIII. ONE-STOP OPERATING BUDGET

Note: The Operating Budget will be developed and agreed to by August 31st of each Program Year and will be incorporated into this MOU as Appendix A.

- A. The One-Stop operating budget of the career center or American Job Center is the financial plan to which the One-Stop partners, CEO, and CSOW agree in the MOU to achieve their goals of delivering services in Okaloosa and Walton Counties. The operating budget, when developed, will describe how the costs of services provided; and the operating costs of the One-Stop system will be funded, including the infrastructure costs for the One-Stop system (*WIOA sec. 121(c)(2)(A) and 20 CFR 678.500(b), 34 CFR 361.500(b), and 34 CFR 463.500(b)*).
- B. The One-Stop operating budget consists of costs that are specifically identified in the statute. For example, **infrastructure costs**, as defined in WIOA sec. 121(h)(4); and **additional costs**, which must include applicable career services and may include shared operating costs and shared services that are related to the operation of the One-Stop delivery system, but do not constitute **infrastructure costs**. Career services are provided by CSOW staff and Department of Economic Opportunity (DEO) jointly managed staff all funded by WIOA, TAA, UC, Veteran's Services, Wagner Peysers, and

Welfare Transition. Career services by nature of their programs are also provided by Vocational Rehabilitation and SCSEP personnel co-located in the One Stop Center. One-Stop **infrastructure costs** include the annual lease, liability and property insurance, telephone, software and internet network expense, utilities, facility maintenance, equipment leasing and maintenance, and office supplies. **Additional costs** are described in WIOA sec. 121(i) and include the IT contract and consulting expense, participant tracking technology contract expense, and a portion of the CSOW IT staff technician's salary and benefits. Cost allocation methodology is based on Full Time Equivalents (FTE's) located in the One-Stop and for those partners who are co-located in the One-Stop. **Full One-Stop center usage costs** include all **infrastructure costs** and **additional cost** line items. For all other partners who are not located in the One-Stop, but who through technology access CSOW information and services, the methodology for determining each partner's fair share of **infrastructure** and **additional costs** of the One-Stop center includes only those line items relevant for access.

- C. CSOW will ensure the One-Stop operating budget is annually reconciled against actual costs incurred and adjusted accordingly. This reconciliation process will ensure the budget reflects a cost allocation methodology that demonstrates how infrastructure costs are charged to each partner in proportion to the partner's use of the One-Stop center and relative benefit received.
- D. The One-Stop operating budget may be further refined by the One-Stop partners, as needed, to assist in tracking their contributions.

IX. INFRASTRUCTURE FUNDING AGREEMENTS (IFA)

Note: The Infrastructure Funding Agreement will be developed and agreed to by August 31st of each Program Year and will be incorporated into this MOU as Appendix B.

- A. The IFA is an integral part of the CSOW overall One-Stop operating budget. The IFA contains all the **infrastructure costs**. The other component of the CSOW One-Stop operating budget consists of **additional costs**, which include applicable career services, and may include shared operating costs and shared services. While each of these components covers different cost categories, the CSOW One-Stop operating budget would be incomplete if any of these cost categories were omitted. All the components are necessary to maintain a fully functioning and successful local One-Stop delivery system.
- B. The overall One-Stop operating budget must be included in the MOU. IFAs are a mandatory component of the local MOU, as described in WIOA sec. 121(c); 20 CFR 678.500 and 678.755, 34 CFR 361.500 and 361.755; and 34 CFR 463.500 and 463.755. CSOW will work with each One-Stop partner, and CEO to negotiate the IFA costs along with additional costs, when developing the One-Stop operating budget for the local One-Stop delivery system.
- C. Career services are provided by CSOW staff and Department of Economic Opportunity (DEO) jointly managed staff all funded by WIOA, TAA, UC, Veteran's Services, Wagner Peyser, and Welfare Transition. Career services by nature of their programs are also provided by Vocational Rehabilitation and SCSEP personnel co-located in the One-Stop Center. One-Stop **infrastructure costs** include the annual lease, liability and property insurance, telephone, software and internet network expense, utilities, facility

maintenance, equipment leasing and maintenance, and office supplies. **Additional costs** are described in WIOA sec. 121(i) and include the IT contract and consulting expense, participant tracking technology contract expense, and a portion of the CSOW IT staff technician's salary and benefits. Cost allocation methodology is based on Full Time Equivalents (FTE's) located in the One-Stop and for those partners who are co-located in the One-Stop. **Full One-Stop Center usage costs** include all **infrastructure costs** and **additional cost** line items. For all other partners who are not located in the One-Stop, but who through technology access CSOW information and services, the methodology for determining each partner's fair share of **infrastructure** and **additional costs** of the One-Stop center includes only those line items relevant for access. It is the responsibility of CSOW to determine if any services provided by any partner can be exchanged for any portion of that partner's fair share and considered their in-kind contribution.

X. CONFIDENTIALITY OF RECORDS

If either Partner to this MOU obtains access to any records, files, or other information of the other Partner in connection with, or during the performance of this MOU, then that Partner shall keep all such records, files or other information confidential, and shall comply with all laws and regulations concerning the confidentiality of such records, files or other information to the same extent as such laws and regulations apply to the other Partner.

XI. TERM

The Term of this MOU shall commence on July 1, 2021, or the date last executed by both parties, whichever is later, through June 30, 2024. The Partners agree to review this MOU annually, and if substantial changes have occurred, renew the MOU as prescribed by Section XII below, but not less than once every 3-year period to ensure appropriate funding and delivery of services.

XII. RENEWALS, AMENDMENTS, AND MODIFICATIONS

- A. Neither this MOU nor any provision hereof may be changed, waived, discharged or terminated orally, but only by an instrument in writing signed by each of the parties.
- B. WIOA requires renewal of the MOU in certain circumstances. Renewal of the MOU requires all partners to review and agree to all elements of the MOU and re-sign the MOU. For example, any substantial changes, such as changes in One-Stop partners, or a change due to the election of a new CEO, will require renewal of the MOU.
- C. Amendment or modification of the MOU only requires the Partners to review and agree to the elements of the MOU that changed.
 1. Non-substantive changes to the MOU, such as minor revisions to the budget or adjustments made due to the annual reconciliation of the budget, do not require renewal of the MOU or,
 2. When a new IFA is created, the MOU must be updated. For example, a change to

the One-Stop partner's infrastructure cost contributions requires updating the MOU and does not require renewal of the MOU.

XIII. MERGER

This MOU constitutes and expresses the entire and integrated understanding and agreement between the parties hereto, superseding, incorporating, and merging all prior understandings, agreements, and discussions relating to the transactions contemplated hereby, and no agreements, understandings, prior negotiations, prior discussions, warranties, representations, or covenants not herein expressed shall be binding upon the parties.

XIV. THIRD PARTY BENEFICIARY

The Partners expressly acknowledge that it is not their intent to create or confer any rights or obligations in or upon any third person or entity under this MOU. None of the Partners intend to benefit a third party directly or substantially by this MOU. The Partners agree that there are no third-party beneficiaries to this MOU and that no third party shall be entitled to assert a claim against any of the Partners based upon this MOU.

XV. GOVERNANCE

The accountability and responsibility for the One-Stop system rest with CSOW. Pursuant to the Act, CSOW shall conduct oversight with respect to the One-Stop delivery system. Any dispute concerning this MOU will be resolved in accordance with CSOW's Grievance/Complaint and Hearing/Appeal Procedures.

XVI. DISPUTE RESOLUTION

- A. If an issue arises involving this MOU, both parties will make every effort to reach a resolution in a timely and efficient manner. Either partner may request a face-to-face meeting of the local Partners to identify and discuss the issue. If resolved and no further action is deemed necessary, the issue and the resolution will be documented in writing.
- B. If not resolved, the issue and the efforts to resolve will be documented and forwarded to the Executive Director of CSOW and the designated Partner's representative. A joint decision shall be issued within 60 calendar days of receipt.
- C. If dissatisfied with the decision, the dispute may be filed with the State of Florida's Department of Economic Opportunity (DEO) to review concerns and determine resolution. DEO may remand the issue back to the CSOW Executive Director and to the Partner(s) or impose other remedies to resolve the issue.

XVII. SIGNATURES

IN WITNESS WHEREOF, the Partner and CSOW have caused this MOU to be duly executed as of the date set forth below.

APPROVED BY: CareerSource Okaloosa/Walton	APPROVED BY PARTNER: Emerald Coast Technical College
By: <u>Michelle Burns</u>	By: <u>Wyndy Crozier</u>
Name: <u>Michele Burns</u>	Name: <u>Wyndy Crozier</u>
Title: <u>Executive Director</u>	Title: <u>Principal/Director</u>
Date: <u>3/19/21</u>	Date: <u>4/10/21</u>

APPROVED BY:
Chief Elected Official for Okaloosa and Walton Counties

By: [Signature]

Name: Jason Catalano

Title: Chairman

Date: 7/6/2021

APPROVED BY
JUL - 6 2021
WALTON COUNTY SCHOOL BOARD

APPROVED BY:

Chief Elected Official for Okaloosa and Walton Counties

By: Trey Nick

Name: _____

Title: TREY NICK, CHAIRMAN

Date: August 24, 2021

Agenda Item Details

Meeting	Jul 06, 2021 - JULY 6, 2021, REGULAR MEETING - 5:00 PM - TIVOLI COMPLEX/SCHOOL BOARD ROOM
Category	3. ACTION AGENDA
Subject	3.02 MOU Training Agreement between ECTC and Career Source of Walton/Okaloosa (W. Crozier)
Access	Public
Type	Action (Consent)
Preferred Date	Jul 06, 2021
Absolute Date	Jul 06, 2021
Fiscal Impact	No
Recommended Action	Approval of MOU Training Agreement between ECTC and Career Source of Okaloosa/Walton

APPROVED BY

JUL - 6 2021

WALTON COUNTY SCHOOL BOARD

Public Content

2021-2022 ECTC-Career Source MOU.pdf (718 KB)

Administrative Content

Executive Content

Our adopted rules of Parliamentary Procedure, Robert's Rules, provide for a consent agenda listing several items for approval of the Board by a single motion. Most of the items listed under the consent agenda have gone through Board subcommittee review and recommendation. Documentation concerning these items has been provided to all board members and the public in advance to assure an extensive and thorough review. Items may be removed from the consent agenda at the request of any board member.

MEMORANDUM OF UNDERSTANDING

BETWEEN

**CAREERSOURCE OKALOOSA WALTON
AND**

**THE NATIONAL CAUCUS AND CENTER ON BLACK AGED, INC. –
SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM (SCSEP)**

I. PARTIES

This Memorandum of Understanding ("MOU") is made pursuant to the Workforce Innovation and Opportunity Act (WIOA) of 2014 ("the Act"), and is entered into between **CareerSource Okaloosa Walton (CSOW)**, hereinafter referred to as **CSOW**; and **The National Caucus and Center on Black Aged, Inc.**, hereinafter referred to as **The Partner**; administers the **Senior Community Service Employment Program (SCSEP)**.

II. PURPOSE

- A. The Act is an affirmation of the work that has been done in Florida to build the workforce development system. The cornerstone of the Act is its one-stop customer service delivery system. The One-Stop system assures coordination between the activities authorized in and linked to the Act.
- B. The primary purpose of this Memorandum of Understanding (MOU) is to establish the roles and responsibilities of the Local CareerSource Board, the chief elected official (CEO), and the One-Stop partners as it relates to managing the American Job Center network. In short, this MOU is a description of how the agencies come together to operationalize their respective roles and responsibilities to ensure a seamless and effective "One-Stop" delivery system.
- C. More specifically, this MOU describes the cooperative workforce employment and training efforts of CSOW and The Partner; and the actions to be taken by each to assure the coordination of their efforts in accordance with Federal and state issued requirements to establish and maintain an effective and successful American Job Center network.
- D. This MOU is also intended to coordinate resources and services between all Partners in order to prevent duplication of services and ensure the effective and efficient delivery of workforce services in Okaloosa and Walton Counties. In addition, this MOU will establish joint processes and procedures that will enable Partners to integrate with the current one-stop service delivery system resulting in a seamless and comprehensive array of education, human service, job training, and other workforce development services to its citizens, including persons with disabilities, within Okaloosa and Walton Counties.
- E. The parties to this MOU agree to coordinate and perform the activities and services described herein within the scope of legislative requirements governing the parties'

respective programs, services, and agencies.

- F. WIOA provides that CSOW may negotiate an umbrella MOU or an individual MOU for one or more of its One-Stop partners.

III. GOVERNANCE, OPERATIONS, AND SERVICE DELIVERY ROLES

- A. WIOA has established specific governance, operations, and service delivery roles within the American Job Center network. In accordance with 20 CFR 678.420, 34 CFR 361.420, and 34 CFR 463.420, each required One-Stop partner program must:

1. Provide access to its programs or activities through the American Job Center network, in addition to any other appropriate locations (i.e., affiliated, or specialized sites).
2. Use a portion of its funds, to the extent consistent with the relevant authorizing statute and with the Uniform Guidance at 2 CFR parts 200, 2900, and 3474 (requiring, among other things, that costs are allowable, reasonable, necessary, and allocable) to:
 - a. Provide applicable career services; and
 - b. Work collaboratively with the Local CareerSource Board to establish and maintain the One-Stop delivery system. This includes jointly funding the One-Stop infrastructure costs through partner contributions.
3. Enter into an MOU that meets the requirements of 20 CFR 678.500(b), 34 CFR 361.500(b), and 34 CFR 463.500(b) with the Local CareerSource Board relating to the operation of the American Job Center network.
4. Participate in the operation of the American Job Center network consistent with the terms of the MOU, requirements of authorizing laws and implementing regulations, Federal cost principles, and all other applicable legal requirements; and
5. Provide representation on the Local CareerSource Board as required, and participate in Board committees, as needed.

IV. WIOA VISION FOR THE AMERICAN JOB CENTERS OR CAREER CENTERS:

(Reference: Training and Employment Guidance Letter (TEGL) 16-16)

- A. Through the American Job Centers, the partner programs and their direct service providers must ensure businesses and all job seekers—a shared client base across the multiple programs—have access to information and services that lead to positive

educational and employment outcomes. Under WIOA, American Job Centers and partner staff strive to:

1. Provide job seekers with the skills and credentials necessary to secure and advance in employment with wages that sustain themselves and their families.
2. Provide access and opportunities to job seekers, including individuals with barriers to employment, as defined in section 3(24) of WIOA, such as individuals with disabilities, individuals who are English language learners, and individuals who have low levels of literacy, to prepare for, obtain, retain, and advance in high-quality jobs and high demand careers.
3. Enable businesses and employers to easily identify and hire skilled workers and access other human resource assistance, including education and training for their current workforce, which may include assistance with pre-screening applicants, writing job descriptions, offering rooms for interviewing, and consultation services on topics like succession planning and career ladder development, and other forms of assistance.
4. Participate in rigorous evaluations that support continuous improvement of American Job Centers by identifying which strategies work better for different populations; and
5. Ensure that high-quality integrated data inform decisions made by policy makers, employers, and job seekers.

V. ONE-STOP PARTNERS, PROGRAMS, AND SERVICES

A. One-Stop Partners and Programs

1. All required partners must sign a joint MOU with CSOW, with the agreement of the chief elected official. The required One-Stop partners and programs in Okaloosa and Walton Counties include (*Reference: WIOA Section 121(b)(1)(B) and 20 CFR 678.400*):

a. Department of Labor

(1) Workforce Development Activities (WIOA Title I).

- (a) Youth Workforce Investment Activities.
- (b) Adult and Dislocated Worker Employment and Training Activities.

Note: Program Administrator – CareerSource Okaloosa Walton

(2) Wagner-Peyser (WP) Act Employment Services (WIOA Title III).

- (3) Trade Adjustment Assistance (TAA) Program.
- (4) Unemployment Compensation (UC) Programs.
- (5) Jobs for Veterans State Grant (JVSG) Programs.

Note: Program Administrator – CareerSource Okaloosa Walton

- (6) The Senior Community Service Employment Program (SCSEP).

Note: Program Administrator – The National Caucus and Center on Black Aged, Inc.

b. Department of Education

- (1) Adult Education and Literacy Act Programs (WIOA Title II).

*Note: Program Administrators: (1) Northwest Florida State College.
(2) Emerald Coast Technical College.*

- (2) Career and technical education programs at the post-secondary level authorized under the Carl D. Perkins Career and Technical Education Act of 2006.

Note: Program Administrators: (1) Northwest Florida State College; (2) Emerald Coast Technical College; and (3) Okaloosa Technical College.

- (3) The State Vocational Rehabilitation Services Program authorized under Title I of the Rehabilitation Act Of 1973 (29 U.S.C.720 et seq.), as amended by WIOA Title IV.

Note: Program Administrator: DOE-Division of Vocational Rehabilitation

c. Department of Health and Human Services

- (1) Temporary Assistance for Needy Families (TANF) authorized under part A of title IV of the Social Security Act.

Note: Program Administrator – CareerSource Okaloosa Walton

- (2) Community Services Block Grant (CSBG) - Employment and training activities.

Note: Program Administrator – Tri-County Community Council, Inc.

2. Additional One-Stop Partners and Programs

a. Florida Department of Education - Division of Blind Services

Note: Program Administrator: DOE-Division of Blind Services

- b. Social Security Administration - Ticket-to-Work self-sufficiency program.

Note: Program Administrator – CareerSource Okaloosa Walton

- c. Department of Agriculture - Supplemental Nutrition and Assistance Program (SNAP).

Note: Program Administrator – CareerSource Okaloosa Walton

B. One-Stop Services

1. WIOA places a great deal of importance on effectively serving those individuals with barriers to employment, such as individuals with disabilities. WIOA establishes basic career services that must be available to all One-Stop customers. At a minimum, the basic career services listed below must be provided through the One-Stop delivery system:
 - a. These services include referrals to partner programs, initial assessments, and labor exchange services.
 - b. Determinations of whether the individual is eligible to receive assistance from the adult, dislocated worker, or youth programs.
 - c. Outreach, intake (including worker profiling), and orientation to information and other services available through the One-Stop delivery system.
 - d. Initial assessment of skill levels including literacy, numeracy, and English language proficiency, as well as aptitudes, abilities (including skills gaps), and need for supportive services.
 - e. Labor exchange services, including:
 - (1) Job search and placement assistance, and, when needed by an individual, career counseling, including:
 - (a) Provision of information on in-demand industry sectors and occupations (as defined in sec. 3(23) of WIOA); and
 - (b) Provision of information on nontraditional employment; and,
 - (2) Appropriate recruitment and other business services on behalf of employers, including information and referrals to specialized business services other than those traditionally offered through the One-Stop delivery system.
 - f. Provision of referrals to and coordination of activities with other programs and services, including programs and services within the One-Stop delivery system and, when appropriate, other workforce development programs;

- g. Provision of workforce and labor market employment statistics information, including the provision of accurate information relating to local, regional, and national labor market areas, including:
 - (1) Job vacancy listings in labor market areas.
 - (2) Information on job skills necessary to obtain the vacant jobs listed; and,
 - (3) Information relating to local occupations in demand and the earnings, skill requirements, and opportunities for advancement for those jobs.
- h. Provision of performance information and program cost information on eligible providers of training services by program and type of providers.
- i. Provision of information, in usable and understandable formats and languages, about how the local area is performing on local performance accountability measures, as well as any additional performance information relating to the area's One-Stop delivery system.
- j. Provision of information, in usable and understandable formats and languages, relating to the availability of supportive services or assistance, and appropriate referrals to those services and assistance, including: child care; child support; medical or child health assistance available through the State's Medicaid program and Children's Health Insurance Program; benefits under SNAP; assistance through the earned income tax credit; and assistance under a State program for Temporary Assistance for Needy Families, and other supportive services and transportation provided through that program;
- k. Assistance in establishing eligibility for programs of financial aid assistance for training and education programs not provided under WIOA; and
- l. Provision of information and assistance regarding filing claims for unemployment compensation, by which the Career Center must provide meaningful assistance to individuals seeking assistance in filing a claim for unemployment compensation.
 - (1) Meaningful assistance means:
 - (a) Providing assistance on-site using staff who are well-trained in unemployment compensation claims filing and the rights and responsibilities of claimants; or
 - (b) Providing assistance by phone or via other technology, as long as the assistance is provided by trained and available staff and within a reasonable time.
 - (c) The costs associated with providing this assistance may be paid for by the State's unemployment insurance program, or the WIOA adult or dislocated worker programs, or some combination thereof these funding sources.

C. One-Stop Youth Services

1. 20 CFR 678.500 requires CareerSource Okaloosa Walton to include in the MOU a description of youth services to be provided through the One-Stop delivery system, including the way the services will be coordinated and delivered through the system. The elements will be linked to one or more of the indicators of performances described in WIOA section 116.
2. This section contains a description for each of the 14 WIOA youth program elements. The 14 youth elements will be delivered through the CareerSource Okaloosa Walton's youth program. In the case where resources may not be available to carry out the functions of any of the 14 elements, the youth participant will be referred to another agency for the appropriate services.
3. 20 CFR 681.460 requires local programs to make each of the following 14 services available to youth participants:
 - a. Tutoring, study skills training, instruction and evidence-based dropout prevention and recovery strategies that lead to completion of the requirements for a secondary school diploma or its recognized equivalent (including a recognized certificate of attendance or similar document for individuals with disabilities) or for a recognized postsecondary credential.
 - b. Alternative secondary school services, or dropout recovery services, as appropriate.
 - c. Paid and unpaid work experiences that have academic and occupational education as a component of the work experience, which may include the following types of work experiences:
 - (1) Summer employment opportunities and other employment opportunities available throughout the school year.
 - (2) Pre-apprenticeship programs.
 - (3) Internships and job shadowing; and
 - (4) On-the-job training opportunities.
 - d. Occupational skill training, which includes priority consideration for training programs that lead to recognized postsecondary credentials that align with in-demand industry sectors or occupations in the local area involved, if the Local WDB determines that the programs meet the quality criteria described in WIOA sec. 123.
 - e. Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster.

- f. Leadership development opportunities, including community service and peer-centered activities encouraging responsibility and other positive social and civic behaviors.
- g. Supportive services, including the services listed in 20 CFR 681.570.
- h. Adult mentoring for a duration of at least 12 months, that may occur both during and after program participation.
- i. Follow-up services for not less than 12 months after the completion of participation, as provided in 20 CFR 681.580.
- j. Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling, as well as referrals to counseling, as appropriate to the needs of the individual youth.
- k. Financial literacy education.
- l. Entrepreneurial skills training.
- m. Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services; and
- n. Activities that help youth prepare for and transition to postsecondary education and training.

VI. PROVISION OF SERVICES

- A. CareerSource Okaloosa Walton (CSOW) has been designated by the chief elected official as the administrative entity, grant recipient, and fiscal agent for the Workforce Innovation and Opportunity Act (WIOA) of 2014.
- B. WIOA requires partner programs to make their services available through the One-Stop delivery system and encourages increasing access through additional partnerships with optional partners. Additionally, WIOA requires CSOW and the One-Stop system partners to develop a memorandum of understanding concerning the operations of the One-Stop system; and establishes the framework for providing services to employers, employees, job seekers and others needing workforce services.
- C. **CSOW agrees to perform the following functions under this MOU:**
 - 1. Review this MOU at least every three years and solicit feedback from The Partner regarding improvements, changes, and/or additions.
 - 2. Coordinate with The Partner to ensure that the needs of job seekers, youth, and individuals with barriers to employment, including individuals with disabilities, are addressed in providing access to services, including access to technology and materials that are available through the One-Stop delivery system.

3. Agree to provide the following office needs as space allows: Cubicle space, chair, applicable computer/hardware and general software, telephone access, utilities, server/internet connectivity and maintenance and other general office usage needs as applicable.
4. Maintain the statewide “CSOW” branding for each career center.
5. Maintain the U.S. Department of Labor American Job Center (AJC) branding for each career center.
6. Maintain and operate at least one comprehensive One-Stop career center within the local workforce development area that shall be open to the public from 8:00 a.m. until 4:00 p.m., Monday through Friday (excluding recognized holidays and emergency situations).
7. Provide training to The Partner staff members in an effort for all partners in the One-Stop delivery system to understand each partner organization, their services, and their goals.
8. Share Labor Market Information (LMI) and employer/customer data such as performance outcomes to the extent allowed by law.
9. Commit to a unified, collaborative marketing strategy that will effectively inform job seekers, training and education seekers, employers, and the community at large about the services available through the One-Stop system in Okaloosa and Walton counties.
10. Provide space for The Partner's meetings and/or co-location as space and funding permits.
11. Model for the One-Stop delivery system CareerSource Florida's core values:
 - a. **Integrity.** We will do the right thing, always.
 - b. **Focus.** We remain disciplined by paying constant attention to our vision, mission, and goals.
 - c. **Collaboration.** We work as a team with people inside the organization and maintain important alliances with partners.
 - d. **Diversity.** We value people and realize that a broader range of perspectives generates better solutions.
 - e. **Action.** We get things done, efficiently and effectively, now.
 - f. **Accountability.** We take personal responsibility and do what is required to reach our goals, together.
 - g. **Communication.** We are honest and communicate openly throughout every level of the organization and with stakeholders.

