

Please be reminded pursuant to Section 3 of Article X of the Bylaws, no member of the Board shall cast a vote on any matter on which he or she has a conflict of interest as defined by federal or state law. Upon discovery of an actual or potential conflict of interest, the Board Member shall promptly disclose the actual or potential conflict of interest, promptly file a written statement of disqualification, shall withdraw from any further participation in the transaction involved, and shall abstain from voting on the matter. In the event of such disclosure or abstention, Article IX Section 3 shall govern the voting requirements on such matter.

Executive Committee Meeting Agenda

August 18, 2022 – 10:00 a.m.

Join the meeting via Microsoft Teams

Committee Members

Mark Barry, Mark Earl, Charles Gibbons, Joelle Neri, Lex Smith

Call to order Charles Gibbons, Chair

Public Comments

No requests from the public were received during the allotted time published in the Public Notice.

Action Items

1. Meeting Minutes (Charles Gibbons) Page 2
2. Budget (Theresa Miner) Page 5
3. Gulf Coast Contract Amendment (Theresa Miner)..... Page 13
4. Local Workforce Plan Two-Year Modification (Brenda Gause) Page 16
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Information Items

1. Go Gig Presentation (Chris Hodges)..... Page 158
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Discussion Items

1. Severance Package (Jerome Salatino) Page 177

Chair Comments

CEO Comments

Adjournment



ACTION ITEM 1
Approval of Minutes

In accordance with Article VI, Section 2 of the approved bylaws, the Board is required to keep correct and complete minutes of the proceedings of any Board or Committee meeting.

Draft minutes of the May 12, 2022, Executive Committee Meeting are presented for review. Any modifications should be requested prior to approval.

FOR CONSIDERATION

Approval of May 12, 2022, Executive Committee Meeting Minutes, to include any modifications or changes noted by the Committee.

Executive Committee Meeting Minutes - DRAFT

May 12, 2022 – 9:00 a.m.

Committee Members

Present: Mark Barry, Chuck Gibbons, Lex Smith

Absent: Mark Earl, David Lambert

Quorum Present: Yes

Others Present:

PHWB Staff – Brenda Gause, Dave Hamilton, Heather Harter, Theresa Miner, Kenneth Russ, Jerome Salatino

Proceedings:

Meeting called to order at 9:04 a.m. by Chuck Gibbons

Public Comments

No public comments were received.

Action Item 1 – Approval of April 14, 2022, Executive Committee Meeting Minutes

Chuck Gibbons asked the Committee members to review the minutes from the April 14, 2022 Executive Committee meeting for any corrections or comments. Hearing none, a motion was made to accept the minutes of the meeting.

MOTION was made by Mark Barry and seconded by Lex Smith to approve the minutes. MOTION carried 3-0.

Action Item 2 – Preliminary Budget Approval

Committee members reviewed the preliminary budget for program year 2022-2023. A final budget approved by the Board and the Board of County Commissioners will be submitted to the state to meet their October 1 deadline.

MOTION was made by Lex Smith and seconded by Mark Barry to approve the preliminary budget. MOTION carried 3-0.

Action Item 3 – Work-Based Training Program with Metropolitan Ministries

The Committee reviewed the recommendations for the work-based training program led by Metropolitan Ministries. The culinary arts program is geared towards individuals with barriers to employment and would serve as a tool for occupational training and placement.

MOTION was made by Lex Smith and seconded by Mark Barry to approve the new work-based training program with Metropolitan Ministries, limiting initial enrollment to 5 participants. MOTION carried 3-0.

Discussion Item 1 – REACH Act

Jerome Salatino provided the Committee members with an update on the REACH Act legislation. He spoke about the evaluation process, potential changes and the expected timeline for implementation.

With no further business to discuss, the meeting adjourned.

ACTION ITEM 2

Budget

The Pasco-Hernando Workforce Board, Inc. (PHWB) has received preliminary revenue dollars from the Department of Economic Opportunity (DEO), and has our final carryover dollars. Each year, PHWB prepares a budget to be approved by the local Board, the Pasco County Board of County Commissioners, and the Hernando County Board of County Commissioners for approval, and once approved, submits the budget to CareerSource Florida and the Department of Economic Opportunity.

We are bringing this budget, modification #1, before our local committees for approval. Once it is approved, it will be forwarded to both Pasco County and Hernando County for their approvals and signatures, so we can submit it to the Department of Economic Opportunity by October 1, which is required.

This budget is based on the final expenses for period ending June 30, 2022, as well as information provided to us at this time by DEO regarding revenues. This budget is being presented to our Audit Finance Committee and the Executive Committee for approval.

FOR CONSIDERATION

Approval of PHWB's operating budget, modification #1 for the program year July 1, 2022 – June 30, 2023.

PASCO-HERNANDO WORKFORCE BOARD

FINAL BUDGET

FY 2022-2023

BACKGROUND

DEO has sent out preliminary figures, and we are using those preliminary figures in preparing our Fiscal Year 2022-23 budget. I expect the actual allocations to be close to these budget figures, and I expect to receive the actual NFA's within the next few days of this memo. The Pasco and Hernando Boards of County Commissioners are the "chief elected officials" for Local Workforce Development Area 16 and are responsible for budget approval along with the PHWB.

The Department of Economic Opportunity (DEO) has provided amounts that are expected to be allocated to the regions for Fiscal Year 2023 in the major funding streams. PHWB staff has included estimates in other funding streams based upon current information or budget requests. Carry forward funds are actual. This program year we anticipate another large carryover of WIOA DW funds. The Grantee/Subgrantee Agreement requires final budget figures to be submitted with proper approvals by October 1 of every year.

INFORMATION

Revenue Budget:

The total anticipated revenue for Fiscal Year 2022-2023 is \$13,449,754, which includes \$3,545,641 of carryover dollars from funds with an ending date later than June 30, 2022.

The Revenue Comparison provides a comparison of revenues since 2012. It also gives detail as to the types of funds included, for example, \$6,522,795 comes from recurring sources such as WIOA Adult, Dislocated Worker and Youth funds, Trade Adjustment, Wagner Peyser, TANF, SNAP, RESEA, Vets, which are issued by formula each year. Other funds are one-time funding such as the Non-Custodial Parent, Rapid Response and the Back to Work grant, even though we hope to continue the relationships and receive these funds in the future.

The PHWB leases space to various partners in the One Stop Centers and expects to receive \$48,000 which will be used to offset some of the costs of the one stop leases.

Since the fiscal year beginning June 1, 2012, our overall revenue this year is expected to increase by \$2,968,943. This is due mainly to receiving the NCPEP funding these past several years, as well as Pasco County special dollars and the carryover. However, our recurring revenue has decreased by \$2,352,520. Our decrease from last year alone, is estimated to be \$755,973 in recurring funds which is a little more than a 12%. Part of this is due to not needing additional TAA funds, and not receiving actual NFA's as of July 21, 2022.