- h. **Innovation.** We constantly seek new and better ways to deliver services.
 - i. **Excellence.** We excel at what we do, striving for quality performance individually and as a team.
 - j. **Leadership.** We lead the way in implementing globally effective workforce development services by empowering our people to be leaders.
12. Abide by all applicable CareerSource Florida's policies, rules, and procedures, and applicable Florida statutes and rules.

D. The Partner agrees to perform the following functions under this MOU:

1. Coordinate with CSOW to provide access to its workforce services and programs through the One-Stop delivery system in accordance with published policies and procedures which include the manner in which the services will be coordinated and delivered through the One-Stop system.
2. Coordinate with CSOW to ensure that the needs of job seekers, youth, and individuals with barriers to employment, including individuals with disabilities, are addressed in providing access to services, including access to technology and materials that are available through the One-Stop delivery system.
3. Provide CSOW with program outcome information for performance data tracking, as made available through reliable sources.
4. Provide feedback to CSOW management regarding the performance of the partnership, including its effectiveness and success.
5. Participate in career center periodic meetings to provide updates on The Partner's programs and procedures to CSOW and other partner staff.

VII. METHODS FOR REFERRALS

- A. Internal cross-referral procedures will be developed and/or reassessed based upon availability of funding, services and program needs to ensure that high quality and convenient services are available to potentially eligible customers of the One-Stop system.
- B. CSOW expects to receive referrals from One-Stop partner programs, and to refer customers to Partner programs. To utilize staff in each program efficiently, responsibilities will be delineated. CSOW accepts that because all program participants may receive individualized services through their respective program, some overlap may occur. Task sharing between programs will ultimately be worked out through communication, cooperation, and collaboration between Program staff, such as career planners or career advisors.

- C. All planned services provided by CSOW or The Partner program(s) for participants will be provided by the respective Program staff. All career services provided will be consistent with those identified in this MOU. All the basic career services included in WIOA will be made available for One-Stop customers, including program participants receiving services through the One-Stop delivery system.
- D. To ensure participants receive every opportunity to be successful in their job search efforts, career center staff will offer the below services to participants enrolled in a One-Stop system program through direct services or referral where appropriate and allowable:
 - 1. Referral to housing assistance & other supportive services.
 - 2. Referrals to the CSOW Veterans Team for services.
 - 3. Career Coaching and job search assistance.
 - 4. Personalized instruction to prepare for specific job interviews.
 - 5. Occupational training where applicable.
 - 6. Intervene with potential employers on behalf of specific program participants where appropriate.
 - 7. Transportation assistance where allowable.
 - 8. Child Care referrals as needed.
 - 9. Referrals as needed for state licensing/certifications required for employment.

VIII. ONE-STOP OPERATING BUDGET

Note: The Operating Budget will be developed and agreed to by August 31st of each Program Year and will be incorporated into this MOU as Appendix A.

- A. The One-Stop operating budget of the career center or American Job Center is the financial plan to which the One-Stop partners, CEO, and CSOW agree in the MOU to achieve their goals of delivering services in Okaloosa and Walton Counties. The operating budget, when developed, will describe how the costs of services provided; and the operating costs of the One-Stop system will be funded, including the infrastructure costs for the One-Stop system (*WIOA sec. 121(c)(2)(A) and 20 CFR 678.500(b), 34 CFR 361.500(b), and 34 CFR 463.500(b)*).
- B. The One-Stop operating budget consists of costs that are specifically identified in the statute. For example, **infrastructure costs**, as defined in WIOA sec. 121(h)(4); and **additional costs**, which must include applicable career services and may include shared operating costs and shared services that are related to the operation of the One-Stop delivery system, but do not constitute **infrastructure costs**. Career services are provided by CSOW staff and Department of Economic Opportunity (DEO) jointly managed staff all funded by WIOA, TAA, UC, Veteran's Services, Wagner Peyser, and

Welfare Transition. Career services by nature of their programs are also provided by Vocational Rehabilitation and SCSEP personnel co-located in the One Stop Center. One-Stop **infrastructure costs** include the annual lease, liability and property insurance, telephone, software and internet network expense, utilities, facility maintenance, equipment leasing and maintenance, and office supplies. **Additional costs** are described in WIOA sec. 121(i) and include the IT contract and consulting expense, participant tracking technology contract expense, and a portion of the CSOW IT staff technician's salary and benefits. Cost allocation methodology is based on Full Time Equivalents (FTE's) located in the One-Stop and for those partners who are co-located in the One-Stop. **Full One-Stop center usage costs** include all **infrastructure costs** and **additional cost** line items. For all other partners who are not located in the One-Stop, but who through technology access CSOW information and services, the methodology for determining each partner's fair share of **infrastructure** and **additional costs** of the One-Stop center includes only those line items relevant for access.

- C. CSOW will ensure the One-Stop operating budget is annually reconciled against actual costs incurred and adjusted accordingly. This reconciliation process will ensure the budget reflects a cost allocation methodology that demonstrates how infrastructure costs are charged to each partner in proportion to the partner's use of the One-Stop center and relative benefit received.
- D. The One-Stop operating budget may be further refined by the One-Stop partners, as needed, to assist in tracking their contributions.

IX. INFRASTRUCTURE FUNDING AGREEMENTS (IFA)

Note: The Infrastructure Funding Agreement will be developed and agreed to by August 31st of each Program Year and will be incorporated into this MOU as Appendix B.

- A. The IFA is an integral part of the CSOW overall One-Stop operating budget. The IFA contains all the **infrastructure costs**. The other component of the CSOW One-Stop operating budget consists of **additional costs**, which include applicable career services, and may include shared operating costs and shared services. While each of these components covers different cost categories, the CSOW One-Stop operating budget would be incomplete if any of these cost categories were omitted. All the components are necessary to maintain a fully functioning and successful local One-Stop delivery system.
- B. The overall One-Stop operating budget must be included in the MOU. IFAs are a mandatory component of the local MOU, as described in WIOA sec. 121(c); 20 CFR 678.500 and 678.755, 34 CFR 361.500 and 361.755; and 34 CFR 463.500 and 463.755. CSOW will work with each One-Stop partner, and CEO to negotiate the IFA costs along with additional costs, when developing the One-Stop operating budget for the local One-Stop delivery system.
- C. Career services are provided by CSOW staff and Department of Economic Opportunity (DEO) jointly managed staff all funded by WIOA, TAA, UC, Veteran's Services, Wagner Peyser, and Welfare Transition. Career services by nature of their programs are also provided by Vocational Rehabilitation and SCSEP personnel co-located in the One-Stop Center. One-Stop **infrastructure costs** include the annual lease, liability and property insurance, telephone, software and internet network expense, utilities, facility

maintenance, equipment leasing and maintenance, and office supplies. **Additional costs** are described in WIOA sec. 121(i) and include the IT contract and consulting expense, participant tracking technology contract expense, and a portion of the CSOW IT staff technician's salary and benefits. Cost allocation methodology is based on Full Time Equivalents (FTE's) located in the One-Stop and for those partners who are co-located in the One-Stop. **Full One-Stop Center usage costs** include all **infrastructure costs** and **additional cost** line items. For all other partners who are not located in the One-Stop, but who through technology access CSOW information and services, the methodology for determining each partner's fair share of **infrastructure** and **additional costs** of the One-Stop center includes only those line items relevant for access. It is the responsibility of CSOW to determine if any services provided by any partner can be exchanged for any portion of that partner's fair share and considered their in-kind contribution.

X. CONFIDENTIALITY OF RECORDS

If either Partner to this MOU obtains access to any records, files, or other information of the other Partner in connection with, or during the performance of this MOU, then that Partner shall keep all such records, files or other information confidential, and shall comply with all laws and regulations concerning the confidentiality of such records, files or other information to the same extent as such laws and regulations apply to the other Partner.

XI. TERM

The Term of this MOU shall commence on July 1, 2021, or the date last executed by both parties, whichever is later, through June 30, 2024. The Partners agree to review this MOU annually, and if substantial changes have occurred, renew the MOU as prescribed by Section XII below, but not less than once every 3-year period to ensure appropriate funding and delivery of services.

XII. RENEWALS, AMENDMENTS, AND MODIFICATIONS

- A. Neither this MOU nor any provision hereof may be changed, waived, discharged or terminated orally, but only by an instrument in writing signed by each of the parties.
- B. WIOA requires renewal of the MOU in certain circumstances. Renewal of the MOU requires all partners to review and agree to all elements of the MOU and re-sign the MOU. For example, any substantial changes, such as changes in One-Stop partners, or a change due to the election of a new CEO, will require renewal of the MOU.
- C. Amendment or modification of the MOU only requires the Partners to review and agree to the elements of the MOU that changed.
 1. Non-substantive changes to the MOU, such as minor revisions to the budget or adjustments made due to the annual reconciliation of the budget, do not require renewal of the MOU or,
 2. When a new IFA is created, the MOU must be updated. For example, a change to

the One-Stop partner's infrastructure cost contributions requires updating the MOU and does not require renewal of the MOU.

XIII. MERGER

This MOU constitutes and expresses the entire and integrated understanding and agreement between the parties hereto, superseding, incorporating, and merging all prior understandings, agreements, and discussions relating to the transactions contemplated hereby, and no agreements, understandings, prior negotiations, prior discussions, warranties, representations, or covenants not herein expressed shall be binding upon the parties.

XIV. THIRD PARTY BENEFICIARY

The Partners expressly acknowledge that it is not their intent to create or confer any rights or obligations in or upon any third person or entity under this MOU. None of the Partners intend to benefit a third party directly or substantially by this MOU. The Partners agree that there are no third-party beneficiaries to this MOU and that no third party shall be entitled to assert a claim against any of the Partners based upon this MOU.

XV. GOVERNANCE

The accountability and responsibility for the One-Stop system rest with CSOW. Pursuant to the Act, CSOW shall conduct oversight with respect to the One-Stop delivery system. Any dispute concerning this MOU will be resolved in accordance with CSOW's Grievance/Complaint and Hearing/Appeal Procedures.

XVI. DISPUTE RESOLUTION

- A. If an issue arises involving this MOU, both parties will make every effort to reach a resolution in a timely and efficient manner. Either partner may request a face-to-face meeting of the local Partners to identify and discuss the issue. If resolved and no further action is deemed necessary, the issue and the resolution will be documented in writing.
- B. If not resolved, the issue and the efforts to resolve will be documented and forwarded to the Executive Director of CSOW and the designated Partner's representative. A joint decision shall be issued within 60 calendar days of receipt.
- C. If dissatisfied with the decision, the dispute may be filed with the State of Florida's Department of Economic Opportunity (DEO) to review concerns and determine resolution. DEO may remand the issue back to the CSOW Executive Director and to the Partner(s) or impose other remedies to resolve the issue.

XVII. SIGNATURES

IN WITNESS WHEREOF, the Partner and CSOW have caused this MOU to be duly executed as of the date set forth below.

APPROVED BY: CareerSource Okaloosa/Walton	APPROVED BY PARTNER: The National Caucus and Center on Black Aged, Inc.
By: <u>Michele Burns</u>	By: <u>Gwen Morse</u>
Name: <u>Michele Burns</u>	Name: <u>Gwen Morse</u>
Title: <u>Executive Director</u>	Title: <u>Florida Program Coordinator</u>
Date: <u>3/19/21</u>	Date: <u>3/31/21</u>


APPROVED BY:
Chief Elected Official for Okaloosa and Walton Counties

By: Carolyn N. Ketchel

Name: Carolyn N. Ketchel

Title: Chairman

Date: July 20, 2021



MEMORANDUM OF UNDERSTANDING
BETWEEN
CAREERSOURCE OKALOOSA WALTON
AND
NORTHWEST FLORIDA STATE COLLEGE

I. PARTIES

This Memorandum of Understanding ("MOU") is made pursuant to the Workforce Innovation and Opportunity Act (WIOA) of 2014 ("the Act") and is entered into between **CareerSource Okaloosa Walton (CSOW)**, hereinafter referred to as **CSOW**; and the **Northwest Florida State College (NWFSC)**, hereinafter referred to as **The Partner**; a training provider of an **Adult Education and Family Literacy Act Program** and **Carl D. Perkins Career and Technical Education**.

II. PURPOSE

- A. The Act is an affirmation of the work that has been done in Florida to build the workforce development system. The cornerstone of the Act is its one-stop customer service delivery system. The One-Stop system assures coordination between the activities authorized in and linked to the Act.
- B. The primary purpose of this Memorandum of Understanding (MOU) is to establish the roles and responsibilities of the Local CareerSource Board, the chief elected official (CEO), and the One-Stop partners as it relates to managing the American Job Center network. In short, this MOU is a description of how the agencies come together to operationalize their respective roles and responsibilities to ensure a seamless and effective "One-Stop" delivery system.
- C. More specifically, this MOU describes the cooperative workforce employment and training efforts of CSOW and The Partner; and the actions to be taken by each to assure the coordination of their efforts in accordance with Federal and state issued requirements to establish and maintain an effective and successful American Job Center network.
- D. This MOU is also intended to coordinate resources and services between all Partners in order to prevent duplication of services and ensure the effective and efficient delivery of workforce services in Okaloosa and Walton Counties. In addition, this MOU will establish joint processes and procedures that will enable Partners to integrate with the current one-stop service delivery system resulting in a seamless and comprehensive array of education, human service, job training, and other workforce development services to its citizens, including persons with disabilities, within Okaloosa and Walton Counties.
- E. The parties to this MOU agree to coordinate and perform the activities and services described herein within the scope of legislative requirements governing the parties' respective programs, services, and agencies.

- F. WIOA provides that CSOW may negotiate an umbrella MOU or an individual MOU for one or more of its One-Stop partners.

III. GOVERNANCE, OPERATIONS, AND SERVICE DELIVERY ROLES

- A. WIOA has established specific governance, operations, and service delivery roles within the American Job Center network. In accordance with 20 CFR 678.420, 34 CFR 361.420, and 34 CFR 463.420, each required One-Stop partner program must:
1. Provide access to its programs or activities through the American Job Center network, in addition to any other appropriate locations (i.e., affiliated, or specialized sites).
 2. Use a portion of its funds, to the extent consistent with the relevant authorizing statute and with the Uniform Guidance at 2 CFR parts 200, 2900, and 3474 (requiring, among other things, that costs are allowable, reasonable, necessary, and allocable) to:
 - a. Provide applicable career services; and
 - b. Work collaboratively with the Local CareerSource Board to establish and maintain the One-Stop delivery system. This includes jointly funding the One-Stop infrastructure costs through partner contributions.
 3. Enter into an MOU that meets the requirements of 20 CFR 678.500(b), 34 CFR 361.500(b), and 34 CFR 463.500(b) with the Local CareerSource Board relating to the operation of the American Job Center network.
 4. Participate in the operation of the American Job Center network consistent with the terms of the MOU, requirements of authorizing laws and implementing regulations, Federal cost principles, and all other applicable legal requirements; and
 5. Provide representation on the Local CareerSource Board as required, and participate in Board committees, as needed.

IV. WIOA VISION FOR THE AMERICAN JOB CENTERS OR CAREER CENTERS: *(Reference: Training and Employment Guidance Letter (TEGL) 16-16)*

- A. Through the American Job Centers, the partner programs and their direct service providers must ensure businesses and all job seekers—a shared client base across the multiple programs—have access to information and services that lead to positive educational and employment outcomes. Under WIOA, American Job Centers and partner staff strive to:

1. Provide job seekers with the skills and credentials necessary to secure and advance in employment with wages that sustain themselves and their families.
2. Provide access and opportunities to job seekers, including individuals with barriers to employment, as defined in section 3(24) of WIOA, such as individuals with disabilities, individuals who are English language learners, and individuals who have low levels of literacy, to prepare for, obtain, retain, and advance in high-quality jobs and high demand careers.
3. Enable businesses and employers to easily identify and hire skilled workers and access other human resource assistance, including education and training for their current workforce, which may include assistance with pre-screening applicants, writing job descriptions, offering rooms for interviewing, and consultation services on topics like succession planning and career ladder development, and other forms of assistance.
4. Participate in rigorous evaluations that support continuous improvement of American Job Centers by identifying which strategies work better for different populations; and
5. Ensure that high-quality integrated data inform decisions made by policy makers, employers, and job seekers.

V. ONE-STOP PARTNERS, PROGRAMS, AND SERVICES

A. One-Stop Partners and Programs

1. All required partners must sign a joint MOU with CSOW, with the agreement of the chief elected official. The required One-Stop partners and programs in Okaloosa and Walton Counties include (*Reference: WIOA Section 121(b)(1)(B) and 20 CFR 678.400*):

- a. **Department of Labor**

- (1) Workforce Development Activities (WIOA Title I).

- (a) Youth Workforce Investment Activities.

- (b) Adult and Dislocated Worker Employment and Training Activities.

Note: Program Administrator – CareerSource Okaloosa Walton

- (2) Wagner-Peyser (WP) Act Employment Services (WIOA Title III).

- (3) Trade Adjustment Assistance (TAA) Program.

(4) Unemployment Compensation (UC) Programs.

(5) Jobs for Veterans State Grant (JVSG) Programs.

Note: Program Administrator – CareerSource Okaloosa Walton

(6) The Senior Community Service Employment Program (SCSEP).

Note: Program Administrator – The National Caucus and Center on Black Aged, Inc.

b. Department of Education

(1) Adult Education and Literacy Act Programs (WIOA Title II).

*Note: Program Administrators: (1) Northwest Florida State College.
(2) Emerald Coast Technical College.*

(2) Career and technical education programs at the post-secondary level authorized under the Carl D. Perkins Career and Technical Education Act of 2006.

Note: Program Administrators: (1) Northwest Florida State College; (2) Emerald Coast Technical College; and (3) Okaloosa Technical College.

(3) The State Vocational Rehabilitation Services Program authorized under Title I of the Rehabilitation Act Of 1973 (29 U.S.C.720 et seq.), as amended by WIOA Title IV.

Note: Program Administrator: DOE-Division of Vocational Rehabilitation

c. Department of Health and Human Services

(1) Temporary Assistance for Needy Families (TANF) authorized under part A of title IV of the Social Security Act.

Note: Program Administrator – CareerSource Okaloosa Walton

(2) Community Services Block Grant (CSBG) - Employment and training activities.

Note: Program Administrator – Tri-County Community Council, Inc.

2. Additional One-Stop Partners and Programs

a. Florida Department of Education - Division of Blind Services

Note: Program Administrator: DOE-Division of Blind Services

b. Social Security Administration - Ticket-to-Work self-sufficiency program.

Note: Program Administrator – CareerSource Okaloosa Walton

- c. Department of Agriculture - Supplemental Nutrition and Assistance Program (SNAP).

Note: Program Administrator – CareerSource Okaloosa Walton

B. One-Stop Services

1. WIOA places a great deal of importance on effectively serving those individuals with barriers to employment, such as individuals with disabilities. WIOA establishes basic career services that must be available to all One-Stop customers. At a minimum, the basic career services listed below must be provided through the One-Stop delivery system:
 - a. These services include referrals to partner programs, initial assessments, and labor exchange services.
 - b. Determinations of whether the individual is eligible to receive assistance from the adult, dislocated worker, or youth programs.
 - c. Outreach, intake (including worker profiling), and orientation to information and other services available through the One-Stop delivery system.
 - d. Initial assessment of skill levels including literacy, numeracy, and English language proficiency, as well as aptitudes, abilities (including skills gaps), and need for supportive services.
 - e. Labor exchange services, including:
 - (1) Job search and placement assistance, and, when needed by an individual, career counseling, including:
 - (a) Provision of information on in-demand industry sectors and occupations (as defined in sec. 3(23) of WIOA); and
 - (b) Provision of information on nontraditional employment; and,
 - (2) Appropriate recruitment and other business services on behalf of employers, including information and referrals to specialized business services other than those traditionally offered through the One-Stop delivery system.
 - f. Provision of referrals to and coordination of activities with other programs and services, including programs and services within the One-Stop delivery system and, when appropriate, other workforce development programs;

- g. Provision of workforce and labor market employment statistics information, including the provision of accurate information relating to local, regional, and national labor market areas, including:
 - (1) Job vacancy listings in labor market areas.
 - (2) Information on job skills necessary to obtain the vacant jobs listed; and,
 - (3) Information relating to local occupations in demand and the earnings, skill requirements, and opportunities for advancement for those jobs.
- h. Provision of performance information and program cost information on eligible providers of training services by program and type of providers.
- i. Provision of information, in usable and understandable formats and languages, about how the local area is performing on local performance accountability measures, as well as any additional performance information relating to the area's One-Stop delivery system.
- j. Provision of information, in usable and understandable formats and languages, relating to the availability of supportive services or assistance, and appropriate referrals to those services and assistance, including: child care; child support; medical or child health assistance available through the State's Medicaid program and Children's Health Insurance Program; benefits under SNAP; assistance through the earned income tax credit; and assistance under a State program for Temporary Assistance for Needy Families, and other supportive services and transportation provided through that program;
- k. Assistance in establishing eligibility for programs of financial aid assistance for training and education programs not provided under WIOA; and
- l. Provision of information and assistance regarding filing claims for unemployment compensation, by which the Career Center must provide meaningful assistance to individuals seeking assistance in filing a claim for unemployment compensation.
 - (1) Meaningful assistance means:
 - (a) Providing assistance on-site using staff who are well-trained in unemployment compensation claims filing and the rights and responsibilities of claimants; or
 - (b) Providing assistance by phone or via other technology, as long as the assistance is provided by trained and available staff and within a reasonable time.
 - (c) The costs associated with providing this assistance may be paid for by the State's unemployment insurance program, or the WIOA adult or dislocated worker programs, or some combination thereof these funding sources.

C. One-Stop Youth Services

1. 20 CFR 678.500 requires CareerSource Okaloosa Walton to include in the MOU a description of youth services to be provided through the One-Stop delivery system, including the way the services will be coordinated and delivered through the system. The elements will be linked to one or more of the indicators of performances described in WIOA section 116.
2. This section contains a description for each of the 14 WIOA youth program elements. The 14 youth elements will be delivered through the CareerSource Okaloosa Walton's youth program. In the case where resources may not be available to carry out the functions of any of the 14 elements, the youth participant will be referred to another agency for the appropriate services.
3. 20 CFR 681.460 requires local programs to make each of the following 14 services available to youth participants:
 - a. Tutoring, study skills training, instruction and evidence-based dropout prevention and recovery strategies that lead to completion of the requirements for a secondary school diploma or its recognized equivalent (including a recognized certificate of attendance or similar document for individuals with disabilities) or for a recognized postsecondary credential.
 - b. Alternative secondary school services, or dropout recovery services, as appropriate.
 - c. Paid and unpaid work experiences that have academic and occupational education as a component of the work experience, which may include the following types of work experiences:
 - (1) Summer employment opportunities and other employment opportunities available throughout the school year.
 - (2) Pre-apprenticeship programs.
 - (3) Internships and job shadowing; and
 - (4) On-the-job training opportunities.
 - d. Occupational skill training, which includes priority consideration for training programs that lead to recognized postsecondary credentials that align with in-demand industry sectors or occupations in the local area involved, if the Local WDB determines that the programs meet the quality criteria described in WIOA sec. 123.
 - e. Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster.

- f. Leadership development opportunities, including community service and peer-centered activities encouraging responsibility and other positive social and civic behaviors.
- g. Supportive services, including the services listed in 20 CFR 681.570.
- h. Adult mentoring for a duration of at least 12 months, that may occur both during and after program participation.
- i. Follow-up services for not less than 12 months after the completion of participation, as provided in 20 CFR 681.580.
- j. Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling, as well as referrals to counseling, as appropriate to the needs of the individual youth.
- k. Financial literacy education.
- l. Entrepreneurial skills training.
- m. Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services; and
- n. Activities that help youth prepare for and transition to postsecondary education and training.

VI. PROVISION OF SERVICES

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- B. WIOA requires partner programs to make their services available through the One-Stop delivery system and encourages increasing access through additional partnerships with optional partners. Additionally, WIOA requires CSOW and the One-Stop system partners to develop a memorandum of understanding concerning the operations of the One-Stop system; and establishes the framework for providing services to employers, employees, job seekers and others needing workforce services.
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 - 1. Review this MOU at least every three years and solicit feedback from The Partner regarding improvements, changes, and/or additions.
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5. Maintain the U.S. Department of Labor American Job Center (AJC) branding for each career center.
6. Maintain and operate at least one comprehensive One-Stop career center within the local workforce development area that shall be open to the public from 8:00 a.m. until 4:00 p.m., Monday through Friday (excluding recognized holidays and emergency situations).
7. Provide training to The Partner staff members in an effort for all partners in the One-Stop delivery system to understand each partner organization, their services, and their goals.
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9. Commit to a unified, collaborative marketing strategy that will effectively inform job seekers, training and education seekers, employers, and the community at large about the services available through the One-Stop system in Okaloosa and Walton counties.
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 - g. **Communication.** We are honest and communicate openly throughout every level of the organization and with stakeholders.

- h. **Innovation.** We constantly seek new and better ways to deliver services.
 - i. **Excellence.** We excel at what we do, striving for quality performance individually and as a team.
 - j. **Leadership.** We lead the way in implementing globally effective workforce development services by empowering our people to be leaders.
12. Abide by all applicable CareerSource Florida's policies, rules, and procedures, and applicable Florida statutes and rules.

D. The Partner agrees to perform the following functions under this MOU:

1. Coordinate with CSOW to provide access to its workforce services and programs through the One-Stop delivery system in accordance with published policies and procedures which include the manner in which the services will be coordinated and delivered through the One-Stop system.
2. Coordinate with CSOW to ensure that the needs of job seekers, youth, and individuals with barriers to employment, including individuals with disabilities, are addressed in providing access to services, including access to technology and materials that are available through the One-Stop delivery system.
3. Provide CSOW with program outcome information for performance data tracking, as made available through reliable sources.
4. Provide feedback to CSOW management regarding the performance of the partnership, including its effectiveness and success.
5. Participate in career center periodic meetings to provide updates on The Partner's programs and procedures to CSOW and other partner staff.

VII. METHODS FOR REFERRALS

- A. Internal cross-referral procedures will be developed and/or reassessed based upon availability of funding, services and program needs to ensure that high quality and convenient services are available to potentially eligible customers of the One-Stop system.
- B. CSOW expects to receive referrals from One-Stop partner programs, and to refer customers to Partner programs. To utilize staff in each program efficiently, responsibilities will be delineated. CSOW accepts that because all program participants may receive individualized services through their respective program, some overlap may occur. Task sharing between programs will ultimately be worked out through communication, cooperation, and collaboration between Program staff, such as career planners or career advisors.

- C. All planned services provided by CSOW or The Partner program(s) for participants will be provided by the respective Program staff. All career services provided will be consistent with those identified in this MOU. All the basic career services included in WIOA will be made available for One-Stop customers, including program participants receiving services through the One-Stop delivery system.
- D. To ensure participants receive every opportunity to be successful in their job search efforts, career center staff will offer the below services to participants enrolled in a One-Stop system program through direct services or referral where appropriate and allowable:
 - 1. Referral to housing assistance & other supportive services.
 - 2. Referrals to the CSOW Veterans Team for services.
 - 3. Career Coaching and job search assistance.
 - 4. Personalized instruction to prepare for specific job interviews.
 - 5. Occupational training where applicable.
 - 6. Intervene with potential employers on behalf of specific program participants where appropriate.
 - 7. Transportation assistance where allowable.
 - 8. Child Care referrals as needed.
 - 9. Referrals as needed for state licensing/certifications required for employment.

VIII. ONE-STOP OPERATING BUDGET

Note: The Operating Budget will be developed and agreed to by August 31st of each Program Year and will be incorporated into this MOU as Appendix A.

- A. The One-Stop operating budget of the career center or American Job Center is the financial plan to which the One-Stop partners, CEO, and CSOW agree in the MOU to achieve their goals of delivering services in Okaloosa and Walton Counties. The operating budget, when developed, will describe how the costs of services provided; and the operating costs of the One-Stop system will be funded, including the infrastructure costs for the One-Stop system (*WIOA sec. 121(c)(2)(A) and 20 CFR 678.500(b), 34 CFR 361.500(b), and 34 CFR 463.500(b)*).
- B. The One-Stop operating budget consists of costs that are specifically identified in the statute. For example, **infrastructure costs**, as defined in WIOA sec. 121(h)(4); and **additional costs**, which must include applicable career services and may include shared operating costs and shared services that are related to the operation of the One-Stop delivery system, but do not constitute **infrastructure costs**. Career services are provided by CSOW staff and Department of Economic Opportunity (DEO) jointly managed staff all funded by WIOA, TAA, UC, Veteran's Services, Wagner Peyser, and

Welfare Transition. Career services by nature of their programs are also provided by Vocational Rehabilitation and SCSEP personnel co-located in the One Stop Center. One-Stop **infrastructure costs** include the annual lease, liability and property insurance, telephone, software and internet network expense, utilities, facility maintenance, equipment leasing and maintenance, and office supplies. **Additional costs** are described in WIOA sec. 121(i) and include the IT contract and consulting expense, participant tracking technology contract expense, and a portion of the CSOW IT staff technician's salary and benefits. Cost allocation methodology is based on Full Time Equivalents (FTE's) located in the One-Stop and for those partners who are co-located in the One-Stop. **Full One-Stop center usage costs** include all **infrastructure costs** and **additional cost** line items. For all other partners who are not located in the One-Stop, but who through technology access CSOW information and services, the methodology for determining each partner's fair share of **infrastructure** and **additional costs** of the One-Stop center includes only those line items relevant for access.

- C. CSOW will ensure the One-Stop operating budget is annually reconciled against actual costs incurred and adjusted accordingly. This reconciliation process will ensure the budget reflects a cost allocation methodology that demonstrates how infrastructure costs are charged to each partner in proportion to the partner's use of the One-Stop center and relative benefit received.
- D. The One-Stop operating budget may be further refined by the One-Stop partners, as needed, to assist in tracking their contributions.

IX. INFRASTRUCTURE FUNDING AGREEMENTS (IFA)

Note: The Infrastructure Funding Agreement will be developed and agreed to by August 31st of each Program Year and will be incorporated into this MOU as Appendix B.

- A. The IFA is an integral part of the CSOW overall One-Stop operating budget. The IFA contains all the **infrastructure costs**. The other component of the CSOW One-Stop operating budget consists of **additional costs**, which include applicable career services, and may include shared operating costs and shared services. While each of these components covers different cost categories, the CSOW One-Stop operating budget would be incomplete if any of these cost categories were omitted. All the components are necessary to maintain a fully functioning and successful local One-Stop delivery system.
- B. The overall One-Stop operating budget must be included in the MOU. IFAs are a mandatory component of the local MOU, as described in WIOA sec. 121(c); 20 CFR 678.500 and 678.755, 34 CFR 361.500 and 361.755; and 34 CFR 463.500 and 463.755. CSOW will work with each One-Stop partner, and CEO to negotiate the IFA costs along with additional costs, when developing the One-Stop operating budget for the local One-Stop delivery system.
- C. Career services are provided by CSOW staff and Department of Economic Opportunity (DEO) jointly managed staff all funded by WIOA, TAA, UC, Veteran's Services, Wagner Peyser, and Welfare Transition. Career services by nature of their programs are also provided by Vocational Rehabilitation and SCSEP personnel co-located in the One-Stop Center. One-Stop **infrastructure costs** include the annual lease, liability and property insurance, telephone, software and internet network expense, utilities, facility

maintenance, equipment leasing and maintenance, and office supplies. **Additional costs** are described in WIOA sec. 121(i) and include the IT contract and consulting expense, participant tracking technology contract expense, and a portion of the CSOW IT staff technician's salary and benefits. Cost allocation methodology is based on Full Time Equivalents (FTE's) located in the One-Stop and for those partners who are co-located in the One-Stop. **Full One-Stop Center usage costs** include all **infrastructure costs** and **additional cost** line items. For all other partners who are not located in the One-Stop, but who through technology access CSOW information and services, the methodology for determining each partner's fair share of **infrastructure** and **additional costs** of the One-Stop center includes only those line items relevant for access. It is the responsibility of CSOW to determine if any services provided by any partner can be exchanged for any portion of that partner's fair share and considered their in-kind contribution.

X. CONFIDENTIALITY OF RECORDS

If either Partner to this MOU obtains access to any records, files, or other information of the other Partner in connection with, or during the performance of this MOU, then that Partner shall keep all such records, files or other information confidential, and shall comply with all laws and regulations concerning the confidentiality of such records, files or other information to the same extent as such laws and regulations apply to the other Partner.

XI. TERM

The Term of this MOU shall commence on July 1, 2021, or the date last executed by both parties, whichever is later, through June 30, 2024. The Partners agree to review this MOU annually, and if substantial changes have occurred, renew the MOU as prescribed by Section XII below, but not less than once every 3-year period to ensure appropriate funding and delivery of services.

XII. RENEWALS, AMENDMENTS, AND MODIFICATIONS

- A. Neither this MOU nor any provision hereof may be changed, waived, discharged or terminated orally, but only by an instrument in writing signed by each of the parties.
- B. WIOA requires renewal of the MOU in certain circumstances. Renewal of the MOU requires all partners to review and agree to all elements of the MOU and re-sign the MOU. For example, any substantial changes, such as changes in One-Stop partners, or a change due to the election of a new CEO, will require renewal of the MOU.
- C. Amendment or modification of the MOU only requires the Partners to review and agree to the elements of the MOU that changed.
 1. Non-substantive changes to the MOU, such as minor revisions to the budget or adjustments made due to the annual reconciliation of the budget, do not require renewal of the MOU or,
 2. When a new IFA is created, the MOU must be updated. For example, a change to

the One-Stop partner's infrastructure cost contributions requires updating the MOU and does not require renewal of the MOU.

XIII. MERGER

This MOU constitutes and expresses the entire and integrated understanding and agreement between the parties hereto, superseding, incorporating, and merging all prior understandings, agreements, and discussions relating to the transactions contemplated hereby, and no agreements, understandings, prior negotiations, prior discussions, warranties, representations, or covenants not herein expressed shall be binding upon the parties.

XIV. THIRD PARTY BENEFICIARY

The Partners expressly acknowledge that it is not their intent to create or confer any rights or obligations in or upon any third person or entity under this MOU. None of the Partners intend to benefit a third party directly or substantially by this MOU. The Partners agree that there are no third-party beneficiaries to this MOU and that no third party shall be entitled to assert a claim against any of the Partners based upon this MOU.

XV. GOVERNANCE

The accountability and responsibility for the One-Stop system rest with CSOW. Pursuant to the Act, CSOW shall conduct oversight with respect to the One-Stop delivery system. Any dispute concerning this MOU will be resolved in accordance with CSOW's Grievance/Complaint and Hearing/Appeal Procedures.

XVI. DISPUTE RESOLUTION

- A. If an issue arises involving this MOU, both parties will make every effort to reach a resolution in a timely and efficient manner. Either partner may request a face-to-face meeting of the local Partners to identify and discuss the issue. If resolved and no further action is deemed necessary, the issue and the resolution will be documented in writing.
- B. If not resolved, the issue and the efforts to resolve will be documented and forwarded to the Executive Director of CSOW and the designated Partner's representative. A joint decision shall be issued within 60 calendar days of receipt.
- C. If dissatisfied with the decision, the dispute may be filed with the State of Florida's Department of Economic Opportunity (DEO) to review concerns and determine resolution. DEO may remand the issue back to the CSOW Executive Director and to the Partner(s) or impose other remedies to resolve the issue.

XVII. SIGNATURES

IN WITNESS WHEREOF, the Partner and CSOW have caused this MOU to be duly executed as of the date set forth below.

APPROVED BY:

CareerSource Okaloosa/Walton

By: Michele Burns

Name: Michele Burns

Title: Executive Director

Date: 3/19/21

APPROVED BY PARTNER:

Northwest Florida State College

By: [Signature]

Name: Devin Stephenson

Title: President

Date: _____

APPROVED BY:

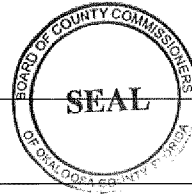
Chief Elected Official for Okaloosa and Walton Counties

By: [Signature]

Name: Carolyn N. Ketchel

Title: Chairman

Date: July 20, 2021



MEMORANDUM OF UNDERSTANDING

BETWEEN

**CAREERSOURCE OKALOOSA WALTON
AND
OKALOOSA TECHNICAL COLLEGE**

I. PARTIES

This Memorandum of Understanding ("MOU") is made pursuant to the Workforce Innovation and Opportunity Act (WIOA) of 2014 ("the Act") and is entered into between **CareerSource Okaloosa Walton (CSOW)**, hereinafter referred to as **CSOW**; and the **Okaloosa Technical College (OTC)**, hereinafter referred to as **The Partner**; a training provider of **Carl D. Perkins Career and Technical Education programs**.

II. PURPOSE

- A. The Act is an affirmation of the work that has been done in Florida to build the workforce development system. The cornerstone of the Act is its one-stop customer service delivery system. The One-Stop system assures coordination between the activities authorized in and linked to the Act.
- B. The primary purpose of this Memorandum of Understanding (MOU) is to establish the roles and responsibilities of the Local CareerSource Board, the chief elected official (CEO), and the One-Stop partners as it relates to managing the American Job Center network. In short, this MOU is a description of how the agencies come together to operationalize their respective roles and responsibilities to ensure a seamless and effective "One-Stop" delivery system.
- C. More specifically, this MOU describes the cooperative workforce employment and training efforts of CSOW and The Partner; and the actions to be taken by each to assure the coordination of their efforts in accordance with Federal and state issued requirements to establish and maintain an effective and successful American Job Center network.
- D. This MOU is also intended to coordinate resources and services between all Partners in order to prevent duplication of services and ensure the effective and efficient delivery of workforce services in Okaloosa and Walton Counties. In addition, this MOU will establish joint processes and procedures that will enable Partners to integrate with the current one-stop service delivery system resulting in a seamless and comprehensive array of education, human service, job training, and other workforce development services to its citizens, including persons with disabilities, within Okaloosa and Walton Counties.
- E. The parties to this MOU agree to coordinate and perform the activities and services described herein within the scope of legislative requirements governing the parties' respective programs, services, and agencies.

- F. WIOA provides that CSOW may negotiate an umbrella MOU or an individual MOU for one or more of its One-Stop partners.

III. GOVERNANCE, OPERATIONS, AND SERVICE DELIVERY ROLES

- A. WIOA has established specific governance, operations, and service delivery roles within the American Job Center network. In accordance with 20 CFR 678.420, 34 CFR 361.420, and 34 CFR 463.420, each required One-Stop partner program must:
1. Provide access to its programs or activities through the American Job Center network, in addition to any other appropriate locations (i.e., affiliated, or specialized sites).
 2. Use a portion of its funds, to the extent consistent with the relevant authorizing statute and with the Uniform Guidance at 2 CFR parts 200, 2900, and 3474 (requiring, among other things, that costs are allowable, reasonable, necessary, and allocable) to:
 - a. Provide applicable career services; and
 - b. Work collaboratively with the Local CareerSource Board to establish and maintain the One-Stop delivery system. This includes jointly funding the One-Stop infrastructure costs through partner contributions.
 3. Enter into an MOU that meets the requirements of 20 CFR 678.500(b), 34 CFR 361.500(b), and 34 CFR 463.500(b) with the Local CareerSource Board relating to the operation of the American Job Center network.
 4. Participate in the operation of the American Job Center network consistent with the terms of the MOU, requirements of authorizing laws and implementing regulations, Federal cost principles, and all other applicable legal requirements; and
 5. Provide representation on the Local CareerSource Board as required, and participate in Board committees, as needed.

IV. WIOA VISION FOR THE AMERICAN JOB CENTERS OR CAREER CENTERS: (Reference: Training and Employment Guidance Letter (TEGL) 16-16)

- A. Through the American Job Centers, the partner programs and their direct service providers must ensure businesses and all job seekers—a shared client base across the multiple programs—have access to information and services that lead to positive educational and employment outcomes. Under WIOA, American Job Centers and partner staff strive to:

1. Provide job seekers with the skills and credentials necessary to secure and advance in employment with wages that sustain themselves and their families.
2. Provide access and opportunities to job seekers, including individuals with barriers to employment, as defined in section 3(24) of WIOA, such as individuals with disabilities, individuals who are English language learners, and individuals who have low levels of literacy, to prepare for, obtain, retain, and advance in high-quality jobs and high demand careers.
3. Enable businesses and employers to easily identify and hire skilled workers and access other human resource assistance, including education and training for their current workforce, which may include assistance with pre-screening applicants, writing job descriptions, offering rooms for interviewing, and consultation services on topics like succession planning and career ladder development, and other forms of assistance.
4. Participate in rigorous evaluations that support continuous improvement of American Job Centers by identifying which strategies work better for different populations; and
5. Ensure that high-quality integrated data inform decisions made by policy makers, employers, and job seekers.

V. ONE-STOP PARTNERS, PROGRAMS, AND SERVICES

A. One-Stop Partners and Programs

1. All required partners must sign a joint MOU with CSOW, with the agreement of the chief elected official. The required One-Stop partners and programs in Okaloosa and Walton Counties include (*Reference: WIOA Section 121(b)(1)(B) and 20 CFR 678.400*):

- a. **Department of Labor**

- (1) Workforce Development Activities (WIOA Title I).

- (a) Youth Workforce Investment Activities.

- (b) Adult and Dislocated Worker Employment and Training Activities.

Note: Program Administrator – CareerSource Okaloosa Walton

- (2) Wagner-Peyser (WP) Act Employment Services (WIOA Title III).

- (3) Trade Adjustment Assistance (TAA) Program.

(4) Unemployment Compensation (UC) Programs.

(5) Jobs for Veterans State Grant (JVSG) Programs.

Note: Program Administrator – CareerSource Okaloosa Walton

(6) The Senior Community Service Employment Program (SCSEP).

Note: Program Administrator – The National Caucus and Center on Black Aged, Inc.

b. Department of Education

(1) Adult Education and Literacy Act Programs (WIOA Title II).

*Note: Program Administrators: (1) Northwest Florida State College.
(2) Emerald Coast Technical College.*

(2) Career and technical education programs at the post-secondary level authorized under the Carl D. Perkins Career and Technical Education Act of 2006.

Note: Program Administrators: (1) Northwest Florida State College; (2) Emerald Coast Technical College; and (3) Okaloosa Technical College.

(3) The State Vocational Rehabilitation Services Program authorized under Title I of the Rehabilitation Act Of 1973 (29 U.S.C.720 et seq.), as amended by WIOA Title IV.

Note: Program Administrator: DOE-Division of Vocational Rehabilitation

c. Department of Health and Human Services

(1) Temporary Assistance for Needy Families (TANF) authorized under part A of title IV of the Social Security Act.

Note: Program Administrator – CareerSource Okaloosa Walton

(2) Community Services Block Grant (CSBG) - Employment and training activities.

Note: Program Administrator – Tri-County Community Council, Inc.

2. Additional One-Stop Partners and Programs

a. Florida Department of Education - Division of Blind Services

Note: Program Administrator: DOE-Division of Blind Services

b. Social Security Administration - Ticket-to-Work self-sufficiency program.

Note: Program Administrator – CareerSource Okaloosa Walton

- c. Department of Agriculture - Supplemental Nutrition and Assistance Program (SNAP).

Note: Program Administrator – CareerSource Okaloosa Walton

B. One-Stop Services

1. WIOA places a great deal of importance on effectively serving those individuals with barriers to employment, such as individuals with disabilities. WIOA establishes basic career services that must be available to all One-Stop customers. At a minimum, the basic career services listed below must be provided through the One-Stop delivery system:
 - a. These services include referrals to partner programs, initial assessments, and labor exchange services.
 - b. Determinations of whether the individual is eligible to receive assistance from the adult, dislocated worker, or youth programs.
 - c. Outreach, intake (including worker profiling), and orientation to information and other services available through the One-Stop delivery system.
 - d. Initial assessment of skill levels including literacy, numeracy, and English language proficiency, as well as aptitudes, abilities (including skills gaps), and need for supportive services.
 - e. Labor exchange services, including:
 - (1) Job search and placement assistance, and, when needed by an individual, career counseling, including:
 - (a) Provision of information on in-demand industry sectors and occupations (as defined in sec. 3(23) of WIOA); and
 - (b) Provision of information on nontraditional employment; and,
 - (2) Appropriate recruitment and other business services on behalf of employers, including information and referrals to specialized business services other than those traditionally offered through the One-Stop delivery system.
 - f. Provision of referrals to and coordination of activities with other programs and services, including programs and services within the One-Stop delivery system and, when appropriate, other workforce development programs;

- g. Provision of workforce and labor market employment statistics information, including the provision of accurate information relating to local, regional, and national labor market areas, including:
 - (1) Job vacancy listings in labor market areas.
 - (2) Information on job skills necessary to obtain the vacant jobs listed; and,
 - (3) Information relating to local occupations in demand and the earnings, skill requirements, and opportunities for advancement for those jobs.
- h. Provision of performance information and program cost information on eligible providers of training services by program and type of providers.
- i. Provision of information, in usable and understandable formats and languages, about how the local area is performing on local performance accountability measures, as well as any additional performance information relating to the area's One-Stop delivery system.
- j. Provision of information, in usable and understandable formats and languages, relating to the availability of supportive services or assistance, and appropriate referrals to those services and assistance, including: child care; child support; medical or child health assistance available through the State's Medicaid program and Children's Health Insurance Program; benefits under SNAP; assistance through the earned income tax credit; and assistance under a State program for Temporary Assistance for Needy Families, and other supportive services and transportation provided through that program;
- k. Assistance in establishing eligibility for programs of financial aid assistance for training and education programs not provided under WIOA; and
- l. Provision of information and assistance regarding filing claims for unemployment compensation, by which the Career Center must provide meaningful assistance to individuals seeking assistance in filing a claim for unemployment compensation.
 - (1) Meaningful assistance means:
 - (a) Providing assistance on-site using staff who are well-trained in unemployment compensation claims filing and the rights and responsibilities of claimants; or
 - (b) Providing assistance by phone or via other technology, as long as the assistance is provided by trained and available staff and within a reasonable time.
 - (c) The costs associated with providing this assistance may be paid for by the State's unemployment insurance program, or the WIOA adult or dislocated worker programs, or some combination thereof these funding sources.

C. One-Stop Youth Services

1. 20 CFR 678.500 requires CareerSource Okaloosa Walton to include in the MOU a description of youth services to be provided through the One-Stop delivery system, including the way the services will be coordinated and delivered through the system. The elements will be linked to one or more of the indicators of performances described in WIOA section 116.
2. This section contains a description for each of the 14 WIOA youth program elements. The 14 youth elements will be delivered through the CareerSource Okaloosa Walton's youth program. In the case where resources may not be available to carry out the functions of any of the 14 elements, the youth participant will be referred to another agency for the appropriate services.
3. 20 CFR 681.460 requires local programs to make each of the following 14 services available to youth participants:
 - a. Tutoring, study skills training, instruction and evidence-based dropout prevention and recovery strategies that lead to completion of the requirements for a secondary school diploma or its recognized equivalent (including a recognized certificate of attendance or similar document for individuals with disabilities) or for a recognized postsecondary credential.
 - b. Alternative secondary school services, or dropout recovery services, as appropriate.
 - c. Paid and unpaid work experiences that have academic and occupational education as a component of the work experience, which may include the following types of work experiences:
 - (1) Summer employment opportunities and other employment opportunities available throughout the school year.
 - (2) Pre-apprenticeship programs.
 - (3) Internships and job shadowing; and
 - (4) On-the-job training opportunities.
 - d. Occupational skill training, which includes priority consideration for training programs that lead to recognized postsecondary credentials that align with in-demand industry sectors or occupations in the local area involved, if the Local WDB determines that the programs meet the quality criteria described in WIOA sec. 123.
 - e. Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster.