Planned Expenditures

The three major categories of the expenditure budget are Board costs, One-Stop Operating costs and Direct Program Costs, including contracts.

The PHWB operates three CareerSource Centers in New Port Richey, Dade City and Brooksville. We also operate a Mobile One Stop, which visits various locations around the region to take services to those who may not be able to access a CareerSource Center.

The major expenditure of the Board is Payroll and Benefits. Total budgeted costs for payroll and benefits this year is \$5,528,362. Major changes are 7% increase for 2021; budgeted a 3% increase for this budget year and we have budgeted a 22% increase in health insurance premiums, based on market.

Staff record their time as their duties dictate. In some cases, they may be included partially in one functional area and partially in a Direct Program-funded position.

We also have Department of Economic Opportunity employees who work in the CareerSource Centers and are under the functional supervision of the Board. They are funded through VETS, Wagner Peyser, and Trade Adjustment Act. Those salaries and benefits are additional funding and not reflected in the budget figures presented.

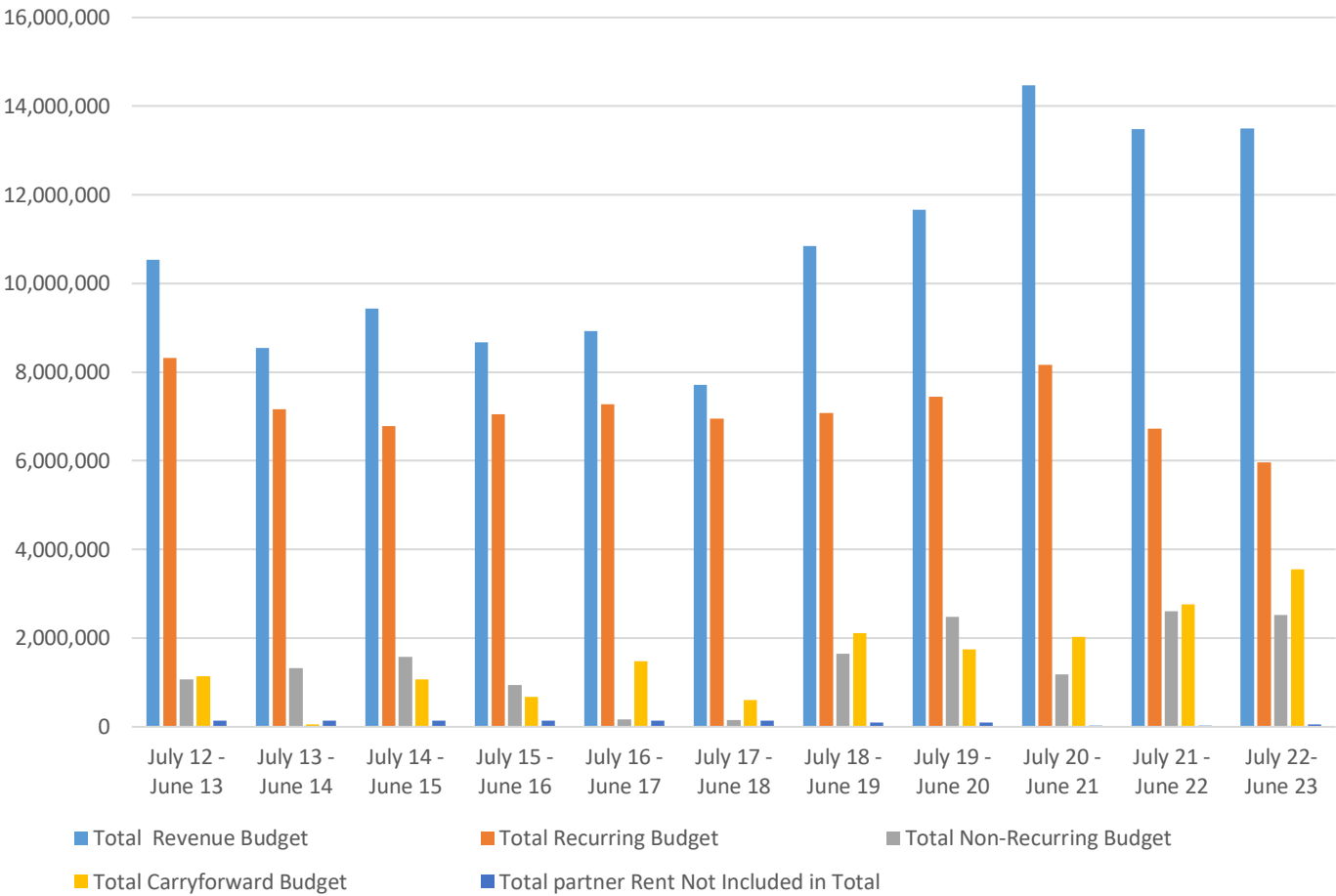
The Board has contracted WIOA Youth Services to Eckerd Youth Alternatives. This program will focus on engaging and retaining out-of-school youth, as well as work experience and career pathways training. We have contracted with Eckerd Youth in the amount of \$950,000. The board has a contract with Goodwill for placement services of our WIOA Dislocated worker for \$200,000, and we are ending a contract with Eckerd Youth Alternatives for assistance with our Welfare to work customers and placement needs which is estimated to be \$25,000.

The Board also has budget funds to concentrate on At-Risk-Programs, to include, but not limited to, individuals with disabilities, out-of-school youth, long term unemployed, displaced homemakers, with a concentration on employment, possibly non-traditional jobs.

This year the budget for direct training and client support for Adults and Dislocated workers, as well as those affected by the Opioid crisis, is budgeted at \$1,143,000. We also expect to continue our support to Welfare to Work recipients in the amount of \$235,000.

Our Pasco County Back to Work contract has been extended until September 30, 2023 which will allow us to continue to plan to serve those hardest to service in Pasco County.