- f. Leadership development opportunities, including community service and peer-centered activities encouraging responsibility and other positive social and civic behaviors.
- g. Supportive services, including the services listed in 20 CFR 681.570.
- h. Adult mentoring for a duration of at least 12 months, that may occur both during and after program participation.
- i. Follow-up services for not less than 12 months after the completion of participation, as provided in 20 CFR 681.580.
- j. Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling, as well as referrals to counseling, as appropriate to the needs of the individual youth.
- k. Financial literacy education.
- l. Entrepreneurial skills training.
- m. Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services; and
- n. Activities that help youth prepare for and transition to postsecondary education and training.

VI. PROVISION OF SERVICES

- A. CareerSource Okaloosa Walton (CSOW) has been designated by the chief elected official as the administrative entity, grant recipient, and fiscal agent for the Workforce Innovation and Opportunity Act (WIOA) of 2014.
- B. WIOA requires partner programs to make their services available through the One-Stop delivery system and encourages increasing access through additional partnerships with optional partners. Additionally, WIOA requires CSOW and the One-Stop system partners to develop a memorandum of understanding concerning the operations of the One-Stop system; and establishes the framework for providing services to employers, employees, job seekers and others needing workforce services.
- C. **CSOW agrees to perform the following functions under this MOU:**
 - 1. Review this MOU at least every three years and solicit feedback from The Partner regarding improvements, changes, and/or additions.
 - 2. Coordinate with The Partner to ensure that the needs of job seekers, youth, and individuals with barriers to employment, including individuals with disabilities, are addressed in providing access to services, including access to technology and materials that are available through the One-Stop delivery system.

3. Agree to provide the following office needs as space allows: Cubicle space, chair, applicable computer/hardware and general software, telephone access, utilities, server/internet connectivity and maintenance and other general office usage needs as applicable.
4. Maintain the statewide “CSOW” branding for each career center.
5. Maintain the U.S. Department of Labor American Job Center (AJC) branding for each career center.
6. Maintain and operate at least one comprehensive One-Stop career center within the local workforce development area that shall be open to the public from 8:00 a.m. until 4:00 p.m., Monday through Friday (excluding recognized holidays and emergency situations).
7. Provide training to The Partner staff members in an effort for all partners in the One-Stop delivery system to understand each partner organization, their services, and their goals.
8. Share Labor Market Information (LMI) and employer/customer data such as performance outcomes to the extent allowed by law.
9. Commit to a unified, collaborative marketing strategy that will effectively inform job seekers, training and education seekers, employers, and the community at large about the services available through the One-Stop system in Okaloosa and Walton counties.
10. Provide space for The Partner's meetings and/or co-location as space and funding permits.
11. Model for the One-Stop delivery system CareerSource Florida's core values:
 - a. **Integrity.** We will do the right thing, always.
 - b. **Focus.** We remain disciplined by paying constant attention to our vision, mission, and goals.
 - c. **Collaboration.** We work as a team with people inside the organization and maintain important alliances with partners.
 - d. **Diversity.** We value people and realize that a broader range of perspectives generates better solutions.
 - e. **Action.** We get things done, efficiently and effectively, now.
 - f. **Accountability.** We take personal responsibility and do what is required to reach our goals, together.
 - g. **Communication.** We are honest and communicate openly throughout every level of the organization and with stakeholders.

- h. **Innovation.** We constantly seek new and better ways to deliver services.
 - i. **Excellence.** We excel at what we do, striving for quality performance individually and as a team.
 - j. **Leadership.** We lead the way in implementing globally effective workforce development services by empowering our people to be leaders.
12. Abide by all applicable CareerSource Florida's policies, rules, and procedures, and applicable Florida statutes and rules.

D. The Partner agrees to perform the following functions under this MOU:

1. Coordinate with CSOW to provide access to its workforce services and programs through the One-Stop delivery system in accordance with published policies and procedures which include the manner in which the services will be coordinated and delivered through the One-Stop system.
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3. Provide CSOW with program outcome information for performance data tracking, as made available through reliable sources.
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5. Participate in career center periodic meetings to provide updates on The Partner's programs and procedures to CSOW and other partner staff.

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- B. CSOW expects to receive referrals from One-Stop partner programs, and to refer customers to Partner programs. To utilize staff in each program efficiently, responsibilities will be delineated. CSOW accepts that because all program participants may receive individualized services through their respective program, some overlap may occur. Task sharing between programs will ultimately be worked out through communication, cooperation, and collaboration between Program staff, such as career planners or career advisors.

- C. All planned services provided by CSOW or The Partner program(s) for participants will be provided by the respective Program staff. All career services provided will be consistent with those identified in this MOU. All the basic career services included in WIOA will be made available for One-Stop customers, including program participants receiving services through the One-Stop delivery system.
- D. To ensure participants receive every opportunity to be successful in their job search efforts, career center staff will offer the below services to participants enrolled in a One-Stop system program through direct services or referral where appropriate and allowable:
 - 1. Referral to housing assistance & other supportive services.
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 - 5. Occupational training where applicable.
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 - 8. Child Care referrals as needed.
 - 9. Referrals as needed for state licensing/certifications required for employment.

VIII. ONE-STOP OPERATING BUDGET

Note: The Operating Budget will be developed and agreed to by August 31st of each Program Year and will be incorporated into this MOU as Appendix A.

- A. The One-Stop operating budget of the career center or American Job Center is the financial plan to which the One-Stop partners, CEO, and CSOW agree in the MOU to achieve their goals of delivering services in Okaloosa and Walton Counties. The operating budget, when developed, will describe how the costs of services provided; and the operating costs of the One-Stop system will be funded, including the infrastructure costs for the One-Stop system (*WIOA sec. 121(c)(2)(A) and 20 CFR 678.500(b), 34 CFR 361.500(b), and 34 CFR 463.500(b)*).
- B. The One-Stop operating budget consists of costs that are specifically identified in the statute. For example, **infrastructure costs**, as defined in WIOA sec. 121(h)(4); and **additional costs**, which must include applicable career services and may include shared operating costs and shared services that are related to the operation of the One-Stop delivery system, but do not constitute **infrastructure costs**. Career services are provided by CSOW staff and Department of Economic Opportunity (DEO) jointly managed staff all funded by WIOA, TAA, UC, Veteran's Services, Wagner Peyser, and

Welfare Transition. Career services by nature of their programs are also provided by Vocational Rehabilitation and SCSEP personnel co-located in the One Stop Center. One-Stop **infrastructure costs** include the annual lease, liability and property insurance, telephone, software and internet network expense, utilities, facility maintenance, equipment leasing and maintenance, and office supplies. **Additional costs** are described in WIOA sec. 121(i) and include the IT contract and consulting expense, participant tracking technology contract expense, and a portion of the CSOW IT staff technician's salary and benefits. Cost allocation methodology is based on Full Time Equivalents (FTE's) located in the One-Stop and for those partners who are co-located in the One-Stop. **Full One-Stop center usage costs** include all **infrastructure costs** and **additional cost** line items. For all other partners who are not located in the One-Stop, but who through technology access CSOW information and services, the methodology for determining each partner's fair share of **infrastructure** and **additional costs** of the One-Stop center includes only those line items relevant for access.

- C. CSOW will ensure the One-Stop operating budget is annually reconciled against actual costs incurred and adjusted accordingly. This reconciliation process will ensure the budget reflects a cost allocation methodology that demonstrates how infrastructure costs are charged to each partner in proportion to the partner's use of the One-Stop center and relative benefit received.
- D. The One-Stop operating budget may be further refined by the One-Stop partners, as needed, to assist in tracking their contributions.

IX. INFRASTRUCTURE FUNDING AGREEMENTS (IFA)

Note: The Infrastructure Funding Agreement will be developed and agreed to by August 31st of each Program Year and will be incorporated into this MOU as Appendix B.

- A. The IFA is an integral part of the CSOW overall One-Stop operating budget. The IFA contains all the **infrastructure costs**. The other component of the CSOW One-Stop operating budget consists of **additional costs**, which include applicable career services, and may include shared operating costs and shared services. While each of these components covers different cost categories, the CSOW One-Stop operating budget would be incomplete if any of these cost categories were omitted. All the components are necessary to maintain a fully functioning and successful local One-Stop delivery system.
- B. The overall One-Stop operating budget must be included in the MOU. IFAs are a mandatory component of the local MOU, as described in WIOA sec. 121(c); 20 CFR 678.500 and 678.755, 34 CFR 361.500 and 361.755; and 34 CFR 463.500 and 463.755. CSOW will work with each One-Stop partner, and CEO to negotiate the IFA costs along with additional costs, when developing the One-Stop operating budget for the local One-Stop delivery system.
- C. Career services are provided by CSOW staff and Department of Economic Opportunity (DEO) jointly managed staff all funded by WIOA, TAA, UC, Veteran's Services, Wagner Peyser, and Welfare Transition. Career services by nature of their programs are also provided by Vocational Rehabilitation and SCSEP personnel co-located in the One-Stop Center. One-Stop **infrastructure costs** include the annual lease, liability and property insurance, telephone, software and internet network expense, utilities, facility

maintenance, equipment leasing and maintenance, and office supplies. **Additional costs** are described in WIOA sec. 121(i) and include the IT contract and consulting expense, participant tracking technology contract expense, and a portion of the CSOW IT staff technician's salary and benefits. Cost allocation methodology is based on Full Time Equivalents (FTE's) located in the One-Stop and for those partners who are co-located in the One-Stop. **Full One-Stop Center usage costs** include all **infrastructure costs** and **additional cost** line items. For all other partners who are not located in the One-Stop, but who through technology access CSOW information and services, the methodology for determining each partner's fair share of **infrastructure** and **additional costs** of the One-Stop center includes only those line items relevant for access. It is the responsibility of CSOW to determine if any services provided by any partner can be exchanged for any portion of that partner's fair share and considered their in-kind contribution.

X. CONFIDENTIALITY OF RECORDS

If either Partner to this MOU obtains access to any records, files, or other information of the other Partner in connection with, or during the performance of this MOU, then that Partner shall keep all such records, files or other information confidential, and shall comply with all laws and regulations concerning the confidentiality of such records, files or other information to the same extent as such laws and regulations apply to the other Partner.

XI. TERM

The Term of this MOU shall commence on July 1, 2021, or the date last executed by both parties, whichever is later, through June 30, 2024. The Partners agree to review this MOU annually, and if substantial changes have occurred, renew the MOU as prescribed by Section XII below, but not less than once every 3-year period to ensure appropriate funding and delivery of services.

XII. RENEWALS, AMENDMENTS, AND MODIFICATIONS

- A. Neither this MOU nor any provision hereof may be changed, waived, discharged or terminated orally, but only by an instrument in writing signed by each of the parties.
- B. WIOA requires renewal of the MOU in certain circumstances. Renewal of the MOU requires all partners to review and agree to all elements of the MOU and re-sign the MOU. For example, any substantial changes, such as changes in One-Stop partners, or a change due to the election of a new CEO, will require renewal of the MOU.
- C. Amendment or modification of the MOU only requires the Partners to review and agree to the elements of the MOU that changed.
 1. Non-substantive changes to the MOU, such as minor revisions to the budget or adjustments made due to the annual reconciliation of the budget, do not require renewal of the MOU or,
 2. When a new IFA is created, the MOU must be updated. For example, a change to

the One-Stop partner's infrastructure cost contributions requires updating the MOU and does not require renewal of the MOU.

XIII. MERGER

This MOU constitutes and expresses the entire and integrated understanding and agreement between the parties hereto, superseding, incorporating, and merging all prior understandings, agreements, and discussions relating to the transactions contemplated hereby, and no agreements, understandings, prior negotiations, prior discussions, warranties, representations, or covenants not herein expressed shall be binding upon the parties.

XIV. THIRD PARTY BENEFICIARY

The Partners expressly acknowledge that it is not their intent to create or confer any rights or obligations in or upon any third person or entity under this MOU. None of the Partners intend to benefit a third party directly or substantially by this MOU. The Partners agree that there are no third-party beneficiaries to this MOU and that no third party shall be entitled to assert a claim against any of the Partners based upon this MOU.

XV. GOVERNANCE

The accountability and responsibility for the One-Stop system rest with CSOW. Pursuant to the Act, CSOW shall conduct oversight with respect to the One-Stop delivery system. Any dispute concerning this MOU will be resolved in accordance with CSOW's Grievance/Complaint and Hearing/Appeal Procedures.

XVI. DISPUTE RESOLUTION

- A. If an issue arises involving this MOU, both parties will make every effort to reach a resolution in a timely and efficient manner. Either partner may request a face-to-face meeting of the local Partners to identify and discuss the issue. If resolved and no further action is deemed necessary, the issue and the resolution will be documented in writing.
- B. If not resolved, the issue and the efforts to resolve will be documented and forwarded to the Executive Director of CSOW and the designated Partner's representative. A joint decision shall be issued within 60 calendar days of receipt.
- C. If dissatisfied with the decision, the dispute may be filed with the State of Florida's Department of Economic Opportunity (DEO) to review concerns and determine resolution. DEO may remand the issue back to the CSOW Executive Director and to the Partner(s) or impose other remedies to resolve the issue.


XVII. SIGNATURES

IN WITNESS WHEREOF, the Partner and CSOW have caused this MOU to be duly executed as of the date set forth below.

APPROVED BY:		APPROVED BY PARTNER:	
CareerSource Okaloosa/Walton		Okaloosa Technical College	
By: <u>Michelle Burns</u>	By: <u>Kelly Hayes</u>		
Name: <u>Michele Burns</u>	Name: <u>Kelly Hayes</u>		
Title: <u>Executive Director</u>	Title: <u>Director</u>		
Date: <u>3/19/21</u>	Date: <u>4/1/2021</u>		

APPROVED BY:

Chief Elected Official for Okaloosa and Walton Counties

By: <u>Carolyn N. Ketchel</u>	
Name: <u>Carolyn N. Ketchel</u>	
Title: <u>Chairman</u>	
Date: <u>July 20, 2021</u>	

MEMORANDUM OF UNDERSTANDING

BETWEEN

**CAREERSOURCE OKALOOSA WALTON
AND
TRI-COUNTY COMMUNITY COUNCIL, INC.**

I. PARTIES

This Memorandum of Understanding ("MOU") is made pursuant to the Workforce Innovation and Opportunity Act (WIOA) of 2014 ("the Act"), and is entered into between **CareerSource Okaloosa Walton (CSOW)**, hereinafter referred to as **CSOW**; and the **Tri-County Community Council, Inc.**, hereinafter referred to as **The Partner**; administers the **Community Services Block Grant Employment and Training Activities**.

II. PURPOSE

- A. The Act is an affirmation of the work that has been done in Florida to build the workforce development system. The cornerstone of the Act is its one-stop customer service delivery system. The One-Stop system assures coordination between the activities authorized in and linked to the Act.
- B. The primary purpose of this Memorandum of Understanding (MOU) is to establish the roles and responsibilities of the Local CareerSource Board, the chief elected official (CEO), and the One-Stop partners as it relates to managing the American Job Center network. In short, this MOU is a description of how the agencies come together to operationalize their respective roles and responsibilities to ensure a seamless and effective "One-Stop" delivery system.
- C. More specifically, this MOU describes the cooperative workforce employment and training efforts of CSOW and The Partner; and the actions to be taken by each to assure the coordination of their efforts in accordance with Federal and state issued requirements to establish and maintain an effective and successful American Job Center network.
- D. This MOU is also intended to coordinate resources and services between all Partners in order to prevent duplication of services and ensure the effective and efficient delivery of workforce services in Okaloosa and Walton Counties. In addition, this MOU will establish joint processes and procedures that will enable Partners to integrate with the current one-stop service delivery system resulting in a seamless and comprehensive array of education, human service, job training, and other workforce development services to its citizens, including persons with disabilities, within Okaloosa and Walton Counties.
- E. The parties to this MOU agree to coordinate and perform the activities and services described herein within the scope of legislative requirements governing the parties'

respective programs, services, and agencies.

- F. WIOA provides that CSOW may negotiate an umbrella MOU or an individual MOU for one or more of its One-Stop partners.

III. GOVERNANCE, OPERATIONS, AND SERVICE DELIVERY ROLES

- A. WIOA has established specific governance, operations, and service delivery roles within the American Job Center network. In accordance with 20 CFR 678.420, 34 CFR 361.420, and 34 CFR 463.420, each required One-Stop partner program must:

1. Provide access to its programs or activities through the American Job Center network, in addition to any other appropriate locations (i.e., affiliated, or specialized sites).
2. Use a portion of its funds, to the extent consistent with the relevant authorizing statute and with the Uniform Guidance at 2 CFR parts 200, 2900, and 3474 (requiring, among other things, that costs are allowable, reasonable, necessary, and allocable) to:
 - a. Provide applicable career services; and
 - b. Work collaboratively with the Local CareerSource Board to establish and maintain the One-Stop delivery system. This includes jointly funding the One-Stop infrastructure costs through partner contributions.
3. Enter into an MOU that meets the requirements of 20 CFR 678.500(b), 34 CFR 361.500(b), and 34 CFR 463.500(b) with the Local CareerSource Board relating to the operation of the American Job Center network.
4. Participate in the operation of the American Job Center network consistent with the terms of the MOU, requirements of authorizing laws and implementing regulations, Federal cost principles, and all other applicable legal requirements; and
5. Provide representation on the Local CareerSource Board as required, and participate in Board committees, as needed.

IV. WIOA VISION FOR THE AMERICAN JOB CENTERS OR CAREER CENTERS:

(Reference: Training and Employment Guidance Letter (TEGL) 16-16)

- A. Through the American Job Centers, the partner programs and their direct service providers must ensure businesses and all job seekers—a shared client base across the multiple programs—have access to information and services that lead to positive

educational and employment outcomes. Under WIOA, American Job Centers and partner staff strive to:

1. Provide job seekers with the skills and credentials necessary to secure and advance in employment with wages that sustain themselves and their families.
2. Provide access and opportunities to job seekers, including individuals with barriers to employment, as defined in section 3(24) of WIOA, such as individuals with disabilities, individuals who are English language learners, and individuals who have low levels of literacy, to prepare for, obtain, retain, and advance in high-quality jobs and high demand careers.
3. Enable businesses and employers to easily identify and hire skilled workers and access other human resource assistance, including education and training for their current workforce, which may include assistance with pre-screening applicants, writing job descriptions, offering rooms for interviewing, and consultation services on topics like succession planning and career ladder development, and other forms of assistance.
4. Participate in rigorous evaluations that support continuous improvement of American Job Centers by identifying which strategies work better for different populations; and
5. Ensure that high-quality integrated data inform decisions made by policy makers, employers, and job seekers.

V. ONE-STOP PARTNERS, PROGRAMS, AND SERVICES

A. One-Stop Partners and Programs

1. All required partners must sign a joint MOU with CSOW, with the agreement of the chief elected official. The required One-Stop partners and programs in Okaloosa and Walton Counties include (*Reference: WIOA Section 121(b)(1)(B) and 20 CFR 678.400*):

- a. **Department of Labor**

- (1) Workforce Development Activities (WIOA Title I).

- (a) Youth Workforce Investment Activities.

- (b) Adult and Dislocated Worker Employment and Training Activities.

Note: Program Administrator – CareerSource Okaloosa Walton

- (2) Wagner-Peyser (WP) Act Employment Services (WIOA Title III).

- (3) Trade Adjustment Assistance (TAA) Program.
- (4) Unemployment Compensation (UC) Programs.
- (5) Jobs for Veterans State Grant (JVSG) Programs.

Note: Program Administrator – CareerSource Okaloosa Walton

- (6) The Senior Community Service Employment Program (SCSEP).

Note: Program Administrator – The National Caucus and Center on Black Aged, Inc.

b. Department of Education

- (1) Adult Education and Literacy Act Programs (WIOA Title II).

*Note: Program Administrators: (1) Northwest Florida State College.
(2) Emerald Coast Technical College.*

- (2) Career and technical education programs at the post-secondary level authorized under the Carl D. Perkins Career and Technical Education Act of 2006.

Note: Program Administrators: (1) Northwest Florida State College; (2) Emerald Coast Technical College; and (3) Okaloosa Technical College.

- (3) The State Vocational Rehabilitation Services Program authorized under Title I of the Rehabilitation Act Of 1973 (29 U.S.C.720 et seq.), as amended by WIOA Title IV.

Note: Program Administrator: DOE-Division of Vocational Rehabilitation

c. Department of Health and Human Services

- (1) Temporary Assistance for Needy Families (TANF) authorized under part A of title IV of the Social Security Act.

Note: Program Administrator – CareerSource Okaloosa Walton

- (2) Community Services Block Grant (CSBG) - Employment and training activities.

Note: Program Administrator – Tri-County Community Council, Inc.

2. Additional One-Stop Partners and Programs

- a. Florida Department of Education - Division of Blind Services**

Note: Program Administrator: DOE-Division of Blind Services

- b. Social Security Administration - Ticket-to-Work self-sufficiency program.

Note: Program Administrator – CareerSource Okaloosa Walton

- c. Department of Agriculture - Supplemental Nutrition and Assistance Program (SNAP).

Note: Program Administrator – CareerSource Okaloosa Walton

B. One-Stop Services

1. WIOA places a great deal of importance on effectively serving those individuals with barriers to employment, such as individuals with disabilities. WIOA establishes basic career services that must be available to all One-Stop customers. At a minimum, the basic career services listed below must be provided through the One-Stop delivery system:
 - a. These services include referrals to partner programs, initial assessments, and labor exchange services.
 - b. Determinations of whether the individual is eligible to receive assistance from the adult, dislocated worker, or youth programs.
 - c. Outreach, intake (including worker profiling), and orientation to information and other services available through the One-Stop delivery system.
 - d. Initial assessment of skill levels including literacy, numeracy, and English language proficiency, as well as aptitudes, abilities (including skills gaps), and need for supportive services.
 - e. Labor exchange services, including:
 - (1) Job search and placement assistance, and, when needed by an individual, career counseling, including:
 - (a) Provision of information on in-demand industry sectors and occupations (as defined in sec. 3(23) of WIOA); and
 - (b) Provision of information on nontraditional employment; and,
 - (2) Appropriate recruitment and other business services on behalf of employers, including information and referrals to specialized business services other than those traditionally offered through the One-Stop delivery system.
 - f. Provision of referrals to and coordination of activities with other programs and services, including programs and services within the One-Stop delivery system and, when appropriate, other workforce development programs;

- g. Provision of workforce and labor market employment statistics information, including the provision of accurate information relating to local, regional, and national labor market areas, including:
 - (1) Job vacancy listings in labor market areas.
 - (2) Information on job skills necessary to obtain the vacant jobs listed; and,
 - (3) Information relating to local occupations in demand and the earnings, skill requirements, and opportunities for advancement for those jobs.
- h. Provision of performance information and program cost information on eligible providers of training services by program and type of providers.
- i. Provision of information, in usable and understandable formats and languages, about how the local area is performing on local performance accountability measures, as well as any additional performance information relating to the area's One-Stop delivery system.
- j. Provision of information, in usable and understandable formats and languages, relating to the availability of supportive services or assistance, and appropriate referrals to those services and assistance, including: child care; child support; medical or child health assistance available through the State's Medicaid program and Children's Health Insurance Program; benefits under SNAP; assistance through the earned income tax credit; and assistance under a State program for Temporary Assistance for Needy Families, and other supportive services and transportation provided through that program;
- k. Assistance in establishing eligibility for programs of financial aid assistance for training and education programs not provided under WIOA; and
- l. Provision of information and assistance regarding filing claims for unemployment compensation, by which the Career Center must provide meaningful assistance to individuals seeking assistance in filing a claim for unemployment compensation.
 - (1) Meaningful assistance means:
 - (a) Providing assistance on-site using staff who are well-trained in unemployment compensation claims filing and the rights and responsibilities of claimants; or
 - (b) Providing assistance by phone or via other technology, as long as the assistance is provided by trained and available staff and within a reasonable time.
 - (c) The costs associated with providing this assistance may be paid for by the State's unemployment insurance program, or the WIOA adult or dislocated worker programs, or some combination thereof these funding sources.