Revenue Comparison



Pasco Hernando Workforce Board															
Final Budget															
Program Year 7/1/2022 - 6/30/2023															
New funding amounts have not been received															
	TOTAL	WIOA - AD	WIOA - DW	WIOA - Youth	Rapid Respnse	NEG - Opioid	TAA/TAT	SNAP	WTP	RESEA	VETS	WP	NCPEP	Back to Work	Corporate
Funding:															
Approved Preliminary Budget	12,648,676	1,917,132	1,898,122	1,586,116	138,877	301,332	52,008	286,575	2,269,748	641,796	272,479	768,491	1,666,000	700,000	150,000
NEW BUDGET															
Actual Allocations (plus anticipated)	5,968,749	1,008,942	800,833	919,265		-	-		1,946,145	397,398	250,000	646,166		-	-
Actual Allocations (Non Recurring) plus Anticipated	2,376,000				50,000			160,000					2,166,000		
Carryover (recurring \$)	3,545,641	753,291	1,054,512	421,760	127,513	314,231	50,311	103,098	316,813	148,036	24,089	231,987	-	-	-
Supplemntal WIOA	-														
Incentives	-	-													
Ticket to Work/Tobacco Free	150,000														150,000
Other (new or carryover)	1,409,364													1,409,364	
TOTAL FUNDING	13,449,754	1,762,233	1,855,345	1,341,025	177,513	314,231	50,311	263,098	2,262,958	545,434	274,089	878,153	2,166,000	1,409,364	150,000
														709,364	-
Budgeted Expenditures:	-														
Payroll & Benefits - Business Services	747,590	166,280	171,570	68,421		17,219		35,628	216,463	72,009					
Payroll & Benefits - Program Services	1,699,513	227,573	305,774	76,197	19,029	30,645	4,840	28,535	534,068	128,158	80,762	136,899	7,483	113,940	5,610
One Stop Operator	20,999	2,945	2,678	861	517	447	71	925	6,371	1,973	2,101	2,001	109		
One Stop Allocated Costs	739,501	47,872	52,301	16,154	3,354	6,396	1,010	10,683	90,542	26,645	29,611	413,824	1,562	38,294	1,253
Capital Purchases	22,150											22,150			
Program Operations - Allocated	12,850	1,720	1,767	576		232	37	479	2,913	969	1,300	1,035	57	1,723	42
Business Services Allocated	31,000	4,703	3,459	1,375		714		1,477	16,286	2,986					
Board & One-Stop Pooled Operating Costs	3,273,604	451,093	537,549	163,584	22,900	55,653	5,958	77,727	866,643	232,740	113,774	575,909	9,211	153,957	6,905
DIRECT CUSTOMER TRAINING															
Eckerd Youth Alternatives Program	950,000			950,000											
Eckerd WTP pilot project continued	25,000								25,000						
Goodwill - Pilot project continued	200,000		200,000												
ITAs	790,000	200,000	500,000			30,000	35,000		25,000						
At Risk Programs	150,000	75,000	30,000	30,000					15,000						
Customized Training/IWT	180,000	100,000				80,000									
OJT	150,000	100,000												50,000	
Gulf Coast Jewish	2,132,000												2,132,000		
Internships or other projects in line with mission	0														
Direct Participant Costs- Support Svcs)	235,900					8,000			227,900						
Summer Program	200,000								200,000						
Total Direct Customer Training Costs	5,012,900	475,000	730,000	980,000	0	118,000	35,000	0	492,900	0	0	0	2,132,000	50,000	0
Board Direct Costs															
Direct Payroll & Benefits	2,129,731	300,783	221,278	87,963	86,789	45,677		94,512	574,213	191,018	32,934		15,359	467,692	11,513
Direct Operating Costs - Total															
operating cost minus rent from WP	287,601	8,000	4,755	33,792	14,270	3,058		2,168	22,793	3,923	7,533	172,500	3,195	11,394	220
	0														
Total Board Direct Costs	2,417,332	308,783	226,033	121,755	101,059	48,735	0	96,680	597,006	194,941	40,467	172,500	18,554	479,086	11,733
Indirect Costs	1,199,738	160,651	161,573	53,790	24,473	21,634	3,417	36,697	306,379	90,471	100,254	96,640	5,283	134,516	3,960
Total Indirect Costs	1,199,738	160,651	161,573	53,790	24,473	21,634	3,417	36,697	306,379	90,471	100,254	96,640	5,283	134,516	3,960
Total Planned Expenditures	11,903,574	1,395,527	1,655,155	1,319,129	148,432	244,022	44,375	211,104	2,262,928	518,152	254,495	845,049	2,165,048	817,559	22,598

PASCO-HERNANDO WORKFORCE BOARD (PHWB)						
Revenue Budget Comparison						
July 2012 - July 2022 FUNDING						
	Total	Total	Total	Total	Total	Total
Program Years:	Revenue	Recurring	Non-Recurring	Special	Carryforward	partner Rent
	Budget	Budget	Budget	Programs	Budget	Not Included in Total
July 12 - June 13	10,528,811	8,321,269	1,074,363		1,133,179	144,287
July 13 - June 14	8,544,775	7,168,226	1,326,549		50,000	135,201
July 14 - June 15	9,429,732	6,776,316	1,584,083		1,069,333	137,623
July 15 - June 16	8,669,596	7,049,086	948,454		672,056	142,416
July 16 - June 17	8,928,200	7,276,185	171,450		1,480,565	142,282
July 17 - June 18	7,712,074	6,958,114	153,960		600,000	137,937
July 18 - June 19	10,846,365	7,084,545	1,647,835	350,000	2,113,985	96,724
July 19 - June 20	11,668,990	7,441,339	2,484,873	931,140	1,742,778	94,594
July 20 - June 21	14,471,558	8,160,360	1,187,268	2,451,205	2,035,393	25,000
July 21 - June 22	13,479,120	6,724,722	2,604,958	1,365,838	2,758,602	25,000
July 22-June 23	13,497,754	5,968,749	2,526,000	1,409,364	3,545,641	48,000
NOTES:						
Recurring Budget consists of formula funds allocated annually to each of the Regional Workforce Boards. These are federal funds passed through the State of Florida. Past years information is based on allocation received at time of budgeting. These funds include WIOA, TAA, Wagner Peyser, Welfare Transition, SNAP, RESEA, VETS.						
Non-Recurring Budget consists of grants received for targeted projects and additional funds provided by the State of Florida that may not be recurring. They include NCPEP, Apprenticeship, Rapid Response, NEG Funding. This also includes incentive dollars. This also includes Ticket to Work and Tobacco Free Florida						
Special Programs consist of funding received due to special circumstances. Some of this years funding is due to a special contract with Pasco County Gov't with the intent of getting workers re-trained in a field necessary to allow them to return to work, as well as our Back to Work program funded by Pennies for Pasco, which includes carryover						
Carryforward budget consists of funds for programs that extend beyond the end of the fiscal year for all recurring funding sources.						
Rents received from One Stop partners and others is treated as a credit to Lease expense rather than revenue.						



CareerSource Florida
1590 Waldo Palmer Lane, Ste 1
Tallahassee, FL 32308

And

Department of Economic Opportunity
107 E. Madison Street
Caldwell Building
Tallahassee, FL 32399

To the Attention of Budget Review:

This budget, approved by the Executive Committee for Workforce Region 16 on August 18, 2022 has been approved by the designated Chief Elected Official(s) for Region 16 on September 20, 2022.

[SEAL]

ATTEST:

BOARD OF COUNTY COMMISSIONERS
OF PASCO COUNTY, FLORIDA

Nikki Alvarez-Sowles, Esq.,
Pasco County Clerk & Comptroller

By: _____
Kathryn Starkey, Chair

Chair of the RWB

Contact name and phone number for questions related to submitted budget:

Theresa H. Miner, Sr. VP of Finance; phone: 352-593-2235

President and CEO

info@careersourcepascohernando.com
PO Box 6589 | Spring Hill, FL 34611
p: 352-593-2222 | f: 352-593-2200





CareerSource Florida
1590 Waldo Palmer Lane, Ste 1
Tallahassee, FL 32308

And

Department of Economic Opportunity
107 E. Madison Street
Caldwell Building
Tallahassee, FL 32399

To the Attention of Budget Review:

This budget, approved by the Executive Committee for Workforce Region 16 on August 18, 2022 has been approved by the designated Chief Elected Official(s) for Region 16 on September 13, 2022.

Chief Elected Official – Hernando County

Chair of the RWB

Contact name and phone number for questions related to submitted budget:

Theresa H. Miner, Sr. VP of Finance; phone: 352-593-2235

President and CEO



ACTION ITEM 3
Gulf Coast Jewish Family and Community Services Contract Amendment

Gulf Coast Jewish Family and Community Services receives pass through funds from the State of Florida through Pasco-Hernando Workforce Board, Inc. The state funding for the program year, 2022-2023, has increased from \$250,000 to \$500,000.

The State of Florida has legislation that requires Pasco-Hernando Workforce Board, Inc. to pass through the dollars to Gulf Coast Jewish Family Services, after a reasonable holdback for managing the funds.

FOR CONSIDERATION

Approval of contract amendment with Gulf Coast Jewish Family and Community Services, Inc.

PASCO HERNANDO WORKFORCE BOARD
AMENDMENT NO. 9 to the NCPEP Sub-Award AGREEMENT

THIS AMENDMENT ("Amendment No. 9") made this 18th day of August, 2022, amends that certain NCPEP Sub-Award AGREEMENT originally dated July 1, 2019, (the "Agreement") and entered into between the Pasco Hernando Workforce Board. (hereinafter referred to as "PHWB"), and Gulf Coast Jewish Family and Community Services, Inc., (hereinafter referred to as "Service Provider"), a Florida corporation whose address is 14041 Icot Blvd., Clearwater, FL 33760.

WHEREAS, on the 1st day of July, 2019, PHWB and Service Provider entered into an Agreement to provide PHWB with services to non-custodial parents; and,

WHEREAS, PHWB and Service Provider, pursuant to Amendment 8 of the Agreement have agreed to amend certain terms of the Agreement.

NOW THEREFORE, this Amendment No. 9 shall amend and modify the Agreement as follows:

1. Budget. Exhibit B represents the budget for the period of July 1, 2022 through June 30, 2023, and is incorporated herein.

2. Preservation of Original Agreement. Except as otherwise provided herein, all terms and conditions of the original Agreement not amended by this Amendment shall remain in full force and effect.

IN WITNESS WHEREOF, the parties hereto have set their hands and seals effective on the day and year first above written.

Service Provider:

Dr. Sandra E. Braham, CEO
Gulf Coast Jewish Family and Community
Services, Inc.

Pasco-Hernando Workforce Board, Inc.:

Charles Gibbons
Board Chair

PASCO HERNANDO WORKFORCE BOARD
AMENDMENT NO. 9 to the NCPEP Sub-Award AGREEMENT

NCPEP 2022-2023												
BUDGET Modification # 1												
Gulf Coast Jewish Family and Community Services, Inc.												

ACTION ITEM 4
Local Workforce Plan Two-Year Modification
January 1, 2023 – December 31, 2024

Section 108(a) of WIOA and regulations at 20 CFR 679.550 require Local Boards to submit a Local Plan to the State. In addition, WIOA Section 107(d)(11)(B) requires Local Boards to review applications for WIOA title II funds and make recommendation to the State eligible agency to promote alignment with the Local Plan.

This modification to the Regional Plan is a two-year action plan to develop, align and integrate service delivery strategies and resources among the multiple local workforce development areas in a given region. Regions are identified by the State, according to the requirements of WIOA Section 106(a) and 20 CFR 679.510, in order to align workforce development activities and resources with larger regional economic development areas and available resources. The Regional Plan must be consistent with the vision and goals of the State Plan. The substance of the Regional Plan is described at WIOA Section 106(c)(2) and 20 CFR 679.510.

The modification of the local Workforce Services Plan is critical to having a comprehensive plan consistent with the State Workforce Investment Plan that is submitted to the United States Department of Labor (USDOL). All current local Workforce Service Plans are due to CareerSource Florida no later than October 3, 2022.

This is a requirement and is necessary to update/modify on an ongoing basis (as determined by CareerSource Florida) to align with the new goals, processes and procedures put into place in each workforce region.

FOR CONSIDERATION

Approval of this plan so that it can be forwarded to the Chief Elected Officials for approval in September 2022 (dates to be determined) in both Pasco and Hernando counties. The plan is due to CareerSource Florida no later than October 3, 2022.

August 2022 Overview of WIOA Local Workforce Plan

Approximately every two years, Local Workforce Development Boards (LWDBs) are required to re-submit a Local Plan to the State. This year the plan will be submitted to the Department of Economic Opportunity (DEO). They are responsible for review of each region's plan and ensuring the plans are consistent with the vision and goals of the State Plan. 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.

A Regional Plan is a four-year action plan to develop, align and integrate service delivery strategies and resources among the multiple local workforce development areas in a given region. Regions are identified by the State, according to the requirements of WIOA Section 106(a) and 20 CFR 679.510, in order to align workforce development activities and resources with larger regional economic development areas and available resources. The substance of the Regional Plan is described at WIOA Section 106(c)(2) and 20 CFR 679.510. All local plans must be submitted no later than 5:00 p.m. (EDT) on Monday, October 3, 2022. Please note, the local plan and all attachments must be submitted in a searchable PDF format that is Americans with Disabilities Act compliant.

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 accordance with WIOA, LWDBs are required to provide notice to the public and post a draft of the Local Plan for fourteen to thirty days. PHWB staff posted a legal ad in the local newspapers in addition to posting at: www.careersourcepascohernando.com. The Plan was on the website from July 18, 2022 and was taken down on August 1, 2022. PHWB received no public comments.

On August 18, 2022 the Plan will be submitted to the Executive Committee to approve the Plan and allow staff to submit to the Board of County Commissioners (BOCC) for final approval.

For this submission, PHWB will target seven sectors. This year's targeted sectors are Healthcare, Construction, Manufacturing, Retail Trade, Transportation & Warehousing, Finance and Information Technology.

For the purpose of determining subsequent local workforce development area designation, the term “**performed successfully**” means the local workforce development area met or exceeded the adjusted levels of performance for primary indicators of performance for the last two consecutive years for which data are available, and that the local area has not failed the same measure for the last two consecutive program years.

Sustained Fiscal Integrity for all program years means the Secretary of the United States Department of Labor has not made a formal determination that either the grant recipient or the administrative entity of the area misspent funds due to willful disregard of the requirements of the provision involved, gross negligence or failure to comply with accepted standards of administration for the two-year period preceding the determination.

CareerSource Pasco Hernando has both performed successfully (met or exceeded state performance goals) and sustained Fiscal Integrity (no findings by both internal and external auditors).