C. One-Stop Youth Services

1. 20 CFR 678.500 requires CareerSource Okaloosa Walton to include in the MOU a description of youth services to be provided through the One-Stop delivery system, including the way the services will be coordinated and delivered through the system. The elements will be linked to one or more of the indicators of performances described in WIOA section 116.
2. This section contains a description for each of the 14 WIOA youth program elements. The 14 youth elements will be delivered through the CareerSource Okaloosa Walton's youth program. In the case where resources may not be available to carry out the functions of any of the 14 elements, the youth participant will be referred to another agency for the appropriate services.
3. 20 CFR 681.460 requires local programs to make each of the following 14 services available to youth participants:
 - a. Tutoring, study skills training, instruction and evidence-based dropout prevention and recovery strategies that lead to completion of the requirements for a secondary school diploma or its recognized equivalent (including a recognized certificate of attendance or similar document for individuals with disabilities) or for a recognized postsecondary credential.
 - b. Alternative secondary school services, or dropout recovery services, as appropriate.
 - c. Paid and unpaid work experiences that have academic and occupational education as a component of the work experience, which may include the following types of work experiences:
 - (1) Summer employment opportunities and other employment opportunities available throughout the school year.
 - (2) Pre-apprenticeship programs.
 - (3) Internships and job shadowing; and
 - (4) On-the-job training opportunities.
 - d. Occupational skill training, which includes priority consideration for training programs that lead to recognized postsecondary credentials that align with in-demand industry sectors or occupations in the local area involved, if the Local WDB determines that the programs meet the quality criteria described in WIOA sec. 123.
 - e. Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster.

- f. Leadership development opportunities, including community service and peer-centered activities encouraging responsibility and other positive social and civic behaviors.
- g. Supportive services, including the services listed in 20 CFR 681.570.
- h. Adult mentoring for a duration of at least 12 months, that may occur both during and after program participation.
- i. Follow-up services for not less than 12 months after the completion of participation, as provided in 20 CFR 681.580.
- j. Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling, as well as referrals to counseling, as appropriate to the needs of the individual youth.
- k. Financial literacy education.
- l. Entrepreneurial skills training.
- m. Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services; and
- n. Activities that help youth prepare for and transition to postsecondary education and training.

VI. PROVISION OF SERVICES

- A. CareerSource Okaloosa Walton (CSOW) has been designated by the chief elected official as the administrative entity, grant recipient, and fiscal agent for the Workforce Innovation and Opportunity Act (WIOA) of 2014.
- B. WIOA requires partner programs to make their services available through the One-Stop delivery system and encourages increasing access through additional partnerships with optional partners. Additionally, WIOA requires CSOW and the One-Stop system partners to develop a memorandum of understanding concerning the operations of the One-Stop system; and establishes the framework for providing services to employers, employees, job seekers and others needing workforce services.
- C. **CSOW agrees to perform the following functions under this MOU:**
 - 1. Review this MOU at least every three years and solicit feedback from The Partner regarding improvements, changes, and/or additions.
 - 2. Coordinate with The Partner to ensure that the needs of job seekers, youth, and individuals with barriers to employment, including individuals with disabilities, are addressed in providing access to services, including access to technology and materials that are available through the One-Stop delivery system.

3. Agree to provide the following office needs as space allows: Cubicle space, chair, applicable computer/hardware and general software, telephone access, utilities, server/internet connectivity and maintenance and other general office usage needs as applicable.
4. Maintain the statewide "CSOW" branding for each career center.
5. Maintain the U.S. Department of Labor American Job Center (AJC) branding for each career center.
6. Maintain and operate at least one comprehensive One-Stop career center within the local workforce development area that shall be open to the public from 8:00 a.m. until 4:00 p.m., Monday through Friday (excluding recognized holidays and emergency situations).
7. Provide training to The Partner staff members in an effort for all partners in the One-Stop delivery system to understand each partner organization, their services, and their goals.
8. Share Labor Market Information (LMI) and employer/customer data such as performance outcomes to the extent allowed by law.
9. Commit to a unified, collaborative marketing strategy that will effectively inform job seekers, training and education seekers, employers, and the community at large about the services available through the One-Stop system in Okaloosa and Walton counties.
10. Provide space for The Partner's meetings and/or co-location as space and funding permits.
11. Model for the One-Stop delivery system CareerSource Florida's core values:
 - a. **Integrity.** We will do the right thing, always.
 - b. **Focus.** We remain disciplined by paying constant attention to our vision, mission, and goals.
 - c. **Collaboration.** We work as a team with people inside the organization and maintain important alliances with partners.
 - d. **Diversity.** We value people and realize that a broader range of perspectives generates better solutions.
 - e. **Action.** We get things done, efficiently and effectively, now.
 - f. **Accountability.** We take personal responsibility and do what is required to reach our goals, together.
 - g. **Communication.** We are honest and communicate openly throughout every level of the organization and with stakeholders.

- h. **Innovation.** We constantly seek new and better ways to deliver services.
 - i. **Excellence.** We excel at what we do, striving for quality performance individually and as a team.
 - j. **Leadership.** We lead the way in implementing globally effective workforce development services by empowering our people to be leaders.
12. Abide by all applicable CareerSource Florida's policies, rules, and procedures, and applicable Florida statutes and rules.

D. The Partner agrees to perform the following functions under this MOU:

1. Coordinate with CSOW to provide access to its workforce services and programs through the One-Stop delivery system in accordance with published policies and procedures which include the manner in which the services will be coordinated and delivered through the One-Stop system.
2. Coordinate with CSOW to ensure that the needs of job seekers, youth, and individuals with barriers to employment, including individuals with disabilities, are addressed in providing access to services, including access to technology and materials that are available through the One-Stop delivery system.
3. Provide CSOW with program outcome information for performance data tracking, as made available through reliable sources.
4. Provide feedback to CSOW management regarding the performance of the partnership, including its effectiveness and success.
5. Participate in career center periodic meetings to provide updates on The Partner's programs and procedures to CSOW and other partner staff.

VII. METHODS FOR REFERRALS

- A. Internal cross-referral procedures will be developed and/or reassessed based upon availability of funding, services and program needs to ensure that high quality and convenient services are available to potentially eligible customers of the One-Stop system.
- B. CSOW expects to receive referrals from One-Stop partner programs, and to refer customers to Partner programs. To utilize staff in each program efficiently, responsibilities will be delineated. CSOW accepts that because all program participants may receive individualized services through their respective program, some overlap may occur. Task sharing between programs will ultimately be worked out through communication, cooperation, and collaboration between Program staff, such as career planners or career advisors.

- C. All planned services provided by CSOW or The Partner program(s) for participants will be provided by the respective Program staff. All career services provided will be consistent with those identified in this MOU. All the basic career services included in WIOA will be made available for One-Stop customers, including program participants receiving services through the One-Stop delivery system.
- D. To ensure participants receive every opportunity to be successful in their job search efforts, career center staff will offer the below services to participants enrolled in a One-Stop system program through direct services or referral where appropriate and allowable:
 - 1. Referral to housing assistance & other supportive services.
 - 2. Referrals to the CSOW Veterans Team for services.
 - 3. Career Coaching and job search assistance.
 - 4. Personalized instruction to prepare for specific job interviews.
 - 5. Occupational training where applicable.
 - 6. Intervene with potential employers on behalf of specific program participants where appropriate.
 - 7. Transportation assistance where allowable.
 - 8. Child Care referrals as needed.
 - 9. Referrals as needed for state licensing/certifications required for employment.

VIII. ONE-STOP OPERATING BUDGET

Note: The Operating Budget will be developed and agreed to by August 31st of each Program Year and will be incorporated into this MOU as Appendix A.

- A. The One-Stop operating budget of the career center or American Job Center is the financial plan to which the One-Stop partners, CEO, and CSOW agree in the MOU to achieve their goals of delivering services in Okaloosa and Walton Counties. The operating budget, when developed, will describe how the costs of services provided; and the operating costs of the One-Stop system will be funded, including the infrastructure costs for the One-Stop system (*WIOA sec. 121(c)(2)(A) and 20 CFR 678.500(b), 34 CFR 361.500(b), and 34 CFR 463.500(b)*).
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Note: The Infrastructure Funding Agreement will be developed and agreed to by August 31st of each Program Year and will be incorporated into this MOU as Appendix B.

- A. The IFA is an integral part of the CSOW overall One-Stop operating budget. The IFA contains all the **infrastructure costs**. The other component of the CSOW One-Stop operating budget consists of **additional costs**, which include applicable career services, and may include shared operating costs and shared services. While each of these components covers different cost categories, the CSOW One-Stop operating budget would be incomplete if any of these cost categories were omitted. All the components are necessary to maintain a fully functioning and successful local One-Stop delivery system.
- B. The overall One-Stop operating budget must be included in the MOU. IFAs are a mandatory component of the local MOU, as described in WIOA sec. 121(c); 20 CFR 678.500 and 678.755, 34 CFR 361.500 and 361.755; and 34 CFR 463.500 and 463.755. CSOW will work with each One-Stop partner, and CEO to negotiate the IFA costs along with additional costs, when developing the One-Stop operating budget for the local One-Stop delivery system.
- C. Career services are provided by CSOW staff and Department of Economic Opportunity (DEO) jointly managed staff all funded by WIOA, TAA, UC, Veteran's Services, Wagner Peyser, and Welfare Transition. Career services by nature of their programs are also provided by Vocational Rehabilitation and SCSEP personnel co-located in the One-Stop Center. One-Stop **infrastructure costs** include the annual lease, liability and property insurance, telephone, software and internet network expense, utilities, facility

maintenance, equipment leasing and maintenance, and office supplies. **Additional costs** are described in WIOA sec. 121(i) and include the IT contract and consulting expense, participant tracking technology contract expense, and a portion of the CSOW IT staff technician's salary and benefits. Cost allocation methodology is based on Full Time Equivalents (FTE's) located in the One-Stop and for those partners who are co-located in the One-Stop. **Full One-Stop Center usage costs** include all **infrastructure costs** and **additional cost** line items. For all other partners who are not located in the One-Stop, but who through technology access CSOW information and services, the methodology for determining each partner's fair share of **infrastructure** and **additional costs** of the One-Stop center includes only those line items relevant for access. It is the responsibility of CSOW to determine if any services provided by any partner can be exchanged for any portion of that partner's fair share and considered their in-kind contribution.

X. CONFIDENTIALITY OF RECORDS

If either Partner to this MOU obtains access to any records, files, or other information of the other Partner in connection with, or during the performance of this MOU, then that Partner shall keep all such records, files or other information confidential, and shall comply with all laws and regulations concerning the confidentiality of such records, files or other information to the same extent as such laws and regulations apply to the other Partner.

XI. TERM

The Term of this MOU shall commence on July 1, 2021, or the date last executed by both parties, whichever is later, through June 30, 2024. The Partners agree to review this MOU annually, and if substantial changes have occurred, renew the MOU as prescribed by Section XII below, but not less than once every 3-year period to ensure appropriate funding and delivery of services.

XII. RENEWALS, AMENDMENTS, AND MODIFICATIONS

- A. Neither this MOU nor any provision hereof may be changed, waived, discharged or terminated orally, but only by an instrument in writing signed by each of the parties.
- B. WIOA requires renewal of the MOU in certain circumstances. Renewal of the MOU requires all partners to review and agree to all elements of the MOU and re-sign the MOU. For example, any substantial changes, such as changes in One-Stop partners, or a change due to the election of a new CEO, will require renewal of the MOU.
- C. Amendment or modification of the MOU only requires the Partners to review and agree to the elements of the MOU that changed.
 - 1. Non-substantive changes to the MOU, such as minor revisions to the budget or adjustments made due to the annual reconciliation of the budget, do not require renewal of the MOU or,
 - 2. When a new IFA is created, the MOU must be updated. For example, a change to

the One-Stop partner's infrastructure cost contributions requires updating the MOU and does not require renewal of the MOU.

XIII. MERGER

This MOU constitutes and expresses the entire and integrated understanding and agreement between the parties hereto, superseding, incorporating, and merging all prior understandings, agreements, and discussions relating to the transactions contemplated hereby, and no agreements, understandings, prior negotiations, prior discussions, warranties, representations, or covenants not herein expressed shall be binding upon the parties.

XIV. THIRD PARTY BENEFICIARY

The Partners expressly acknowledge that it is not their intent to create or confer any rights or obligations in or upon any third person or entity under this MOU. None of the Partners intend to benefit a third party directly or substantially by this MOU. The Partners agree that there are no third-party beneficiaries to this MOU and that no third party shall be entitled to assert a claim against any of the Partners based upon this MOU.

XV. GOVERNANCE

The accountability and responsibility for the One-Stop system rest with CSOW. Pursuant to the Act, CSOW shall conduct oversight with respect to the One-Stop delivery system. Any dispute concerning this MOU will be resolved in accordance with CSOW's Grievance/Complaint and Hearing/Appeal Procedures.

XVI. DISPUTE RESOLUTION

- A. If an issue arises involving this MOU, both parties will make every effort to reach a resolution in a timely and efficient manner. Either partner may request a face-to-face meeting of the local Partners to identify and discuss the issue. If resolved and no further action is deemed necessary, the issue and the resolution will be documented in writing.
- B. If not resolved, the issue and the efforts to resolve will be documented and forwarded to the Executive Director of CSOW and the designated Partner's representative. A joint decision shall be issued within 60 calendar days of receipt.
- C. If dissatisfied with the decision, the dispute may be filed with the State of Florida's Department of Economic Opportunity (DEO) to review concerns and determine resolution. DEO may remand the issue back to the CSOW Executive Director and to the Partner(s) or impose other remedies to resolve the issue.

XVII. SIGNATURES

IN WITNESS WHEREOF, the Partner and CSOW have caused this MOU to be duly executed as of the date set forth below.

APPROVED BY:
CareerSource Okaloosa/Walton

APPROVED BY PARTNER:
Tri-County Community Council,
Inc.

By: Michele Burns

By: Joel Paul Jr.

Name: Michele Burns

Name: Joel Paul Jr.

Title: Executive Director

Title: Executive Director

Date: 3/19/21

Date: 4-15-2021

APPROVED BY:
Chief Elected Official for Okaloosa and Walton Counties

By: Carolyn N. Ketchel

Name: Carolyn N. Ketchel

Title: Chairman

Date: July 20, 2021



MEMORANDUM OF UNDERSTANDING

BETWEEN

**CAREERSOURCE OKALOOSA WALTON (A2 R1)
AND
FLORIDA DEPARTMENT OF EDUCATION (DOE) - DIVISION OF VOCATIONAL
REHABILITATION**

I. PARTIES

This Memorandum of Understanding ("MOU") is made pursuant to the Workforce Innovation and Opportunity Act (WIOA) of 2014 ("the Act"), and is entered into between **CareerSource Okaloosa Walton (CSOW)**, hereinafter referred to as **CSOW**; and the **Florida Department of Education (DOE) - Division of Vocational Rehabilitation (DVR)**, hereinafter referred to as **The Partner**; the State Vocational Rehabilitation Services Program authorized under Title I of the Rehabilitation Act Of 1973 (29 U.S.C.720 et seq.), as amended by WIOA Title IV. **The duly authorized agent of the recipient agrees to satisfy the requirements of 34 CFR 361.505 and CFR 361.720.**

II. PURPOSE

- A. The Act is an affirmation of the work that has been done in Florida to build the workforce development system. The cornerstone of the Act is its one-stop customer service delivery system. The One-Stop system assures coordination between the activities authorized in and linked to the Act.
- B. The primary purpose of this Memorandum of Understanding (MOU) is to establish the roles and responsibilities of the Local CareerSource Board, the chief elected official (CEO), and the One-Stop partners as it relates to managing the American Job Center network. In short, this MOU is a description of how the agencies come together to operationalize their respective roles and responsibilities to ensure a seamless and effective "One-Stop" delivery system.
- C. More specifically, this MOU describes the cooperative workforce employment and training efforts of CSOW and The Partner; and the actions to be taken by each to assure the coordination of their efforts in accordance with Federal and state issued requirements to establish and maintain an effective and successful American Job Center network.
- D. This MOU is also intended to coordinate resources and services between all Partners in order to prevent duplication of services and ensure the effective and efficient delivery of workforce services in Okaloosa and Walton Counties. In addition, this MOU will establish joint processes and procedures that will enable Partners to integrate with the current one-stop service delivery system resulting in a seamless and comprehensive array of education, human service, job training, and other workforce development services to its citizens, including persons with disabilities, within Okaloosa and Walton Counties.

- E. The parties to this MOU agree to coordinate and perform the activities and services described herein within the scope of legislative requirements governing the parties' respective programs, services, and agencies.
- F. WIOA provides that CSOW may negotiate an umbrella MOU or an individual MOU for one or more of its One-Stop partners.

III. GOVERNANCE, OPERATIONS, AND SERVICE DELIVERY ROLES

- A. WIOA has established specific governance, operations, and service delivery roles within the American Job Center network. In accordance with 20 CFR 678.420, 34 CFR 361.420, and 34 CFR 463.420, each required One-Stop partner program must:
 - 1. Provide access to its programs or activities through the American Job Center network, in addition to any other appropriate locations (i.e., affiliated, or specialized sites).
 - 2. Use a portion of its funds, to the extent consistent with the relevant authorizing statute and with the Uniform Guidance at 2 CFR parts 200, 2900, and 3474 (requiring, among other things, that costs are allowable, reasonable, necessary, and allocable) to:
 - a. Provide applicable career services; and
 - b. Work collaboratively with the Local CareerSource Board to establish and maintain the One-Stop delivery system. This includes jointly funding the One-Stop infrastructure costs through partner contributions.
 - 3. Enter into an MOU that meets the requirements of 20 CFR 678.500(b), 34 CFR 361.500(b), and 34 CFR 463.500(b) with the Local CareerSource Board relating to the operation of the American Job Center network.
 - 4. Participate in the operation of the American Job Center network consistent with the terms of the MOU, requirements of authorizing laws and implementing regulations, Federal cost principles, and all other applicable legal requirements; and
 - 5. Provide representation on the Local CareerSource Board as required, and participate in Board committees, as needed.

IV. WIOA VISION FOR THE AMERICAN JOB CENTERS OR CAREER CENTERS: *(Reference: Training and Employment Guidance Letter (TEGL) 16-16)*

- A. Through the American Job Centers, the partner programs and their direct service providers must ensure businesses and all job seekers—a shared client base across the

multiple programs—have access to information and services that lead to positive educational and employment outcomes. Under WIOA, American Job Centers and partner staff strive to:

1. Provide job seekers with the skills and credentials necessary to secure and advance in employment with wages that sustain themselves and their families.
2. Provide access and opportunities to job seekers, including individuals with barriers to employment, as defined in section 3(24) of WIOA, such as individuals with disabilities, individuals who are English language learners, and individuals who have low levels of literacy, to prepare for, obtain, retain, and advance in high-quality jobs and high demand careers.
3. Enable businesses and employers to easily identify and hire skilled workers and access other human resource assistance, including education and training for their current workforce, which may include assistance with pre-screening applicants, writing job descriptions, offering rooms for interviewing, and consultation services on topics like succession planning and career ladder development, and other forms of assistance.
4. Participate in rigorous evaluations that support continuous improvement of American Job Centers by identifying which strategies work better for different populations; and
5. Ensure that high-quality integrated data inform decisions made by policy makers, employers, and job seekers.

V. ONE-STOP PARTNERS, PROGRAMS, AND SERVICES

A. One-Stop Partners and Programs

1. All required partners must sign a joint MOU with CSOW, with the agreement of the chief elected official. The required One-Stop partners and programs in Okaloosa and Walton Counties include (*Reference: WIOA Section 121(b)(1)(B) and 20 CFR 678.400*):

a. Department of Labor

(1) Workforce Development Activities (WIOA Title I).

- (a) Youth Workforce Investment Activities.
- (b) Adult and Dislocated Worker Employment and Training Activities.

Note: Program Administrator – CareerSource Okaloosa Walton

(2) Wagner-Peyser (WP) Act Employment Services (WIOA Title III).

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(3) Trade Adjustment Assistance (TAA) Program.

(4) Unemployment Compensation (UC) Programs.

(5) Jobs for Veterans State Grant (JVSG) Programs.

Note: Program Administrator – CareerSource Okaloosa Walton

(6) The Senior Community Service Employment Program (SCSEP).

Note: Program Administrator – The National Caucus and Center on Black Aged, Inc.

b. Department of Education

(1) Adult Education and Literacy Act Programs (WIOA Title II).

*Note: Program Administrators: (1) Northwest Florida State College.
(2) Emerald Coast Technical College.*

(2) Career and technical education programs at the post-secondary level authorized under the Carl D. Perkins Career and Technical Education Act of 2006.

Note: Program Administrators: (1) Northwest Florida State College; (2) Emerald Coast Technical College; and (3) Okaloosa Technical College.

(3) The State Vocational Rehabilitation Services Program authorized under Title I of the Rehabilitation Act Of 1973 (29 U.S.C.720 et seq.), as amended by WIOA Title IV.

Note: Program Administrator: DOE-Division of Vocational Rehabilitation

c. Department of Health and Human Services

(1) Temporary Assistance for Needy Families (TANF) authorized under part A of title IV of the Social Security Act.

Note: Program Administrator – CareerSource Okaloosa Walton

(2) Community Services Block Grant (CSBG) - Employment and training activities.

Note: Program Administrator – Tri-County Community Council, Inc.

2. Additional One-Stop Partners and Programs

a. Florida Department of Education - Division of Blind Services

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Note: Program Administrator: DOE-Division of Blind Services

- b. Social Security Administration - Ticket-to-Work self-sufficiency program.

Note: Program Administrator – CareerSource Okaloosa Walton

- c. Department of Agriculture - Supplemental Nutrition and Assistance Program (SNAP).

Note: Program Administrator – CareerSource Okaloosa Walton

B. One-Stop Services

- 1. WIOA places a great deal of importance on effectively serving those individuals with barriers to employment, such as individuals with disabilities. WIOA establishes basic career services that must be available to all One-Stop customers. At a minimum, the basic career services listed below must be provided through the One-Stop delivery system:

- a. These services include referrals to partner programs, initial assessments, and labor exchange services.
- b. Determinations of whether the individual is eligible to receive assistance from the adult, dislocated worker, or youth programs.
- c. Outreach, intake (including worker profiling), and orientation to information and other services available through the One-Stop delivery system.
- d. Initial assessment of skill levels including literacy, numeracy, and English language proficiency, as well as aptitudes, abilities (including skills gaps), and need for supportive services.
- e. Labor exchange services, including:
 - (1) Job search and placement assistance, and, when needed by an individual, career counseling, including:
 - (a) Provision of information on in-demand industry sectors and occupations (as defined in sec. 3(23) of WIOA); and
 - (b) Provision of information on nontraditional employment; and,
 - (2) Appropriate recruitment and other business services on behalf of employers, including information and referrals to specialized business services other than those traditionally offered through the One-Stop delivery system.
- f. Provision of referrals to and coordination of activities with other programs and services, including programs and services within the One-Stop delivery system and, when appropriate, other workforce development programs;

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- g. Provision of workforce and labor market employment statistics information, including the provision of accurate information relating to local, regional, and national labor market areas, including:
 - (1) Job vacancy listings in labor market areas.
 - (2) Information on job skills necessary to obtain the vacant jobs listed; and,
 - (3) Information relating to local occupations in demand and the earnings, skill requirements, and opportunities for advancement for those jobs.
- h. Provision of performance information and program cost information on eligible providers of training services by program and type of providers.
- i. Provision of information, in usable and understandable formats and languages, about how the local area is performing on local performance accountability measures, as well as any additional performance information relating to the area's One-Stop delivery system.
- j. Provision of information, in usable and understandable formats and languages, relating to the availability of supportive services or assistance, and appropriate referrals to those services and assistance, including: child care; child support; medical or child health assistance available through the State's Medicaid program and Children's Health Insurance Program; benefits under SNAP; assistance through the earned income tax credit; and assistance under a State program for Temporary Assistance for Needy Families, and other supportive services and transportation provided through that program;
- k. Assistance in establishing eligibility for programs of financial aid assistance for training and education programs not provided under WIOA; and
- l. Provision of information and assistance regarding filing claims for unemployment compensation, by which the Career Center must provide meaningful assistance to individuals seeking assistance in filing a claim for unemployment compensation.
 - (1) Meaningful assistance means:
 - (a) Providing assistance on-site using staff who are well-trained in unemployment compensation claims filing and the rights and responsibilities of claimants; or
 - (b) Providing assistance by phone or via other technology, as long as the assistance is provided by trained and available staff and within a reasonable time.
 - (c) The costs associated with providing this assistance may be paid for by the State's unemployment insurance program, or the WIOA adult or dislocated worker programs, or some combination thereof these funding sources.

C. One-Stop Youth Services

1. 20 CFR 678.500 requires CareerSource Okaloosa Walton to include in the MOU a description of youth services to be provided through the One-Stop delivery system, including the way the services will be coordinated and delivered through the system. The elements will be linked to one or more of the indicators of performances described in WIOA section 116.
2. This section contains a description for each of the 14 WIOA youth program elements. The 14 youth elements will be delivered through the CareerSource Okaloosa Walton's youth program. In the case where resources may not be available to carry out the functions of any of the 14 elements, the youth participant will be referred to another agency for the appropriate services.
3. 20 CFR 681.460 requires local programs to make each of the following 14 services available to youth participants:
 - a. Tutoring, study skills training, instruction and evidence-based dropout prevention and recovery strategies that lead to completion of the requirements for a secondary school diploma or its recognized equivalent (including a recognized certificate of attendance or similar document for individuals with disabilities) or for a recognized postsecondary credential.
 - b. Alternative secondary school services, or dropout recovery services, as appropriate.
 - c. Paid and unpaid work experiences that have academic and occupational education as a component of the work experience, which may include the following types of work experiences:
 - (1) Summer employment opportunities and other employment opportunities available throughout the school year
 - (2) Pre-apprenticeship programs.
 - (3) Internships and job shadowing; and
 - (4) On-the-job training opportunities.
 - d. Occupational skill training, which includes priority consideration for training programs that lead to recognized postsecondary credentials that align with in-demand industry sectors or occupations in the local area involved, if the Local WDB determines that the programs meet the quality criteria described in WIOA sec. 123.
 - e. Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster

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- f. Leadership development opportunities, including community service and peer-centered activities encouraging responsibility and other positive social and civic behaviors.
- g. Supportive services, including the services listed in 20 CFR 681.570.
- h. Adult mentoring for a duration of at least 12 months, that may occur both during and after program participation.
- i. Follow-up services for not less than 12 months after the completion of participation, as provided in 20 CFR 681.580.
- j. Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling, as well as referrals to counseling, as appropriate to the needs of the individual youth.
- k. Financial literacy education.
- l. Entrepreneurial skills training.
- m. Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services; and
- n. Activities that help youth prepare for and transition to postsecondary education and training.

VI. PROVISION OF SERVICES

- A. CareerSource Okaloosa Walton (CSOW) has been designated by the chief elected official as the administrative entity, grant recipient, and fiscal agent for the Workforce Innovation and Opportunity Act (WIOA) of 2014.
- B. WIOA requires partner programs to make their services available through the One-Stop delivery system and encourages increasing access through additional partnerships with optional partners. Additionally, WIOA requires CSOW and the One-Stop system partners to develop a memorandum of understanding concerning the operations of the One-Stop system; and establishes the framework for providing services to employers, employees, job seekers and others needing workforce services.
- C. **CSOW agrees to perform the following functions under this MOU:**
 - 1. Review this MOU at least every three years and solicit feedback from The Partner regarding improvements, changes, and/or additions.
 - 2. Coordinate with The Partner to ensure that the needs of job seekers, youth, and individuals with barriers to employment, including individuals with disabilities, are addressed in providing access to services, including access to technology and materials that are available through the One-Stop delivery system.

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3. Agree to provide the following office needs as space allows: Cubicle space, chair, applicable computer/hardware and general software, telephone access, utilities, server/internet connectivity and maintenance and other general office usage needs as applicable.
4. Maintain the statewide "CSOW" branding for each career center.
5. Maintain the U.S. Department of Labor American Job Center (AJC) branding for each career center.
6. Maintain and operate at least one comprehensive One-Stop career center within the local workforce development area that shall be open to the public from 8:00 a.m. until 4:00 p.m., Monday through Friday (excluding recognized holidays and emergency situations).
7. Provide training to The Partner staff members in an effort for all partners in the One-Stop delivery system to understand each partner organization, their services, and their goals.
8. Share Labor Market Information (LMI) and employer/customer data such as performance outcomes to the extent allowed by law.
9. Commit to a unified, collaborative marketing strategy that will effectively inform job seekers, training and education seekers, employers, and the community at large about the services available through the One-Stop system in Okaloosa and Walton counties.
10. Provide space for The Partner's meetings and/or co-location as space and funding permits.
11. Model for the One-Stop delivery system CareerSource Florida's core values:
 - a. **Integrity.** We will do the right thing, always.
 - b. **Focus.** We remain disciplined by paying constant attention to our vision, mission, and goals.
 - c. **Collaboration.** We work as a team with people inside the organization and maintain important alliances with partners.
 - d. **Diversity.** We value people and realize that a broader range of perspectives generates better solutions.
 - e. **Action.** We get things done, efficiently and effectively, now.
 - f. **Accountability.** We take personal responsibility and do what is required to reach our goals, together.
 - g. **Communication.** We are honest and communicate openly throughout every level of the organization and with stakeholders.

- h. **Innovation.** We constantly seek new and better ways to deliver services.
- i. **Excellence.** We excel at what we do, striving for quality performance individually and as a team.
- j. **Leadership.** We lead the way in implementing globally effective workforce development services by empowering our people to be leaders.

12. Abide by all applicable CareerSource Florida's policies, rules, and procedures, and applicable Florida statutes and rules.

D. The Partner agrees to perform the following functions under this MOU:

1. Coordinate with CSOW to provide access to its workforce services and programs through the One-Stop delivery system in accordance with published policies and procedures which include the manner in which the services will be coordinated and delivered through the One-Stop system.
2. Coordinate with CSOW to ensure that the needs of job seekers, youth, and individuals with barriers to employment, including individuals with disabilities, are addressed in providing access to services, including access to technology and materials that are available through the One-Stop delivery system.
3. Provide CSOW with program outcome information for performance data tracking, as made available through reliable sources.
4. Provide feedback to CSOW management regarding the performance of the partnership, including its effectiveness and success.
5. Participate in career center periodic meetings to provide updates on The Partner's programs and procedures to CSOW and other partner staff.

VII. METHODS FOR REFERRALS

- A. Internal cross-referral procedures will be developed and/or reassessed based upon availability of funding, services and program needs to ensure that high quality and convenient services are available to potentially eligible customers of the One-Stop system.
- B. CSOW expects to receive referrals from One-Stop partner programs, and to refer customers to Partner programs. To utilize staff in each program efficiently, responsibilities will be delineated. CSOW accepts that because all program participants may receive individualized services through their respective program, some overlap may occur. Task sharing between programs will ultimately be worked out through communication, cooperation, and collaboration between Program staff, such as career planners or career advisors.

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- C. All planned services provided by CSOW or The Partner program(s) for participants will be provided by the respective Program staff. All career services provided will be consistent with those identified in this MOU. All the basic career services included in WIOA will be made available for One-Stop customers, including program participants receiving services through the One-Stop delivery system.
- D. To ensure participants receive every opportunity to be successful in their job search efforts, career center staff will offer the below services to participants enrolled in a One-Stop system program through direct services or referral where appropriate and allowable:
1. Referral to housing assistance & other supportive services.
 2. Referrals to the CSOW Veterans Team for services.
 3. Career Coaching and job search assistance.
 4. Personalized instruction to prepare for specific job interviews.
 5. Occupational training where applicable.
 6. Intervene with potential employers on behalf of specific program participants where appropriate.
 7. Transportation assistance where allowable.
 8. Child Care referrals as needed.
 9. Referrals as needed for state licensing/certifications required for employment.

VIII. ONE-STOP OPERATING BUDGET

Note: The Operating Budget will be developed and agreed to by August 31st of each Program Year and will be incorporated into this MOU as Appendix A.

- A. The One-Stop operating budget of the career center or American Job Center is the financial plan to which the One-Stop partners, CEO, and CSOW agree in the MOU to achieve their goals of delivering services in Okaloosa and Walton Counties. The operating budget, when developed, will describe how the costs of services provided; and the operating costs of the One-Stop system will be funded, including the infrastructure costs for the One-Stop system (*WIOA sec. 121(c)(2)(A) and 20 CFR 678.500(b), 34 CFR 361.500(b), and 34 CFR 463.500(b)*).
- B. The One-Stop operating budget consists of costs that are specifically identified in the statute. For example, **infrastructure costs**, as defined in WIOA sec. 121(h)(4); and **additional costs**, which must include applicable career services and may include shared operating costs and **shared services** that are related to the operation of the One-Stop delivery system, but do not constitute **infrastructure costs**. Career services are provided by CSOW staff and Department of Economic Opportunity (DEO) jointly managed staff all funded by WIOA, TAA, UC, Veteran's Services, Wagner Peyser, and

Welfare Transition. Career services by nature of their programs are also provided by Vocational Rehabilitation and SCSEP personnel co-located in the One Stop Center. One-Stop **infrastructure costs** include the annual lease, liability and property insurance, telephone, software and internet network expense, utilities, facility maintenance, equipment leasing and maintenance, and office supplies. **Additional costs** are described in WIOA sec. 121(i) and include the IT contract and consulting expense, participant tracking technology contract expense, and a portion of the CSOW IT staff technician's salary and benefits. Cost allocation methodology is based on Full Time Equivalents (FTE's) located in the One-Stop and for those partners who are co-located in the One-Stop. **Full One-Stop center usage costs** include all **infrastructure costs** and **additional cost** line items. For all other partners who are not located in the One-Stop, but who through technology access CSOW information and services, the methodology for determining each partner's fair share of **infrastructure** and **additional costs** of the One-Stop center includes only those line items relevant for access.

- C. CSOW will ensure the One-Stop operating budget is annually reconciled against actual costs incurred and adjusted accordingly. This reconciliation process will ensure the budget reflects a cost allocation methodology that demonstrates how infrastructure costs are charged to each partner in proportion to the partner's use of the One-Stop center and relative benefit received.
- D. The One-Stop operating budget may be further refined by the One-Stop partners, as needed, to assist in tracking their contributions.

IX. INFRASTRUCTURE FUNDING AGREEMENTS (IFA)

Note: The Infrastructure Funding Agreement will be developed and agreed to by August 31st of each Program Year and will be incorporated into this MOU as Appendix B.

- A. The IFA is an integral part of the CSOW overall One-Stop operating budget. The IFA contains all the **infrastructure costs**. The other component of the CSOW One-Stop operating budget consists of **additional costs**, which include applicable career services, and may include shared operating costs and shared services. While each of these components covers different cost categories, the CSOW One-Stop operating budget would be incomplete if any of these cost categories were omitted. All the components are necessary to maintain a fully functioning and successful local One-Stop delivery system.
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If either Partner to this MOU obtains access to any records, files, or other information of the other Partner in connection with, or during the performance of this MOU, then that Partner shall keep all such records, files or other information confidential, and shall comply with all laws and regulations concerning the confidentiality of such records, files or other information to the same extent as such laws and regulations apply to the other Partner.

XI. TERM

The Term of this MOU shall commence on July 1, 2021, or the date last executed by both parties, whichever is later, through June 30, 2024, and may be renewed for an additional three-year term. The Partners agree to review this MOU annually, and if substantial changes have occurred, renew the MOU as prescribed by Section XII below, but not less than once every 3-year period to ensure appropriate funding and delivery of services.

XII. RENEWALS, AMENDMENTS, AND MODIFICATIONS

- A. Neither this MOU nor any provision hereof may be changed, waived, discharged or terminated orally, but only by an instrument in writing signed by each of the parties.
- B. WIOA requires renewal of the MOU in certain circumstances. Renewal of the MOU requires all partners to review and agree to all elements of the MOU and re-sign the MOU. For example, any substantial changes, such as changes in One-Stop partners, or a change due to the election of a new CEO, will require renewal of the MOU.
- C. Amendment or modification of the MOU only requires the Partners to review and agree to the elements of the MOU that changed.
 - 1. Non-substantive changes to the MOU, such as minor revisions to the budget or adjustments made due to the annual reconciliation of the budget, do not require renewal of the MOU or,
 - 2. When a new IFA is created, the MOU must be updated. For example, a change to

MOU – CareerSource Okaloosa Walton and Florida Division of Vocational Rehabilitation

the One-Stop partner's infrastructure cost contributions requires updating the MOU and does not require renewal of the MOU.

XIII. MERGER

This MOU constitutes and expresses the entire and integrated understanding and agreement between the parties hereto, superseding, incorporating, and merging all prior understandings, agreements, and discussions relating to the transactions contemplated hereby, and no agreements, understandings, prior negotiations, prior discussions, warranties, representations, or covenants not herein expressed shall be binding upon the parties.

XIV. THIRD PARTY BENEFICIARY

The Partners expressly acknowledge that it is not their intent to create or confer any rights or obligations in or upon any third person or entity under this MOU. None of the Partners intend to benefit a third party directly or substantially by this MOU. The Partners agree that there are no third-party beneficiaries to this MOU and that no third party shall be entitled to assert a claim against any of the Partners based upon this MOU.

XV. GOVERNANCE

The accountability and responsibility for the One-Stop system rest with CSOW. Pursuant to the Act, CSOW shall conduct oversight with respect to the One-Stop delivery system. Any dispute concerning this MOU will be resolved in accordance with CSOW's Grievance/Complaint and Hearing/Appeal Procedures.

XVI. DISPUTE RESOLUTION

- A. If an issue arises involving this MOU, both parties will make every effort to reach a resolution in a timely and efficient manner. Either partner may request a face-to-face meeting of the local Partners to identify and discuss the issue. If resolved and no further action is deemed necessary, the issue and the resolution will be documented in writing.
- B. If not resolved, the issue and the efforts to resolve will be documented and forwarded to the Executive Director of CSOW and the designated Partner's representative. A joint decision shall be issued within 60 calendar days of receipt.
- C. If dissatisfied with the decision, the dispute may be filed with the State of Florida's Department of Economic Opportunity (DEO) to review concerns and determine resolution. DEO may remand the issue back to the CSOW Executive Director and to the Partner(s) or impose other remedies to resolve the issue.

MOU – CareerSource Okaloosa Walton and Florida Division of Vocational Rehabilitation

XVII. SIGNATURES

IN WITNESS WHEREOF, the Partner and CSOW have caused this MOU to be duly executed as of the date set forth below.

APPROVED BY: CareerSource Okaloosa/Walton	APPROVED BY PARTNER: Florida Division of Vocational Rehabilitation
By: <u>Michelle Burns</u>	By: <u>Cathy McCracken</u> For the director
Name: <u>Michele Burns</u>	Name: <u>Allison Flanagan</u>
Title: <u>Executive Director</u>	Title: <u>Division Director</u>
Date: <u>6/15/21</u>	Date: <u>6/16/2021</u>

APPROVED BY PARTNER: Florida
Department of Education

By: Bethany Swans

Name: Bethany Swans
~~Richard Corcoran~~

Title: COS
~~Commissioner~~

Date: 6/17/21

APPROVED BY:
Chief Elected Official for Okaloosa and Walton Counties

By: Trey Nick

Name: TREY NICK, CHAIRMAN

Title: _____

Date: August 24, 2021

**FLORIDA DEPARTMENT OF EDUCATION
CONTRACT NO. SA-076
AMENDMENT NO.1**

This AMENDMENT to the Florida Department of Education Contract Number SA-076 A-1 is entered into by and between CareerSource Okaloosa authorized to do business in the State of Florida, with its principal office at 109 8th Ave, Shalimar, Florida 32579 and the Florida Department of Education, Division of Blind Services ("Department"), an agency of the State of Florida with its principal offices in Tallahassee, Florida. Defined terms used herein shall have the meanings set forth in the Contract.

WHEREAS, on July 1, 2021 the Department entered into the Contract with the Contractor to provide the service; and

WHEREAS, the expiration date of the Contract is June 30, 2024; and

WHEREAS, the Department desires to amend this Contract to add funds in the amount of \$4,917.00 the total amount for Three years; and

WHEREAS, the Department also desires to amend this Contract to revise and replace in its entirety the Infrastructure Funding Agreement and Attachment A.

NOW, THEREFORE, in consideration of the mutual covenants and conditions hereinafter stated, the Department and the Contractor covenant and agree as follows:



1. The recitals are true and correct and are incorporated herein by reference.
2. The Infrastructure Funding Agreement (IFA) and Attachment A is hereby replaced in its entirety.
3. The Annual Contract Amount is \$1,639.00 per year, and shall not exceed \$4,917.00 the total amount for Three years.

The effective date of the Amendment shall be July 1, 2021 or the date last executed by both parties, whichever is later,

All provisions in the contract and any attachments thereto in conflict with this amendment shall be and are hereby changed to conform to this amendment.

All provisions not in conflict with this amendment are still in full force and effect and are to be performed at the level specified in the contract.

IN WITNESS WHEREOF, the parties hereto have caused this Amendment to be executed by their proper and duly authorized representatives.

By:  Signature
By:  Signature

Name: Richard Corcoran Name: Michele Burns

Title: Commissioner of Education Title: Executive Director

Date: 03/01/2022 Date: 10/20/21

DEPARTMENT OF EDUCATION/DBS
By: 
Signature

Name: Robert Doyle

Title: Director of Division of Blind Services

Date: 10/25/2021

MOU IFA – CareerSource Okaloosa Walton and Florida Division of Blind Services

Signature page for the One-Stop Operating Budget (Appendix A) and the Infrastructure Funding Agreement (Appendix B) to the Workforce Innovation and Opportunity Act (WIOA) Memoranda of Understanding (MOU), dated July 20, 2021, between CareerSource Okaloosa Walton (CSOW), also referred to as CSOW; and the Florida Division of Blind Services (DBS), also referred to as The Partner.

I. TERM FOR INFRASTRUCTURE COSTS



The Term for this Infrastructure Funding Agreement shall commence on July 1, 2021, or the date last executed by both parties, whichever is later, through June 30, 2022. The Term for subsequent Infrastructure Funding Agreements shall commence on the first day of the Program/Fiscal Year (Currently) July 1 through last day of the Program/Fiscal Year (Currently) June 30. A new Infrastructure Funding Agreement will be developed for each subsequent Program/Fiscal Year.

II. AGREEMENT/PAYMENTS


The Partners agree to the infrastructure costs outlined in Appendix B, and to the Term for this Infrastructure Funding Agreement. Payments may be made monthly, quarterly, or annually at the beginning of each agreed upon period as invoiced by CSOW.

III. SIGNATURES

IN WITNESS WHEREOF, the Partner and CSOW have caused this Infrastructure Funding Agreement to be duly executed as of the date set forth below.

APPROVED BY: CareerSource Okaloosa/Walton	APPROVED BY PARTNER: Florida Division of Blind Services
By: <u></u>	By: <u></u>
Name: <u>Michele Burns</u>	Name: <u>Robert Doyle</u>
Title: <u>Executive Director</u>	Title: <u>Director of Division of Blind Services</u>
Date: <u>September 9, 2021</u>	Date: <u>10/25/2021</u>

APPROVED BY:
Florida Department of Education

By: 

Name: Richard Corcoran

Title: Commissioner of Education

Date: 2/26/22

MOU_IFA – CareerSource Okaloosa Walton and Florida Division of Blind Services

Signature page for the One-Stop Operating Budget (Appendix A) and the Infrastructure Funding Agreement (Appendix B) to the Workforce Innovation and Opportunity Act (WIOA) Memoranda of Understanding (MOU), dated July 20, 2021, between CareerSource Okaloosa Walton (CSOW), also referred to as CSOW; and the Florida Division of Blind Services (DBS), also referred to as The Partner.

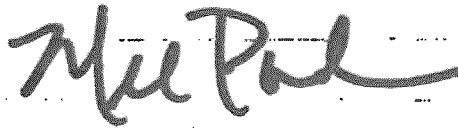
Continued from Page 1

APPROVED BY:

Chief Elected Official for Okaloosa and Walton Counties

By:

Name: Mel Ponder



Title: Chairman, Okaloosa County Commissioners

Date: January 18, 2022



MEMORANDUM OF UNDERSTANDING

BETWEEN

**CAREERSOURCE OKALOOSA WALTON
AND
FLORIDA DEPARTMENT OF EDUCATION (DOE) - DIVISION OF BLIND SERVICES**

Modification

Section: XVII. SIGNATURES

In accordance with CareerSource Florida's Administrative Policy #106; Title: Memorandums of Understanding (MOU) and Infrastructure Funding Agreement (IFA), effective 02/20/2020: The signatures of the chairperson of the Local Workforce Development Board (LWDB), one-stop partners, and the chief elected official(s) must be included as a signatory on the MOU.

The original MOU and IFA were signed by the CareerSource Okaloosa Walton's Executive Director and did not include the signature of the chairperson of the LWDB. The MOU and IFA are now being modified to include the signature of the chairperson of the LWDB.

All other elements of the current MOU and IFA remain unchanged.

APPROVED BY:

Chairperson of the CareerSource Okaloosa Walton Board of Directors

By: 

Name: Juliet Milam

Title: Chairperson

Date: December 1, 2021

Infrastructure Costs and Additional OS Expense Annualized

2021 2022 based on 2020 2021

Infrastructure Expense	Ft. Walton One Stop	Technology Usage
	Full Center Usage	Access Only
Lease	\$185,651	
Liability/Property/Other Insurance	\$11,870	
IT Consulting Contract	\$23,750	\$23,750
IT Technician Portion of Salaries and Benefits 10%	\$4,681	\$4,681
Telephone	\$17,260	
Utilities	\$17,610	
Facilities Maintenance	\$1,124	
Equipment Leasing & Maintenance	\$4,743	
Supplies	\$7,953	
Atlas Complete Technology	\$19,088	\$19,088
Total Infrastructure Costs	\$293,729	\$47,519
Total/Total Infrastructure	\$293,729	

Average 31.0 FTE in FWB One Stop

MOU's			
	Fair Share	Exchange Value	Balance to CSOW
Voc Rehab with 1 FTE in OS (\$293,729/31.0)	\$9,475	\$0	\$9,475
SEP with 1 FTE in OS ((\$293,729/31)/1)	\$9,475	\$4,738	\$4,738
	Access Fee	Exchange Value	Balance to CSOW
NWFLSC-(Perkins and Literacy Programs)-No FTE in OS (\$47,519/31.0)	\$1,639	\$0	\$1,639
OTC-(Perkins)-No FTE in OS (\$47,519/31.0)	\$1,639	\$0	\$1,639
ECTC-(Perkins and Literacy Programs)-No FTE in OS (\$47,519/31.0)	\$1,639	\$0	\$1,639
FI Division of Blind Services-No FTE in OS (\$47,519/31.0)	\$1,639	\$1,639	\$0
FI Division of Blind Services--Services provided to 6 CSOW Referrals @ Average of \$144.08 Per Referral = \$865. Bal of \$774 provided by On Site Services			
Community Services Block Grant (Tri County)--No FTE in OS (\$47,519/31.0)	\$1,639	\$1,639	\$0
Community Services Block Grant (Tri County)--Services provided to 30 CSOW Referrals @ Average of \$54.63 per Referral = \$1,639			
		\$8,016	\$19,128

Partners Annualized

3027.2022 based on 2020-2021

One-Stop Operating Budget with All Partners Annualized

PL: WebSite One-Stop

Infrastructure Expense	Edi, Customer Usage One-Stop PTE % of Total PTE	Technology Usage Income Only	NYFLSC	OTC	ECTC	FLDr Bldg	Trn County	VR 1.00 %	RRP 1.00 %	WFDA 8.00 %	WTP 2.00 %	Wagner Prepper 7.00 %	Veteran's 9.00 %	RESLA 2.00 %	SHLP 1.00 %	Total
Lease	\$100,000							\$2,000	\$2,000	\$17,910	\$1,077	\$4,271	\$3,399	\$1,977	\$5,909	\$18,661
Liability/Property/Other Insurance	\$17,750							\$300	\$300	\$3,063	\$794	\$2,680	\$3,644	\$768	\$383	\$11,970
IT Consulting Contract	\$27,500	\$27,500	\$819	\$819	\$819	\$819	\$819	\$700	\$700	\$2,053	\$1,532	\$5,269	\$6,995	\$1,532	\$766	\$22,780
IT Technician Payroll of Salaries and Benefits (1/2)	\$4,681	\$4,681	\$1,611	\$1,611	\$1,611	\$1,611	\$1,611	\$1,511	\$1,511	\$4,087	\$3,252	\$1,093	\$1,252	\$302	\$151	\$4,681
Telephone	\$1,200	\$1,200						\$257	\$257	\$4,454	\$1,114	\$3,897	\$5,011	\$1,114	\$577	\$17,260
Utilities	\$1,500	\$1,500						\$362	\$362	\$4,544	\$1,138	\$3,926	\$5,112	\$1,138	\$508	\$17,610
Facilities Maintenance	\$1,125	\$1,125						\$200	\$200	\$2,200	\$773	\$2,548	\$3,326	\$773	\$368	\$11,154
Equipment Leasing & Maintenance	\$1,125	\$1,125						\$153	\$153	\$1,224	\$306	\$1,071	\$1,796	\$306	\$153	\$7,933
Supplies	\$1,125	\$1,125						\$257	\$257	\$1,634	\$423	\$1,211	\$1,543	\$423	\$207	\$4,743
Allia Complete Technology	\$1,125	\$1,125						\$1,125	\$1,125	\$1,634	\$423	\$1,211	\$1,543	\$423	\$207	\$19,088
Total Infrastructure Costs	\$390,730	\$47,519	\$1,639	\$1,639	\$1,639	\$1,639	\$1,639	\$8,475	\$8,475	\$67,406	\$18,950	\$66,276	\$88,276	\$18,950	\$9,475	\$250,210
Exchange Value								\$4,738	\$4,738	\$8,016	\$18,950	\$66,276	\$88,276	\$18,950	\$9,475	\$198,016
Part Share								\$9,475	\$9,475	\$16,623	\$38,900	\$66,276	\$88,276	\$18,950	\$9,475	\$250,210

Signature page for the One-Stop Operating Budget (Appendix A) and the Infrastructure Funding Agreement (Appendix B) to the Workforce Innovation and Opportunity Act (WIOA) Memoranda of Understanding (MOU), dated August 24, 2021, between CareerSource Okaloosa Walton (CSOW), also referred to as CSOW; and the Emerald Coast Technical College (ECTC), also referred to as The Partner.