In 2021, the Florida Legislature unanimously passed the Reimagine Education and Career Help (REACH) Act which further codifies the intent of WIOA in Florida law. The REACH Act increases collaboration among key state-level partners, CareerSource Florida, the Department of Economic Opportunity, the Department of Education, and the Department of Children and Families to improve access to workforce programs for all Floridians, increase accountability by focusing on outcomes, and ensure alignment of the workforce system to the needs of Florida employers.

With the passing of the REACH Act, modifications were made to the Plan. Those changes are identified below.

Changes to Plan

INTRODUCTION

Changes allowed LWDBs to post local plans for public comment for a minimum of 14 days and a maximum of 30 days. In the past, 30 days was mandatory.

Plan Submission

The biggest change is that the plan must be submitted in a searchable PDF that is ADA Compliant.

Attachments

All attachments are now in one section of the plan instead of scattered throughout. LWDBs may also insert links to the attachments rather than adding additional pages to the plan.

Plan approval

Everything related to plan approval is now in one section. DEO will review plan using checklist that aligns with requirements. In past DEO and CSFL reviewed together. Now DEO is responsible for making a recommendation to CSFL. DEO will advise local boards, in writing, of any deficiencies in the local plan modification. The local plan will be considered to be approved upon written notice by DEO unless there are deficiencies in workforce investment activities that have been identified through audits, and the local area has not made acceptable progress in implementing plans to address the deficiencies; the local plan does not comply with applicable provisions of WIOA and the WIOA regulations, including the required consultations and public comment provisions, and the nondiscrimination requirements of 20 CFR Part 38; or the local plan does not align with the state plan, including with regard to the alignment of the core programs to support the strategy identified in the state plan in accordance with WIOA § 102(b)(1)(E) and 20 CFR 676.105.

All plans and questions must now be sent to DEO at WIOA-LocalPlans@DEO.MyFlorida.com. In the past these were sent to CSFL

Organizational structure

1. Chief Elected Officials – removed attachment to attachment section
2. Local Workforce Development Board
 - c. added the word members
 - d. changed describe how the board “convened” and that they are providing input; working with stakeholders locally and they are providing feedback

Local Grant Subrecipient (local fiscal agent or administrative entity)

Updated to who receives

- a. funding – PHWB is the administrative entity
- b. staff are PHWB employees

One-Stop Operator and One-Stop Career Centers

This section was formerly called one-stop system.

It is now required to provide the name of the entity selected as the One Stop Operator (OSO) and the effective date of the contract.

It is now required to provide address and type of access point (comprehensive, specialized center or affiliate site) for all One Stop Career Centers. Another requirement added to this modification is that each comprehensive One Stop Center must be open to walk in customers no less than 8 hours per day. Section g was updated to require how access to all required partners is provided (co-located, electronic, referral) as well as to optional partners.

Provider of Workforce Services

Changes in sections a-d, workforce and career services are used interchangeably.

- a. Updated –name of entity/entities selected to provide workforce services (this does not include training services)
- b. Updated – what OSO does
- c. What career services are provided.
- d. If Board is Direct Provider of Services, provide last date of approval

(6) Youth Service Provider

- a. Name of chosen Youth Service Provider, was provider competitively procured and the term of contract.

- b. Describe competitive procurement process
- c. Any additional criteria youth providers are best positioned to deliver program elements
- d. Substantial change – what Provider provides all 14 elements (Eckerd provides all 14)

Analysis of needs and available resources – no changes to this section

Local Workforce Development Board Strategic Vision and Goals

Clarified information – include goals – no substantial changes

What are our goals and vision as described in WIOA 116(b)(2)(A) (20 CFR 679.560(a)(5)). Describe our strategies.

Description of Strategies and Program Services

1. No change to A and B
2. Slight modification - 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.
3. previously in another section under program services – just slightly modified and CFR added
4. d. slight modification - added language - or in another area to which a participant is willing to relocate (WIOA §134(c)(3)(G)(iii)). Previously under description of program services and is now listed independently in the 2022 plan modification.
5. Youth workforce investment activities – previously found in analysis of need and available resources. Inclusion of CareerSource [Florida Administrative Policy 095 – WIOA Youth Program Eligibility](#).
6. Updated to include - 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
7. Self-Sufficiency definition – under workforce vision and strategic goals previously – additional wording. In previous iteration describe the definition of “self-sufficiency” used by your local area is now broken down to include a, adults and b, dislocated workers.

New addition - 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.

Supportive Services and Needs-Related Payments:

New requirement – describe support services and needs-related payments and limits and levels for this region – policy 109

Individuals with Disabilities:

No change – previously under workforce vision and strategic goals.

Linkage with Unemployment Insurance (referred to as Reemployment Assistance in Florida) programs:

No change – previously under workforce vision and strategic goals 2020

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.

Mention of policies and procedures aimed at Priority of Service for Veterans under Programs and services and modified the above section.

Entities Carrying Out Core Programs

No change – in 2020 a, b and c were all combined but no change to requirement.

Employer Engagement

No change to a and b but added “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”.

Enhancing Apprenticeships

No change

DESCRIPTION OF THE LOCAL ONE-STOP DELIVERY SYSTEM

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)).

No change other than there was a subsection c in 2020 instructions but is not included in 2022 instructions

.

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.

Integration of Services

No change

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)).

New requirement

Service Provider Continuous Improvement

In 2020, this was listed as System Improvement – no other changes

COORDINATION OF SERVICES

Coordination of Programs/Partners

No change

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)).

No change – slight change to wording

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.

New requirement

Industry Partnerships

No change prev. found under description of program services

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)).

Modified name – was previously under Coordination of Education and Workforce Investment Activities - no change to requirement

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)).

No change other than mentioning WIOA Title 1.

Coordination of Wagner-Peyser Services

No change

Coordination of Adult Education and Literacy

No change

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

No change but additional wording (highlighted)

PERFORMANCE & EFFECTIVENESS

The local workforce plan must include: all new requirements below. Did not exist in 2020 Planning Instructions.

(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))

(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.

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

END OF LOCAL PLAN INSTRUCTIONS

CareerSource Pasco Hernando

Instructions for Workforce Innovation and Opportunity Act Local Workforce Plan Two-Year Modification January 1, 2023 – December 31, 2024

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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](#).

CSPH has developed strategies and policies that provide simplified and expanded access to employment, education and training services. Allowable tools and resources include, but are not limited to, those described in Training and Employment Guidance Letter Number 19-16:

CSPH has strategies and policies in place for the following and can be found at [SOP's for Plan](#).

- Career services
- Transitional jobs
- Training services
- Training contracts including contracts with individual training providers
- Services for individuals with barriers to employment
- Dislocated worker services
- Services for underemployed and low-income individuals
- In-school and out-of-school youth services
- Work-based training including pre-apprenticeships, registered apprenticeships, and on-the-job training
- Incumbent Worker Training and Quick Response Training
- Supportive services and needs-related payments
- Other job seeker services, other employer services and other coordination activities
- Rapid response and layoff aversion
- Coordination with WIOA core programs including adult education and vocational rehabilitation
- Services for trade-impacted workers

All LWDB policies and procedures allow sufficient use of available and allowable service strategies to meet the goals of the state workforce development board.

All CSPH POLICIES AND PROCEDURES for Workforce-related programs are responsive to business and industry needs. CSPH provides recruitment, hiring and training to satisfy Florida employers' current and future talent needs. Strategies align with state board strategic guidance, local labor market data and industry sector and local business needs. A collaborative approach including industry, education and workforce partners ensure the efficient use of resources. CSPH will continue to leverage all allowable tools and resources in their authority to:

- Assist Floridians in 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 Florida employers.

- Ensure that workforce-related programs — including those programs operated, delivered, or enabled, in whole or in part, by a state or local entity using federal funds or state appropriations to offer incentives, funding, support or guidance for any of the purposes below — are responsive to present and future business and industry needs and complement the initiatives of state and local economic development partners, including Enterprise Florida, Inc., in relation to:
 - o Job training;
 - o The attainment of a credential of value identified pursuant to Section 445.004(4)(h)4.c., Florida Statutes;
 - o The attainment of a postsecondary degree or credential of value; and,
 - o 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.
- Identify barriers to coordinate and align workforce-related programs and develop solutions to remove such barriers

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.

Florida's strategic vision is an integrated, consumer-first workforce development system that is the best in the nation. Through the implementation of WIOA, Florida has a business-led, market-responsive, results-oriented and integrated workforce development system. The enhanced system fosters customer service excellence, seeks continuous improvement and demonstrates value by enhancing employment opportunities for all individuals. Focused and deliberate collaboration between education, workforce and economic development networks maximizes the competitiveness of businesses and the productivity of the state's workforce. This increases opportunities and economic prosperity.

- Reducing welfare dependency.

Following in that same direction, CSPH connects employers with qualified and skilled talent by providing our customers with employment and career development opportunities. Our goal is to educate potential employees that do not have a high school diploma or equivalent and those in need of improving their English-speaking skills. In doing so, our belief is that welfare dependence will decrease and opportunities for higher paying careers will increase by having these skills. By providing businesses with skilled, productive workers and our customers with training, education, LWDA 16 Submittal Date: 10/3/2022

employment and support services, the opportunities for both employer and employee will result in increased opportunities for retention, reduction of welfare dependence and will produce high skill, high wage careers that will encourage lifelong learning. CSPH's priority is given to addressing workforce needs for businesses in the target sector and infrastructure industries. Our goals align with the State's Plan to foster a globally competitive workforce.

- Meeting employer needs.

Continuous improvement of service to individuals has always been one of CSPH's priorities and leads to a successful workforce system. CSPH staff and core partners work to ensure career centers are universally available to serve job seekers regardless of need, barriers to employment or stage of career development. During COVID-19, our career centers and staff provided services to customers remotely using tools such as Microsoft Teams, Zoom, Premier Virtual, and many others. Supporting service delivery to the ever-changing needs of job seeker and business customers remains a key component in serving our communities where there are barriers with transportation and, sometimes, broadband access.

In order to meet the current needs of employers, CSPH works in partnership with industry associations, economic development partners, Business Services team and other partner agencies. This sector strategy approach helps businesses meet their recruiting, hiring and training needs, while placing a priority on those targeted industries that matter most to the region's economy.

CSPH also puts an emphasis on Incumbent Worker Training (IWT). IWT is designed to meet the specialized skill needs or requirements of one or more employers. IWT is conducted through a commitment by the employer to employ an individual upon successful completion of training. The employer is required to pay a share of the cost of the training. IWT offers opportunities for employers to train individuals to their specific needs and gives the individual a chance to learn and gain desired skills specific to an employer or industry. Other Work-Based Learning and Work-Based training opportunities are provided to eligible customers.

Our Business Services Team customizes employer services to assist employers with recruiting, hiring, promoting and retaining qualified individuals, including those hardest to serve, with barriers to employment or those with disabilities.

- Enhancing productivity and competitiveness.

Expansion of sector strategies and career pathways is a component of the regional workforce development strategy. Sector strategies are regional, industry-focused approaches to building a skilled workforce and are an effective way to align public and private resources to address the talent needs of employers. Evidence from states employing this approach shows that sector strategies can simultaneously improve employment opportunities for job seekers and enhance the competitiveness of industries.

- 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.

The following is taken directly from our MOU and provides for the coordination of service delivery with core programs as well as other required and optional partners.

The Workforce Innovation and Opportunity Act of 2014 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 this Act.

The purpose of this MOU is to describe the cooperative workforce training, employment and economic development efforts of CareerSource and the Partner and the actions to be taken by each to assure the coordination of their efforts in accordance with state issued requirements in order to establish and maintain an effective and successful One-stop System.

This agreement is intended to coordinate resources and to prevent duplication and ensure the effective and efficient delivery of workforce services in Pasco and Hernando counties. In addition, this agreement will establish joint processes and procedures that will enable the Partner 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 persons with disabilities within Pasco and Hernando counties.

The parties to this document 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.

- 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.

Workforce has a number of programs and activities offered to individuals that touch the workforce system. There is an emphasis on coordination and collaboration to ensure a seamless system for both employers and job seekers. This includes Veterans, SNAP and TANF recipients, individuals with disabilities and those individuals residing in rural areas. Creating one-stop centers that are implementing and transitioning to an integrated, technology enabled intake and case management process will allow for programs to be carried out effectively and expand on partnerships in our communities. The workforce system is a very complex system of required interactions between Workforce Development Specialists and individuals seeking services in the one-stop centers.

One-stop centers also collaborate with community agencies and partners to serve as a seamless system to provide job seekers with the highest level of services and resources. One way that CSPH has worked toward transitioning and implementing a more technology – enabled intake process is by utilizing a web-based portal system that allows individuals to access one main website and then transition to various websites within the one-stop integrated system. Some of the components utilized on the website allow individuals the opportunity to conduct job searches, orientations, electronic intake, electronic signatures, and e-courses. This means that the individuals we serve can actually apply for benefits online, meet work requirements online and lessen the burden and hardships that can create a stressful experience and is possibly time consuming. By permitting individuals to conduct online internet-based applications and fully utilizing technology, it allows for an expanded pathway that is cost effective and allows CSPH to collaborate with partner agencies in a more efficient timeframe. When systems being utilized have capabilities of interfacing with each other, such as the State of Florida DCF eligibility system and the One Stop Service Tracking system for cash and food stamp benefits, it not only allows individuals to apply and participate 24/7 but is also effective for Workforce Development Specialists. When two or more systems can interface on a nightly basis, productivity never stops and actions can be taken on through an automated process that is effective and reduces the amount of clerical work to be completed by Workforce Development Specialists.