I. TERM FOR INFRASTRUCTURE COSTS

The Term for this Infrastructure Funding Agreement shall commence on July 1, 2021, through June 30, 2022. The Term for subsequent Infrastructure Funding Agreements shall commence on the first day of the Program/Fiscal Year (Currently) July 1 through last day of the Program/Fiscal Year (Currently) June 30. A new Infrastructure Funding Agreement will be developed for each subsequent Program/Fiscal Year.

II. AGREEMENT/PAYMENTS

The Partners agree to the Infrastructure costs outlined in Appendix B, and to the Term for this Infrastructure Funding Agreement. Payments may be made monthly, quarterly, or annually at the beginning of each agreed upon period as invoiced by CSOW.

III. SIGNATURES

IN WITNESS WHEREOF, the Partner and CSOW have caused this Infrastructure Funding Agreement to be duly executed as of the date set forth below.

APPROVED BY: CareerSource Okaloosa/Walton	APPROVED BY PARTNER: Emerald Coast Technical College
By: <u>Michelle Burns</u>	By: <u>Wynndy Crozier</u>
Name: <u>Michele Burns</u>	Name: <u>Wynndy Crozier</u>
Title: <u>Executive Director</u>	Title: <u>Director/Principal</u>
Date: <u>September 9, 2021</u>	Date: <u>1/4/2022</u>

APPROVED BY:
Walton County School Board

By: William E. Eddins, Jr.

Name: William E. Eddins, Jr.

Title: Chairman

Date: 1/4/2022

APPROVED BY

APPROVED BY:

Chief Elected Official for Okaloosa and Walton Counties

By:

[Handwritten Signature]

Name:

Michael Barker

Title:

CHAIRMAN

Date:

2/8/22

MEMORANDUM OF UNDERSTANDING

BETWEEN

**CAREERSOURCE OKALOOSA WALTON
AND
EMERALD COAST TECHNICAL COLLEGE**

Modification

Section: XVII. SIGNATURES

In accordance with CareerSource Florida's Administrative Policy #106; Title: Memorandums of Understanding (MOU) and Infrastructure Funding Agreement (IFA), effective 02/20/2020: The signatures of the chairperson of the Local Workforce Development Board (LWDB), one-stop partners, and the chief elected official(s) must be included as a signatory on the MOU.

The original MOU and IFA were signed by the CareerSource Okaloosa Walton's Executive Director and did not include the signature of the chairperson of the LWDB. The MOU and IFA are now being modified to include the signature of the chairperson of the LWDB.

All other elements of the current MOU and IFA remain unchanged.

APPROVED BY:

Chairperson of the CareerSource Okaloosa Walton Board of Directors

By:



Name: Juliet Milam

Title: Chairperson

Date: December 1, 2021

Infrastructure Costs and Additional OS Expense Annualized

2021 2022 based on 2020 2021

Infrastructure Expense	Ft. Walton One Stop	Technology Usage
	Full Center Usage	Access Only
Lease	\$185,651	
Liability/Property/Other Insurance	\$11,870	
IT Consulting Contract	\$23,730	\$23,730
IT Technician Portion of Salaries and Benefits 10%	\$1,681	\$1,681
Telephone	\$17,366	
Utilities	\$17,610	
Facilities Maintenance	\$1,124	
Equipment Leasing & Maintenance	\$1,743	
Supplies	\$7,053	
Atlas Complete Technology	\$19,088	\$19,088
Total Infrastructure Costs	\$293,729	\$47,519
Total/Total Infrastructure	\$293,729	

Average 31.0 FTE in FWB One Stop

MOU's			
	Fair Share	Exchange Value	Balance to CSOW
Voc Rehab with 1 FTE in OS (\$293,729/31.0)	\$9,475	\$0	\$9,475
SEP with 1 FTE in OS ((\$293,729/31)/1)	\$9,475	\$4,738	\$4,738
	Access Fee	Exchange Value	Balance to CSOW
NWFLSC-(Perkins and Literacy Programs)-No FTE in OS (\$47,519/31.0)	\$1,639	\$0	\$1,639
OTC-(Perkins)-No FTE in OS (\$47,519/31.0)	\$1,639	\$0	\$1,639
ECTC-(Perkins and Literacy Programs)-No FTE in OS (\$47,519/31.0)	\$1,639	\$0	\$1,639
Fl Division of Blind Services-No FTE in OS (\$47,519/31.0)	\$1,639	\$1,639	\$0
Fl Division of Blind Services--Services provided to 6 CSOW Referrals @ Average of \$144.08 Per Referral = \$865. Bal of \$774 provided by On Site Services			
Community Services Block Grant (Tri County)--No FTE in OS (\$47,519/31.0)	\$1,639	\$1,639	\$0
Community Services Block Grant (Tri County)--Services provided to 30 CSOW Referrals @ Average of \$51.63 per Referral = \$1,639			
		\$8,016	\$19,128

Partners
Annualized
 2011-2012 based on 2008-2011

One-Stop Operating Budget with All Partners

%, Within One-Stop

Information Systems

- Lease
- Leasing/Property/Other Insurance
- IT Consulting Contract
- IT's External Portals of Business and Health: 10%
- Telephone
- Utilities
- Facilities Maintenance
- Equipment Leasing & Maintenance
- Supplies
- Asset Computer Technology

Total Information Systems
 Exchange Value

Part Staff

	WFOA	WTFP	Wagner Paymer	Veteran's	BZBSEA	SHAP	Total
	8.00	2.00	7.00	9.00	2	1	
Full Career User	\$42,910	\$11,977	\$41,921	\$33,891	\$11,977	\$3,389	\$183,651
One-Stop FTE	\$3,053	\$766	\$2,685	\$3,446	\$766	\$263	\$11,870
% of Total FTE	\$5,063	\$12,743	\$44,606	\$37,337	\$12,743	\$3,652	\$195,759
Part Staff	\$4,000	\$200	\$1,000	\$1,500	\$500	\$151	\$4,651
Lease	\$4,000	\$1,104	\$3,997	\$5,011	\$1,104	\$557	\$17,260
Leasing/Property/Other Insurance	\$4,544	\$1,136	\$3,976	\$5,113	\$1,136	\$564	\$17,619
IT Consulting Contract	\$209	\$73	\$254	\$326	\$73	\$36	\$1,124
IT's External Portals of Business and Health: 10%	\$1,254	\$306	\$1,071	\$1,377	\$306	\$151	\$4,743
Telephone	\$2,023	\$513	\$1,796	\$2,709	\$513	\$253	\$7,953
Utilities	\$1,000	\$1,231	\$6,216	\$5,342	\$1,231	\$648	\$19,668
Facilities Maintenance	\$67,626	\$18,269	\$66,336	\$58,276	\$18,269	\$9,475	\$259,790
Equipment Leasing & Maintenance	\$8,916	\$2,189	\$6,726	\$8,576	\$2,189	\$1,175	\$25,671
Supplies	\$15,622	\$3,959	\$6,626	\$8,576	\$3,959	\$2,075	\$37,797
Asset Computer Technology	\$1,000	\$1,231	\$6,216	\$5,342	\$1,231	\$648	\$19,668
Total Information Systems	\$67,626	\$18,269	\$66,336	\$58,276	\$18,269	\$9,475	\$259,790
Exchange Value	\$8,916	\$2,189	\$6,726	\$8,576	\$2,189	\$1,175	\$25,671
Part Staff	\$15,622	\$3,959	\$6,626	\$8,576	\$3,959	\$2,075	\$37,797

Agenda Item Details

Meeting	Jan 04, 2022 - JANUARY 4, 2022, REGULAR MEETING - 5:00 PM - TIVOLI COMPLEX/BOARD ROOM
Category	3. ACTION AGENDA
Subject	3.01 Approval of Infrastructure Agreement Between ECTC and Career Source Okaloosa/Walton (W. Crozier)
Access	Public
Type	Action
Preferred Date	Jan 04, 2022
Absolute Date	Jan 04, 2022
Fiscal Impact	Yes
Dollar Amount	1,639.00
Budgeted	No
Budget Source	Internal
Recommended Action	Approve Infrastructure Agreement

APPROVED BY
JAN - 4 2022
WALTON COUNTY SCHOOL BOARD

Public Content

[Career Source MOU.pdf \(641 KB\)](#)

[Infrastructure Funding Agreement with CareerSource Okal_Walton.pdf \(644 KB\)](#)

Administrative Content

Executive Content

Motion & Voting

Approve Infrastructure Agreement

Motion by Jason Catalano, second by Jeri Michie.

Final Resolution: Motion Carried

Ayes: Bill Eddins, Jason Catalano, Kim Kirby, Jeri Michie, Tammy Smith

Signature page for the One-Stop Operating Budget (Appendix A) and the Infrastructure Funding Agreement (Appendix B) to the Workforce Innovation and Opportunity Act (WIOA) Memoranda of Understanding (MOU) dated July 20, 2021, between CareerSource Okaloosa Walton (CSOW), also referred to as CSOW; and The National Caucus and Center on Black Aging, Inc., also referred to as The Partner.

I. TERM FOR INFRASTRUCTURE COSTS

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II. AGREEMENT/PAYMENTS

The Partners agree to the infrastructure costs outlined in Appendix B, and to the Term for this infrastructure Funding Agreement. Payments may be made monthly, quarterly, or annually at the beginning of each agreed upon period as invoiced by CSOW.

III. SIGNATURES

IN WITNESS WHEREOF, the Partner and CSOW have caused this Infrastructure Funding Agreement to be duly executed as of the date set forth below:

APPROVED BY:

CareerSource Okaloosa/Walton

APPROVED BY PARTNER:

The National Caucus and Center on Black Aging, Inc.

By: Michele Burns

By: Gail Emerich

Name: Michele Burns

Name: ~~Gwen Merst~~ Gail Emerich

Title: Executive Director

Title: Florida Program Coordinator

Date: September 9, 2021

Date: September 21, 2021

APPROVED BY:

Chief Elected Official for Okaloosa and Walton Counties

By: Mel Ponder

Name: Mel Ponder

Title: Chairman, Okaloosa County Commissioners

Date: January 18, 2022



MEMORANDUM OF UNDERSTANDING

BETWEEN

**CAREERSOURCE OKALOOSA WALTON
AND
THE NATIONAL CAUCUS AND CENTER ON BLACK AGED, INC. ~
SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM (SCSEP)**

Modification

Section: XVII. SIGNATURES

In accordance with CareerSource Florida's Administrative Policy #106; Title: Memorandums of Understanding (MOU) and Infrastructure Funding Agreement (IFA), effective 02/20/2020: The signatures of the chairperson of the Local Workforce Development Board (LWDB), one-stop partners, and the chief elected official(s) must be included as a signatory on the MOU.

The original MOU and IFA were signed by the CareerSource Okaloosa Walton's Executive Director and did not include the signature of the chairperson of the LWDB. The MOU and IFA are now being modified to include the signature of the chairperson of the LWDB.

All other elements of the current MOU and IFA remain unchanged.

APPROVED BY:

Chairperson of the CareerSource Okaloosa Walton Board of Directors

By: 

Name: Juliet Milam

Title: Chairperson

Date: December 1, 2021

**Partners
Annualized**

2021-2022 based on 2020-2021

Pl. Full-time One-Stop

One-Stop Operating Budget with All Partners

Annualized

Pl. Full-time One-Stop

Infrastructure Expense	Full Center Usage One-Stop FTE % to Total FTE	Technology Usage Access Only	NWLSC	OTC	ECTC	FI Div Blvd	Tri County	WTOA 8.00	WTP 2.00	Wegman Paystat 7.00	Veteran's 9.00	RESEA		SNAP		Total
												2	1	2	1	
Lease	\$185,631							\$47,910	\$11,977	\$41,211	\$53,893	\$11,977	\$11,977	\$5,989	\$5,989	\$185,631
Liability/Property/Other Insurance	\$11,870							\$1,063	\$766	\$2,680	\$3,446	\$766	\$766	\$383	\$383	\$11,870
IT Consulting Contract	\$23,720	\$23,720						\$9,033.17	\$1,528	\$5,805	\$6,894	\$1,528	\$1,528	\$766	\$766	\$23,720
IT Technician Portion of Salaries and Benefits (6%)	\$4,081							\$400.79	\$300	\$1,037	\$1,359	\$300	\$300	\$151	\$151	\$4,081
Telephone	\$17,260							\$4,454	\$1,114	\$3,097	\$5,011	\$1,114	\$1,114	\$557	\$557	\$17,260
Utilities	\$17,260							\$4,454	\$1,114	\$3,097	\$5,011	\$1,114	\$1,114	\$557	\$557	\$17,260
Facilities Maintenance	\$17,260							\$4,454	\$1,114	\$3,097	\$5,011	\$1,114	\$1,114	\$557	\$557	\$17,260
Equipment Leasing & Maintenance	\$17,260							\$4,454	\$1,114	\$3,097	\$5,011	\$1,114	\$1,114	\$557	\$557	\$17,260
Supplies	\$17,260							\$4,454	\$1,114	\$3,097	\$5,011	\$1,114	\$1,114	\$557	\$557	\$17,260
Atlas Complete Technology	\$19,088	\$19,088						\$1,220	\$316	\$54	\$254	\$126	\$126	\$62	\$62	\$19,088
Total Infrastructure Costs	\$284,738	\$47,519	\$1,639	\$1,639	\$1,639	\$1,639	\$1,639	\$67,406	\$18,950	\$66,206	\$88,276	\$18,950	\$18,950	\$9,475	\$9,475	\$284,738
Exchange Value								\$8,916								\$8,916
Part Share			\$1,639	\$1,639	\$1,639	\$0	\$0	\$75,622	\$18,950	\$66,206	\$88,276	\$18,950	\$18,950	\$9,475	\$9,475	\$284,738

Infrastructure Costs and Additional OS Expense Annualized

2021 2022 based on 2020 2021

Ft. Walton One Stop Technology Usage
Full Center Usage Access Only

Infrastructure Expense

- Lease
- Liability/Property/Other Insurance
- IT Consulting Contract
- IT Technician Portion of Salaries and Benefits 10%
- Telephone
- Utilities
- Facilities Maintenance
- Equipment Leasing & Maintenance
- Supplies
- Atlas Complete Technology

\$186,081	
\$11,870	
\$22,731	\$23,750
\$1,601	\$1,681
\$7,200	
\$7,010	
\$1,104	
\$1,728	
\$956	
\$19,088	\$19,088

Total Infrastructure Costs

\$293,729

\$47,519

Total/Total Infrastructure

\$293,729

Average 31.0 FTE in FWB One Step

MOU's			
	Fair Share	Exchange Value	Balance to CSOW
Voc Rehab with 1 FTE in OS (\$293,729/31.0)	\$9,475	\$0	\$9,475
SEP with 1 FTE in OS ((\$293,729/31)/1)	\$9,475	\$4,738	\$4,738
	Access Fee	Exchange Value	Balance to CSOW
NWFLSC-(Perkins and Literacy Programs)-No FTE in OS (\$47,519/31.0)	\$1,639	\$0	\$1,639
OTC-(Perkins)-No FTE in OS (\$47,519/31.0)	\$1,639	\$0	\$1,639
ECTC-(Perkins and Literacy Programs)-No FTE in OS (\$47,519/31.0)	\$1,639	\$0	\$1,639
FI Division of Blind Services-No FTE In OS (\$47,519/31.0)	\$1,639	\$1,639	\$0
FI Division of Blind Services--Services provided to 6 CSOW Referrals @ Average of \$144.08 Per Referral = \$865. Bal of \$774 provided by On Site Services			
Community Services Block Grant (Tri County)--No FTE In OS (\$47,519/31.0)	\$1,639	\$1,639	\$0
Community Services Block Grant (Tri County)--Services provided to 30 CSOW Referrals @ Average of \$54.63 per Referral = \$1,639			
		\$8,016	\$19,128

Signature page for the One-Stop Operating Budget (Appendix A) and the Infrastructure Funding Agreement (Appendix B) to the Workforce Innovation and Opportunity Act (WIOA) Memoranda of Understanding (MOU), dated July 20, 2021, between CareerSource Okaloosa Walton (CSOW), also referred to as CSOW; and Northwest Florida State College (NWFSC), also referred to as The Partner.

I. TERM FOR INFRASTRUCTURE COSTS

The Term for this Infrastructure Funding Agreement shall commence on July 1, 2021, through June 30, 2022. The Term for subsequent Infrastructure Funding Agreements shall commence on the first day of the Program/Fiscal Year (Currently) July 1 through last day of the Program/Fiscal Year (Currently) June 30. A new Infrastructure Funding Agreement will be developed for each subsequent Program/Fiscal Year.

II. AGREEMENT/PAYMENTS

The Partners agree to the infrastructure costs outlined in Appendix B, and to the Term for this Infrastructure Funding Agreement. Payments may be made monthly, quarterly, or annually at the beginning of each agreed upon period as invoiced by CSOW.

III. SIGNATURES

IN WITNESS WHEREOF, the Partner and CSOW have caused this Infrastructure Funding Agreement to be duly executed as of the date set forth below.

APPROVED BY:	APPROVED BY PARTNER:
CareerSource Okaloosa/Walton	Northwest Florida State College
By: <u>Michele Burns</u>	By: <u>Randall White</u>
Name: <u>Michele Burns</u>	Name: <u>Randall White</u>
Title: <u>Executive Director</u>	Title: <u>Vice President / CFO</u>
Date: <u>September 9, 2021</u>	Date: <u>10/1/21</u>

APPROVED BY:
Chief Elected Official for Okaloosa and Walton Counties

By: Mel Ponder

Name: Mel Ponder

Title: Chairman, Okaloosa County Commissioners

Date: January 18, 2022



MEMORANDUM OF UNDERSTANDING

BETWEEN

**CAREERSOURCE OKALOOSA WALTON
AND
NORTHWEST FLORIDA STATE COLLEGE**

Modification

Section: XVII. SIGNATURES

In accordance with CareerSource Florida's Administrative Policy #106; Title: Memorandums of Understanding (MOU) and Infrastructure Funding Agreement (IFA), effective 02/20/2020: The signatures of the chairperson of the Local Workforce Development Board (LWDB), one-stop partners, and the chief elected official(s) must be included as a signatory on the MOU.

The original MOU and IFA were signed by the CareerSource Okaloosa Walton's Executive Director and did not include the signature of the chairperson of the LWDB. The MOU and IFA are now being modified to include the signature of the chairperson of the LWDB.

All other elements of the current MOU and IFA remain unchanged.

APPROVED BY:

Chairperson of the CareerSource Okaloosa Walton Board of Directors

By: 

Name: Juliet Milam

Title: Chairperson

Date: December 1, 2021

Infrastructure Costs and Additional OS Expense Annualized

2021 2022 based on 2020 2021

Infrastructure Expense	Ft. Walton One Stop	Technology Usage
	Full Center Usage	Access Only
Lease	\$185,651	
Liability/Property/Other Insurance	\$11,870	
IT Consulting Contract	\$23,750	\$23,750
IT Technician Portion of Salaries and Benefits 10%	\$4,681	\$4,681
Telephone	\$17,260	
Utilities	\$17,610	
Facilities Maintenance	\$1,124	
Equipment Leasing & Maintenance	\$4,743	
Supplies	\$7,953	
Atlas Complete Technology	\$19,088	\$19,088
Total Infrastructure Costs	\$293,729	\$47,519
Total/Total Infrastructure	\$293,729	

Average 31.0 FTE in FWB One Stop

MOU's			
	Fair Share	Exchange Value	Balance to CSOW
Voc Rehab with 1 FTE in OS (\$293,729/31.0)	\$9,475	\$0	\$9,475
SEP with 1 FTE in OS ((\$293,729/31)/1)	\$9,475	\$4,738	\$4,738
	Access Fee	Exchange Value	Balance to CSOW
NWFLSC-(Perkins and Literacy Programs)-No FTE in OS (\$47,519/31.0)	\$1,639	\$0	\$1,639
OTC-(Perkins)-No FTE in OS (\$47,519/31.0)	\$1,639	\$0	\$1,639
ECTC-(Perkins and Literacy Programs)-No FTE in OS (\$47,519/31.0)	\$1,539	\$0	\$1,639
FI Division of Blind Services-No FTE in OS (\$47,519/31.0)	\$1,639	\$1,639	\$0
FI Division of Blind Services--Services provided to 6 CSOW Referrals @ Average of \$144.08 Per Referral = \$865. Bal of \$774 provided by On Site Services			
Community Services Block Grant (Tri County)--No FTE in OS (\$47,519/31.0)	\$1,639	\$1,639	\$0
Community Services Block Grant (Tri County)--Services provided to 30 CSOW Referrals @ Average of \$54.63 per Referral = \$1,639			
		\$8,016	\$19,128

Signature page for the One-Stop Operating Budget (**Appendix A**) and the Infrastructure Funding Agreement (**Appendix B**) to the Workforce Innovation and Opportunity Act (WIOA) Memoranda of Understanding (MOU) dated July 20, 2021, between **CareerSource Okaloosa Walton (CSOW)**, also referred to as **CSOW**; and the **Okaloosa Technical College (OTC)**, also referred to as **The Partner**.

I. TERM FOR INFRASTRUCTURE COSTS

The Term for this Infrastructure Funding Agreement shall commence on July 1, 2021, through June 30, 2022. The Term for subsequent Infrastructure Funding Agreements shall commence on the first day of the Program/Fiscal Year (Currently) July 1 through last day of the Program/Fiscal Year (Currently) June 30. A new Infrastructure Funding Agreement will be developed for each subsequent Program/Fiscal Year.

II. AGREEMENT/PAYMENTS

The Partners agree to the infrastructure costs outlined in **Appendix B**, and to the Term for this Infrastructure Funding Agreement. Payments may be made monthly, quarterly, or annually at the beginning of each agreed upon period as invoiced by CSOW.

III. SIGNATURES

IN WITNESS WHEREOF, the Partner and CSOW have caused this Infrastructure Funding Agreement to be duly executed as of the date set forth below.

APPROVED BY: CareerSource Okaloosa/Walton	APPROVED BY PARTNER: Okaloosa Technical College
By: <u>Michele Burns</u>	By: <u>Kelly E. Hayes</u>
Name: <u>Michele Burns</u>	Name: <u>Kelly E. Hayes</u>
Title: <u>Executive Director</u>	Title: <u>Director</u>
Date: <u>September 9, 2021</u>	Date: <u>9-29-21</u>

APPROVED BY:
The School Board of Okaloosa County, Florida

By: Timothy Bryant

Name: Timothy Bryant

Title: School Board Chairman

Date: October 25, 2021

Signature page for the One-Stop Operating Budget (**Appendix A**) and the Infrastructure Funding Agreement (**Appendix B**) to the Workforce Innovation and Opportunity Act (WIOA) Memoranda of Understanding (MOU), dated August 20, 2019, between CareerSource Okaloosa Walton (CSOW), also referred to as CSOW; and the Okaloosa Technical College (OTC), also referred to as The Partner.