One of our continuous improvement pieces in our one-stop centers is creating e-courses that are web based and accessible 24/7 from our website. This allows individuals access to technology-based systems and deliver courses and materials that will provide and improve skills and abilities to seek employment. For example, we have created presentations that are voiced over that cover How to Write a Winning Resume, Dress for Success, Nail That Interview, and even Improving Social Skills. These e-courses have voice capabilities and provide the job seeker with a certificate of completion. These e-courses are offered to all programs and universal job seekers to help coordinate the seamless approach amongst programs and investing in those served in our centers. The utilization of that virtual interaction allowed CSPH staff to continue serving our customers during the worst of the pandemic.

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.

The CEO/President provides direction to the management staff to ensure the day to day operational and financial processes needed to meet those goals are being followed. Input from businesses is received after regularly scheduled meetings to ensure goals are in place to meet the needs of our employers and to continue in our efforts to support economic growth and self-sufficiency. CSPH will solicit input from businesses to ensure their needs are being met and to find out what else may be needed to provide them with a highly trained workforce. CSPH will increase the number of OJTs, CTs, apprenticeships and work experience for training and job creation purposes and to support economic growth and self-sufficiency.

Although the majority of CSPH's goals relate to the performance accountability measures, the following most closely fall in line with those measures:

- Strategically align workforce development programs to ensure employment and training services provided by the core programs are coordinated and complementary so that jobseekers acquire the skills and credentials that meet the employer's needs.
- Enhanced workforce services to ensure unemployed and job seekers have access to high-quality workforce services
- Improve services to individuals with disabilities

- Prepare disconnected youth and other job seekers for successful employment; serve a minimum of 75% of out of school youth; spend at least 20% of youth formula funds on work experience activities
- Promote alignment of workforce development programs with regional economic development strategies to meet the needs of employers

CareerSource Pasco Hernando (CSPH) has streamlined processes and procedures, as well as having processes in place to assist individuals into sustainable employment opportunities and self-sufficiency. CSPH has a robust array of services and resources referrals that can be delivered to mandatory participants to reduce barriers to self-sufficiency. Our local region emphasizes work, self-sufficiency, and personal responsibility in a program structured to enable participants and families to move from welfare to economic self-sufficiency. Access to training and finding sustainable employment opportunities enables CSPH to assist our customers 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.

CSPH continues to prioritize developing a highly-skilled and dynamic workforce that meets all employer needs. This focus applies to employees as well as to job seekers. With that position in mind, there has been a stronger focus on OJT opportunities in all programs, including WIOA, Temporary Assistance to Needy Families (TANF), Trade Adjustment Assistance (TAA) and Supplementary Nutrition Assistance Program (SNAP). OJT provides training as well as subsidized employment for a short period of time. Customers are assessed and offered workshops and work experience to enhance their “work readiness” skills. Many jobseekers have been on the same job for years and need a little support to bring their skills up to the standards of the employer. Many jobseekers need more support and workshops prior to being deemed work ready. Once customers are considered work ready, the job matching begins. We focus on finding the perfect match between employer and job seeker, including youth and individuals with disabilities. When the OJT has been completed and the employer is satisfied with the progress, the job seeker is hired into a permanent position. The employer and jobseeker have both been very pleased with this arrangement. Job creation along with the ability to place the “long term unemployed” and those “hardest to place” individuals into permanent positions has created a win-win situation for all involved.

- 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:

CSPH will continue to encourage the engagement of local employers in targeted industry sectors as well as developing strategies, to include career pathways, skills upgrades, certification for post-secondary credentials and apprenticeships that are designed to meet the needs of employers, workers and jobseekers. CSPH will promote the use of industry sector partnerships to address the needs of multiple employers in the industry, including On the Job Training (OJT), Incumbent Worker Training (IWT), apprenticeships and work experience. CSPH promotes the Governor's position on continuing to prioritize developing a highly-skilled and dynamic workforce that meets all employer needs. CareerSource Florida's board chairman sits on the Enterprise Florida Board of Directors and Enterprise Florida's vice chairman is a member of the state workforce development board. Florida's LWDBs join CareerSource Florida in active leadership and collaboration with local and regional economic development organizations through FEDC to advance economic development opportunities in Florida communities of all sizes.

With the addition of the Workforce Re-Entry Program, funded by Pasco County, supportive services can be provided to those hardest to serve individuals. This program provides gas cards and bus passes and has purchased a bicycle for a customer that was walking to his new job. It is also an allowable cost to purchase work clothes, tools, car repairs and pay for skills upgrades and On the Job Training (OJT). With these and other support services being provided and the one on one attention and mentoring they receive; the majority of these customers have retained employment past the 90 days CSPH agreed upon in the contract with the county.

Career Academies have been a strong focus in the past 10 plus years as CSPH assisted in the initial planning stages for both Pasco and Hernando counties. Staff participates on local steering committees with region's School Board staff as well as higher education, business and economic development organizations in order to review and determine needs of the area. The contracted youth provider and CSPH's Youth Coordinator works closely with school personnel in the region in an effort to assist qualified youth in funding for industry recognized certifications as well as other types of support services. There is also a strong focus on training, entrepreneurship and work experience in an effort to enable our youth, including those with a disability or barriers to employment, to successfully enter and advance in our workforce. CSPH was invited to provide input on the five-year strategic plan for both Pasco and Hernando counties. The school systems are excited about the prospect of engaging our youth at younger ages as middle school youth has become the next focus for Career Academies. CSPH staff research and apply

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for applicable Federal, State and Corporate grants in an effort to offset costs that will allow job seekers the ability to be trained quickly and re-enter the job force or upgrade their skills in a short time frame.

- Job training;

CareerSource Pasco Hernando uses three key tools to address the skill needs of local employers and close the existing skill gaps of the local incumbent, under-employed and unemployed populations: Incumbent Worker Training (IWT), On-the-Job Training (OJT) programs, and short-term training for certifications and/or credentials. The IWT program provides opportunities for businesses to train existing employees, which allows companies to achieve greater employee retention, maximize productivity and market competitiveness. The employees have an opportunity to acquire the knowledge and skills needed to retain employment at the completion of the training. The training strategy is designed to assist individuals in need of services in order to retain their employment and to keep their skills relevant. The training may be provided to a single employee or a group of employees. The On-the-Job Training (OJT) Program provides local employers with qualified job seekers. The company is required to provide On-the-Job training in a full-time salaried or hourly position. The company is encouraged to retain the employee, if the employee is meeting the minimum performance standards required for the position. The program may pay up to 50% of the employee's full-time salary or hourly rate for a standard OJT period, to be determined by the staff based on salary and standard time for OJT for the position. One of CareerSource Pasco Hernando sector initiatives is to prioritize identified industries to allow OJT contracts to be "weighted" and funded according to whether the business is in a targeted sector, the size of the business, as well as to the significant barriers to employment of the job seeker. Short-term training, provided through local educational entities, is designed to meet local businesses' immediate needs. Many of these credentials/certifications are not credit earning, so the training does not count toward the ITA calculations.