Continued from Page 1

APPROVED BY:

Chief Elected Official for Okaloosa and Walton Counties

By: _____



Name: Mel Ponder



Title: Chairman, Okaloosa County Commissioners

Date: January 18, 2022

MEMORANDUM OF UNDERSTANDING

BETWEEN

**CAREERSOURCE OKALOOSA WALTON
AND
OKALOOSA TECHNICAL COLLEGE**

Modification

Section: XVII. SIGNATURES

In accordance with CareerSource Florida's Administrative Policy #106; Title: Memorandums of Understanding (MOU) and Infrastructure Funding Agreement (IFA), effective 02/20/2020: The signatures of the chairperson of the Local Workforce Development Board (LWDB), one-stop partners, and the chief elected official(s) must be included as a signatory on the MOU.

The original MOU and IFA were signed by the CareerSource Okaloosa Walton's Executive Director and did not include the signature of the chairperson of the LWDB. The MOU and IFA are now being modified to include the signature of the chairperson of the LWDB.

All other elements of the current MOU and IFA remain unchanged.

APPROVED BY:

Chairperson of the CareerSource Okaloosa Walton Board of Directors

By: 

Name: Juliet Milam

Title: Chairperson

Date: December 1, 2021

Infrastructure Costs and Additional OS Expense Annualized

2021 2022 based on 2020 2021

Infrastructure Expense	Ft. Walton One Stop	Technology Usage
	Full Center Usage	Access Only
Lease	\$185,651	
Liability/Property/Other Insurance	\$11,870	
IT Consulting Contract	\$23,750	\$23,750
IT Technician Portion of Salaries and Benefits 10%	\$4,681	\$4,681
Telephone	\$17,260	
Utilities	\$17,610	
Facilities Maintenance	\$1,124	
Equipment Leasing & Maintenance	\$4,743	
Supplies	\$7,953	
Atlas Complete Technology	\$19,088	\$19,088
Total Infrastructure Costs	\$293,729	\$47,519
Total/Total Infrastructure	\$293,729	

Average 31.0 FTE in FWB One Stop

MOU's			
	Fair Share	Exchange Value	Balance to CSOW
Voc Rehab with 1 FTE in OS (\$293,729/31.0)	\$9,475	\$0	\$9,475
SEP with 1 FTE in OS ((\$293,729/31)/1)	\$9,475	\$4,738	\$4,738
	Access Fee	Exchange Value	Balance to CSOW
NWFLSC-(Perkins and Literacy Programs)-No FTE in OS (\$47,519/31.0)	\$1,639	\$0	\$1,639
OTC-(Perkins)-No FTE in OS (\$47,519/31.0)	\$1,639	\$0	\$1,639
ECTC-(Perkins and Literacy Programs)-No FTE in OS (\$47,519/31.0)	\$1,639	\$0	\$1,639
FI Division of Blind Services-No FTE in OS (\$47,519/31.0)	\$1,639	\$1,639	\$0
FI Division of Blind Services--Services provided to 6 CSOW Referrals @ Average of \$144.08 Per Referral = \$865. Bal of \$774 provided by On Site Services			
Community Services Block Grant (Tri County)--No FTE in OS (\$47,519/31.0)	\$1,639	\$1,639	\$0
Community Services Block Grant (Tri County)--Services provided to 30 CSOW Referrals @ Average of \$54.63 per Referral = \$1,639			
		\$8,016	\$19,128

Signature page for the One-Stop Operating Budget (Appendix A) and the Infrastructure Funding Agreement (Appendix B) to the Workforce Innovation and Opportunity Act (WIOA) Memoranda of Understanding (MOU) dated July 20, 2021, between CareerSource Okaloosa Walton (CSOW), also referred to as CSOW; and the Tri-County Community Council, Inc., also referred to as The Partner.

I. TERM FOR INFRASTRUCTURE COSTS

The Term for this Infrastructure Funding Agreement shall commence on July 1, 2021, through June 30, 2022. The Term for subsequent Infrastructure Funding Agreements shall commence on the first day of the Program/Fiscal Year (Currently) July 1 through last day of the Program/Fiscal Year (Currently) June 30. A new Infrastructure Funding Agreement will be developed for each subsequent Program/Fiscal Year.

II. AGREEMENT/PAYMENTS

The Partners agree to the infrastructure costs outlined in Appendix B, and to the Term for this Infrastructure Funding Agreement. Payments may be made monthly, quarterly, or annually at the beginning of each agreed upon period as invoiced by CSOW.

III. SIGNATURES

IN WITNESS WHEREOF, the Partner and CSOW have caused this Infrastructure Funding Agreement to be duly executed as of the date set forth below.

APPROVED BY:

CareerSource Okaloosa/Walton

By:

Michele Burns

Name:

Michele Burns

Title:

Executive Director

Date:

September 9, 2021

APPROVED BY PARTNER:

Tri-County Community Council,
Inc.

By:

Joel Paul Jr.

Name:

Joel Paul Jr.

Title:

Executive Director

Date:

9.28.21

APPROVED BY:

Chief Elected Official for Okaloosa and Walton Counties

By:

Mel Ponder

Name:

Mel Ponder

Title:

Chairman, Okaloosa County Commissioners

Date:

January 18, 2022



MEMORANDUM OF UNDERSTANDING

BETWEEN

**CAREERSOURCE OKALOOSA WALTON
AND
TRI-COUNTY COMMUNITY COUNCIL, INC.**

Modification

Section: XVII. SIGNATURES

In accordance with CareerSource Florida's Administrative Policy #106; Title: Memorandums of Understanding (MOU) and Infrastructure Funding Agreement (IFA), effective 02/20/2020: The signatures of the chairperson of the Local Workforce Development Board (LWDB), one-stop partners, and the chief elected official(s) must be included as a signatory on the MOU.

The original MOU and IFA were signed by the CareerSource Okaloosa Walton's Executive Director and did not include the signature of the chairperson of the LWDB. The MOU and IFA are now being modified to include the signature of the chairperson of the LWDB.

All other elements of the current MOU and IFA remain unchanged.

APPROVED BY:

Chairperson of the CareerSource Okaloosa Walton Board of Directors

By: 

Name: Juliet Milam

Title: Chairperson

Date: December 1, 2021

Infrastructure Costs and Additional OS Expense Annualized

2021 2022 based on 2020 2021

Infrastructure Expense	Ft. Walton One Stop	Technology Usage
	Full Center Usage	Access Only
Lease	\$185,651	
Liability/Property/Other Insurance	\$11,870	
IT Consulting Contract	\$23,750	\$23,750
IT Technician Portion of Salaries and Benefits 10%	\$4,681	\$4,681
Telephone	\$17,260	
Utilities	\$17,610	
Facilities Maintenance	\$1,124	
Equipment Leasing & Maintenance	\$4,743	
Supplies	\$7,953	
Atlas Complete Technology	\$19,088	\$19,088
Total Infrastructure Costs	\$293,729	\$47,519
Total/Total Infrastructure	\$293,729	

Average 31.0 FTE in FWB One Stop

MOU's			
	Fair Share	Exchange Value	Balance to CSOW
Voc Rehab with 1 FTE in OS (\$293,729/31.0)	\$9,475	\$0	\$9,475
SEP with 1 FTE in OS ((\$293,729/31)/1)	\$9,475	\$4,738	\$4,738
	Access Fee	Exchange Value	Balance to CSOW
NWFLSC-(Perkins and Literacy Programs)-No FTE in OS (\$47,519/31.0)	\$1,639	\$0	\$1,639
OTC-(Perkins)-No FTE in OS (\$47,519/31.0)	\$1,639	\$0	\$1,639
ECTC-(Perkins and Literacy Programs)-No FTE in OS (\$47,519/31.0)	\$1,639	\$0	\$1,639
FI Division of Blind Services-No FTE in OS (\$47,519/31.0)	\$1,639	\$1,639	\$0
FI Division of Blind Services--Services provided to 6 CSOW Referrals @ Average of \$144.08 Per Referral = \$865. Bal of \$774 provided by On Site Services			
Community Services Block Grant (Tri County)--No FTE in OS (\$47,519/31.0)	\$1,639	\$1,639	\$0
Community Services Block Grant (Tri County)--Services provided to 30 CSOW Referrals @ Average of \$54.63 per Referral = \$1,639			
		\$8,016	\$19,128

Partners

Annualized

2021, 2022 based on 2020-2021

One-Stop Operating Budget with All Partners

Annualized

FL, Walton One-Stop

	Full Center Usage One-Stop FTE % to Total FTE	Technology Usage Access Only	ANFLSC	OTC	ECTC	FTDw-Billed	TH Company	YR 1.00 3%	SEP 1.00 3%	WFOA 8.00 20%	WTP 2.00 6%	Wagner Peyser 7.00 23%	Veteran's 9.00 29%	RESEA 2 6%	SNAP 1 3%	Total
Infrastructure Expense																
Lease	\$185,651							\$5,989	\$5,989	\$47,210	\$11,977	\$41,921	\$3,899	\$11,977	\$5,989	\$185,651
Liability/Property/Other Insurance	\$11,870							\$385	\$385	\$2,063	\$766	\$2,640	\$1,466	\$766	\$385	\$11,870
IT Consulting Contract	\$23,750	\$23,750	\$819	\$819	\$819	\$819	\$766	\$766	\$2,033.17	\$1,532	\$1,532	\$5,363	\$6,895	\$1,532	\$766	\$23,750
IT Technician Portion of Salaries and Benefits 10%	\$4,681	\$4,681	\$161	\$161	\$161	\$161	\$151	\$151	\$460.73	\$202	\$202	\$1,057	\$1,259	\$202	\$151	\$4,681
Telephone	\$17,260							\$557	\$557	\$4,454	\$1,114	\$3,897	\$5,011	\$1,114	\$557	\$17,260
Utilities	\$17,610							\$568	\$568	\$4,544	\$1,136	\$3,976	\$5,113	\$1,136	\$568	\$17,610
Facilities Maintenance	\$1,124							\$56	\$56	\$239	\$73	\$254	\$326	\$73	\$56	\$1,124
Equipment Leasing & Maintenance	\$4,743							\$153	\$153	\$1,234	\$306	\$1,071	\$1,377	\$306	\$153	\$4,743
Supplies	\$7,953							\$251	\$251	\$7,032	\$313	\$1,796	\$2,369	\$313	\$251	\$7,953
Ades Complete Technology	\$19,088	\$19,088	\$638	\$638	\$638	\$638	\$616	\$616	\$1,634.07	\$1,231	\$1,231	\$4,310	\$5,542	\$1,231	\$616	\$19,088
Total Infrastructure Costs	\$293,720	\$47,519	\$1,639	\$1,639	\$1,639	\$1,639	\$1,639	\$9,475	\$9,475	\$67,606	\$18,950	\$66,376	\$85,276	\$18,950	\$9,475	\$293,720
Exchange Value										\$8,016						\$8,016
Net Share						50	50	\$9,475	\$4,738	\$75,622	\$18,950	\$66,376	\$85,276	\$18,950	\$9,475	\$205,730



BOARD OF COUNTY COMMISSIONERS AGENDA REQUEST

DATE: April 5, 2022
TO: Honorable Chairman and Members of the Board
FROM: Michele Burns, Executive Director, CareerSource Okaloosa Walton
SUBJECT: CareerSource Okaloosa Walton - Infrastructure Funding Agreement (IFA)

STATEMENT OF ISSUE: CareerSource Okaloosa-Walton requests the Board review and approval of the Infrastructure Funding Agreement (IFA) between CareerSource Okaloosa Walton and Florida Department of Education, Division of Vocational Rehabilitation.

BACKGROUND: The Infrastructure Funding Agreement (IFA) contains the infrastructure costs budget, which is an integral component of the overall one-stop operating budget. The other component of the one-stop operating budget consists of additional costs, which include applicable career services, and may include shared operating costs and shared services. While each of these components covers different cost categories, an operating budget would be incomplete if any of these cost categories were omitted, as all components are necessary to maintain a fully functioning and successful local one-stop delivery system.

OPTIONS: Approve/Disapprove

RECOMMENDATIONS: Staff recommends approval of the Infrastructure Funding Agreement (IFA) between CareerSource Okaloosa Walton and Florida Department of Education, Division of Vocational Rehabilitation.

**FLORIDA DEPARTMENT OF EDUCATION
CONTRACT NO. SA-234
AMENDMENT NO. 3**

This AMENDMENT to the Florida Department of Education Contract Number SA-234 ("Contract") is entered into by and between CareerSource Okaloosa Walton (CSOW), (the "Contractor") authorized to do business in the State of Florida, with its principal office at 109 8th Avenue Shalimar, Florida 32579 and the Florida Department of Education, Division of Vocational Rehabilitation ("Department"), an agency of the State of Florida with its principal offices in Tallahassee, Florida. Defined terms used herein shall have the meanings set forth in the Contract.

WHEREAS, on July 1, 2019 the Department entered into the Contract with the Contractor to provide the service; and

WHEREAS, the expiration date of the Contract is June 30, 2024; and

WHEREAS, the Department desires to amend this MOU (IFA) to decrease a maximum of Seven Hundred Thirty-six Dollars and 00/100 (-\$736.00) for year two of the MOU term ending June 30, 2022; and

WHEREAS, the Department desires to amend the schedule of progress payments identified in Attachment B, Payment Terms and Conditions, Section III. A.

NOW, THEREFORE, in consideration of the mutual covenants and conditions hereinafter stated, the Department and the Contractor covenant and agree as follows:

1. The recitals are true and correct and are incorporated herein by reference.
2. All provisions in the MOU not in conflict with this Amendment remain in full force and effect and are to be performed at the level specified in the MOU.

The effective date of the Amendment shall be the date that it is signed by both parties.

All provisions in the contract and any attachments thereto in conflict with this amendment shall be and are hereby changed to conform to this amendment.

All provisions not in conflict with this amendment are still in full force and effect and are to be performed at the level specified in the contract.

IN WITNESS WHEREOF, the parties hereto have caused this Amendment to be executed by their proper and duly authorized representatives.

DEPARTMENT OF EDUCATION

By: /s/ Antionette Williams
Signature

Name: Antionette Williams

Title: Interim Director

Date: 2/10/2022

CAREERSOURCE OKALOOSA WALTON

By: Michele Burns
Signature

Name: Michele Burns

Title: Executive Director

Date: 2/9/2022

FLORIDA DEPARTMENT OF EDUCATION
CONTRACT NO. SA-234
AMENDMENT NO. 3

DEPARTMENT OF EDUCATION

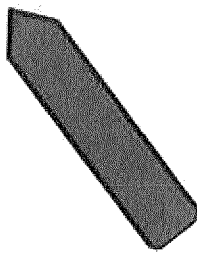
By: 
Signature

Name: Richard Corcoran

Title: Commissioner

Date: 2/22/20

Bethany Snodgrass



MEMORANDUM OF UNDERSTANDING

BETWEEN

**CAREERSOURCE OKALOOSA WALTON
AND**

FLORIDA DEPARTMENT OF EDUCATION (DOE) - DIVISION OF VOCATIONAL REHABILITATION

Modification

Section: XVII. SIGNATURES

In accordance with CareerSource Florida's Administrative Policy #106; Title: Memorandums of Understanding (MOU) and Infrastructure Funding Agreement (IFA), effective 02/20/2020: The signatures of the chairperson of the Local Workforce Development Board (LWDB), one-stop partners, and the chief elected official(s) must be included as a signatory on the MOU.

The original MOU and IFA were signed by the CareerSource Okaloosa Walton's Executive Director and did not include the signature of the chairperson of the LWDB. The MOU and IFA are now being modified to include the signature of the chairperson of the LWDB.

All other elements of the current MOU and IFA remain unchanged.

APPROVED BY:

Chairperson of the CareerSource Okaloosa Walton Board of Directors

By:



Name: Juliet Milam

Title: Chairperson

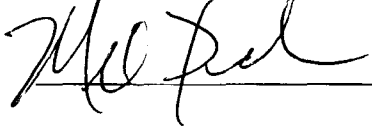
Date: December 1, 2021

Signature page for the One-Stop Operating Budget (**Appendix A**) and the Infrastructure Funding Agreement (**Appendix B**) to the Workforce Innovation and Opportunity Act (WIOA) Memoranda of Understanding (MOU), dated 2/23/2021, between **CareerSource Okaloosa Walton (CSOW)**, also referred to as **CSOW**; and the **Division of Vocational Rehabilitation (DVR)**, also referred to as **The Partner**.

This Infrastructure Funding Agreement incorporates the Florida Department of Education Contract No. SA-234, Amendment No. 3, fully executed on February 22, 2022; including the One-Stop Operating Budget with All Partners (Annualized – 2021 2022 based on 2020-2021) and the Infrastructure Cost and Additional OS Expense (Annualized – 2021 2022 based on 2020-2021).

APPROVED BY:

Chief Elected Official for Okaloosa and Walton Counties

By:  _____

Name: Mel Ponder _____

Title: Chairman _____

Date: April 5, 2022 _____



Partners
Annualized
 2021-2022 based on 2020-2021

One-Stop Operating Budget with All Partners
 FA, Waftan One-Stop

Infrastructure Expense

Lease	\$183,651
Liability/Property-Clear Insurance	\$31,832
IT Consulting Contract	\$23,730
IT Technicians Portion of Salaries and Benefits 10%	\$4,681
Telephone	\$37,200
Utilities	\$17,040
Facilities Maintenance	\$11,124
Equipment Leasing & Maintenance	\$4,743
Supplies	\$7,953
Alan Computer Technologies	\$39,088
Total Infrastructure Costs	\$303,730
Exchange Value	
Fair Share	

Full-Career Lease	\$183,651
One-Side FTE	\$31,832
% to Total FTE	\$215,483
Truckings Lease	\$23,730
Access Only	\$4,681

NYPLSC	OTC	BCTC	FDNY/Blind	Tri County
\$819	\$819	\$819	\$819	\$819
\$161	\$161	\$161	\$161	\$161
\$298	\$298	\$298	\$298	\$298
\$16	\$16	\$16	\$16	\$16
\$153	\$153	\$153	\$153	\$153
\$29	\$29	\$29	\$29	\$29
\$68	\$68	\$68	\$68	\$68
\$1,639	\$1,639	\$1,639	\$1,639	\$1,639
\$1,639	\$1,639	\$1,639	\$1,639	\$1,639

NY	SEFP	WFOA	WTP	Wagner Peppard	Volunteer's	RESEA	SHAP	Total
\$5,984	\$5,989	\$2,918	\$1,977	\$41,921	\$53,899	\$11,977	\$3,989	\$185,651
\$183	\$585	\$3,063	\$768	\$2,680	\$5,440	\$766	\$183	\$11,870
\$766	\$766	\$2,033,17	\$1,572	\$5,763	\$6,893	\$1,332	\$766	\$23,730
\$151	\$151	\$400,73	\$302	\$1,057	\$1,339	\$302	\$151	\$4,681
\$537	\$537	\$4,454	\$1,114	\$3,697	\$5,011	\$1,114	\$537	\$17,260
\$268	\$268	\$2,434	\$1,136	\$3,976	\$5,113	\$1,136	\$268	\$17,610
\$16	\$16	\$297	\$73	\$264	\$326	\$73	\$16	\$1,124
\$153	\$153	\$1,224	\$368	\$1,071	\$1,377	\$368	\$153	\$4,743
\$29	\$29	\$2,252	\$513	\$1,786	\$2,309	\$513	\$29	\$7,953
\$68	\$68	\$1,604,07	\$1,231	\$4,131	\$5,342	\$1,231	\$68	\$39,088
\$9,475	\$9,475	\$67,606	\$18,950	\$66,236	\$85,276	\$18,950	\$9,475	\$293,730
\$4,738	\$4,738	\$8,016	\$18,950	\$66,236	\$85,276	\$18,950	\$4,738	\$8,016
\$9,475	\$9,475	\$75,622	\$18,950	\$66,236	\$85,276	\$18,950	\$9,475	\$293,730

Infrastructure Costs and Additional OS Expense Annualized

2021 2022 based on 2020 2021

Infrastructure Expense	Ft. Walton One Stop	Technology Usage
	Full Center Usage	Access Only
Lease	\$185,651	
Liability/Property/Other Insurance	\$11,870	
IT Consulting Contract	\$23,750	\$23,750
IT Technician Portion of Salaries and Benefits 10%	\$4,681	\$4,681
Telephone	\$17,260	
Utilities	\$17,610	
Facilities Maintenance	\$1,124	
Equipment Leasing & Maintenance	\$4,743	
Supplies	\$7,953	
Atlas Complete Technology	\$19,088	\$19,088
Total Infrastructure Costs	\$293,729	\$47,519
Total/Total Infrastructure	\$293,729	

Average 31.0 FTE in FWB One Stop

MOU's			
	Fair Share	Exchange Value	Balance to CSOW
Voc Rehab with 1 FTE in OS (\$293,729/31.0)	\$9,475	\$0	\$9,475
SEP with 1 FTE in OS ((\$293,729/31)/1)	\$9,475	\$4,738	\$4,738
	Access Fee	Exchange Value	Balance to CSOW
NWFLSC-(Perkins and Literacy Programs)-No FTE in OS (\$47,519/31.0)	\$1,639	\$0	\$1,639
OTC-(Perkins)-No FTE in OS (\$47,519/31.0)	\$1,639	\$0	\$1,639
ECTC-(Perkins and Literacy Programs)-No FTE in OS (\$47,519/31.0)	\$1,639	\$0	\$1,639
Fl Division of Blind Services-No FTE in OS (\$47,519/31.0)	\$1,639	\$1,639	\$0
Fl Division of Blind Services--Services provided to 6 CSOW Referrals @ Average of \$144.08 Per Referral = \$865. Bal of \$774 provided by On Site Services			
Community Services Block Grant (Tri County)--No FTE in OS (\$47,519/31.0)	\$1,639	\$1,639	\$0
Community Services Block Grant (Tri County)--Services provided to 30 CSOW Referrals @ Average of \$54.63 per Referral = \$1,639			
		\$8,016	\$19,128

ATTACHMENT I

Not Applicable

CROW TWO-YEAR PLAN TIMELINE PROCESS

Effective: August 8, 2022 (Updated)

July 2022

<u>DATE DUE</u>	<u>EVENT</u>	<u>OPR</u>	<u>SUBMIT TO</u>	<u>DATE SUBMITTED</u>	<u>COMMENTS</u>
7-22 nd	CROW Workforce Plan FIRST DRAFT	Will	Michele / Kelly	7/22/2022	Two-Year Plan
25-29 th	CROW Workforce Plan SECOND DRAFT	Michele / Kelly	Will	7/29/2022	Two-Year Plan

August 2022

<u>DATE DUE</u>	<u>EVENT</u>	<u>OPR</u>	<u>SUBMIT TO</u>	<u>DATE SUBMITTED</u>	<u>COMMENTS</u>
1-5 th	CROW Workforce Plan FINAL DRAFT	Will	Sue	8/5/2022	Two-Year Plan
8-11 th	CROW Workforce Plan FORMATTING	Sue	Distribute		Two-Year Plan
11-12 th	Send to Board of Directors for Review	Michele / Sue	CROW		Two-Year Plan
11-12 th	Send to Chief Elected Officials for Review	Michele / Sue	CROW		Two-Year Plan
11-12 th Through 31 st	Send for Public Comments (Website, Career Center, CROW Contact Newsletter, any BSR email contacts for businesses, possible newspaper ad, chamber of commerce newsletters, EDC/EDA newsletters. etc.)	Michele / Sue / Kelly / Will	Public Comment		Two-Year Plan

CROW TWO-YEAR PLAN TIMELINE PROCESS

Effective: August 8, 2022 (Updated)

September 2022

<u>DATE DUE</u>	<u>EVENT</u>	<u>OPR</u>	<u>SUBMIT TO</u>	<u>DATE SUBMITTED</u>	<u>OCCURENCE</u>
7 th	Board of Director's Approval	Michele	CROW		Two-Year
20 th	Okaloosa County Board of County Commissioners	Sue	CROW		Two-Year
27 th	Walton County Board of County Commissioners	Sue	CROW		Two-Year

October 2022

<u>DATE DUE</u>	<u>EVENT</u>	<u>OPR</u>	<u>SUBMIT TO</u>	<u>DATE SUBMITTED</u>	<u>OCCURENCE</u>
3 rd	Local Plan Workforce Plan Due to DEO/CSF	Michele / Sue	DEO / CSF		Two-Year

INCLUDE PUBLIC COMMENTS ON THE FOLLOWING PAGES