- The attainment of a postsecondary degree or credential of value; and

LWDA 16 will explore developing and delivering innovative workforce development strategies for area employers, as allowed by WIOA, which may include career pathways, skills upgrading, skill standard development and certification for recognized postsecondary credentials, apprenticeship, and other effective initiatives for meeting the workforce needs of local area employers, workers and job seekers. LWDA 16 will continue to promote the use of industry and sector partnerships to address the workforce needs of multiple employers within an industry.

- 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.

The following programs are provided by CSPH and are described in greater detail in the Local Plan. All of the following programs assist customers with securing employment:

- WIOA Adult and Dislocated Worker
- Temporary Assistance to Needy Families
- Supplemental Nutrition Assistance Program
- Reemployment Services and Eligibility Assessment
- TAA
- WIOA Youth
- JVSG
- Wagner-Peyser
- DOL Opioid Grant
- Workforce Reentry

Programs provided by partner staff that assist customers with securing employment are:

- VR's mission is to help people with disabilities find and maintain employment and enhance their independence.
- Ticket to Work - Ticket to Work (TTW) is a Social Security Administration (SSA) program available to Floridians who qualify for social security disability benefits and want to work. SSA issues tickets that may be used at any employment network (EN) participant, such as VR. EN participants offer employment and rehabilitation services that may include: Cash benefits while you work. Medicaid or Medicare while you work. Help with any extra work expenses resulting from your disability.
- ARC - The Arc Nature Coast's program also provides a variety of work-related sites (enclaves) to support customers in earning a wage on their way to competitive employment. The sites include janitorial, production, packaging, and assembly in the light industry and restaurant arena. Small groups of 5-10 workers go out to seven different locations on a daily basis. We enjoy an excellent working relationship with local business in our area (including Publix, Wal-Mart, Accuform, Micro-Matic, Barrette Outdoor Living, Mettler, Carrabba's and more) while customers enjoy their jobs. For those who are ready for competitive employment, ARC works with vocational rehabilitation to

successfully place them with an employer that is consistent with their needs, interests and abilities. We enjoy an above average successful job placement rate.

- NCPEP - The Noncustodial Parent (NCP) Choices program targets low-income unemployed or underemployed noncustodial parents who are behind on their child support payments and whose children are current or former recipients of public assistance. The goal of the program is to help noncustodial parents overcome substantial barriers to employment and career advancement while becoming economically self-sufficient and making consistent child support payments.
- Pinellas County Urban League (Senior Community Service Employment Program) - The Senior Community Service Employment Program (SCSEP) is a community service and work-based job training program for older Americans. SCSEP serves unemployed low-income (125% of Poverty Guidelines) Floridians age 55 and older who have poor employment prospects. Eligible individuals are placed in part-time community service positions to gain needed job skills. Participants train an average of 20 hours per week and receive the highest of either Federal, State or local minimum wage.
- Job Corp - Job Corps is the largest nationwide residential career training program in the country and has been operating for more than 50 years. The program helps eligible young people ages 16 through 24 complete their high school education, trains them for meaningful careers, and assists them with obtaining employment. Job Corps has trained and educated over two million individuals since 1964.

(e) “ Prioritize evidence-based, results-driven solutions to improve outcomes for Floridians and Florida businesses.

The implementation of WIOA ensures Florida has a business-led, market-responsive, results-oriented, and integrated workforce development system. The system fosters customer service excellence, ensures continuous improvement, and demonstrates value by enhancing employment opportunities for all individuals, including those with disabilities. This focused and deliberate collaboration among education, workforce, and economic development networks increases economic prosperity by maximizing the competitiveness of Florida businesses and the productivity of Florida’s workforce.

CareerSource Pasco Hernando offers a wide range of workforce services to offer to both businesses and the region's workforce. The WIOA program is designed to assist job seekers with high quality career services, education and training and the support services needed to obtain good jobs and retain their employment. Additionally, it is designed to match employers with the skilled workers they need to compete in the local and global economy. Training activities will be targeted to:

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- Provide job seekers with the skills and credentials necessary to secure and advance in employment with sustaining wages.
- Provide access and opportunities to all job seekers, including individuals with barriers to employment, such as persons with disabilities, low income or disadvantaged, homeless, ex-offenders, basic skills deficient or those with limited English.
- Enable businesses to identify with ease and hire qualified, skilled workers and access other supports, including education and training for their current workforce.
- Participate in rigorous evaluations that support continuous improvement of the local workforce system by identifying which strategies work better for various populations.
- Ensure that high-quality integrated data inform decisions by local policy makers, board members, local area management, employers and job seekers across core and optional partners.

Comprehensive assessments of customer needs are essential if sound decisions are to be made by the customers and staff regarding the services needed by the customer. assessments are especially important for lower-skilled or less-experienced potential workers, and for those seeking to enter a new field due to layoff. CareerSource Pasco Hernando's Business Services will continue to identify the skill needs of local businesses. The use of strategically planned forums will also assist in identifying skill needs. The Veteran Services Unit consisting of skilled and dedicated LVERs is fully integrated within Business Services and will assist in contacting and engaging Federal contractors and employers that have been identified as veteran friendly in their hiring practices. Veterans are identified at the point of entry of the CSPH One Stops and assessed for eligibility. Veterans determined to have Significant Barriers to Employment designated by federal guidelines are referred to a DVOP for Individualized Career Services. Any veterans determined to not have a significant barrier, or chooses not to receive services from a DVOP, are referred to and served through, the American Job Center (AJC) staff.

Through the Workforce Re-Entry Program, funded by Pasco County, supportive services can be provided to those hardest to serve individuals. This program provides gas cards and bus passes and also purchased a bicycle for a customer that was walking to his new job. It is also an allowable cost to purchase work clothes, tools, car repairs and pay for skills upgrades and On the Job Training (OJT).

The contracted youth provider and CSPH's Youth Coordinator works closely with school personnel in the region in an effort to assist qualified youth in funding for industry recognized certifications as well as other types of support services. There is also a strong focus on training, entrepreneurship and work experience in an effort to enable our youth, including those with a disability or barriers to employment, to successfully

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enter and advance in our workforce. Prepare disconnected youth and other job seekers for successful employment; serve a minimum of 75% of out of school youth; spend at least 20% of youth formula funds on work experience activities. Our WIOA Youth provider continues to work with Out of School Youth (OSY) and has active internships with many area employers. It is a true success when one of the interns finds sustainable employment at the worksite. In October 2018, the CareerSource Pasco Hernando Youth Program launched Phoenix Rising; a fourteen to sixteen-week, alternative education and construction trade program. Phoenix Rising seeks to revitalize economically challenged areas by making a positive difference in the lives of young adults between the ages of 18-24. Through Phoenix Rising, income-eligible participants receive hands-on and classroom training designed to develop workforce skills that lead to employment.

CSPH also partners with Mid Florida Community Services to leverage funds to mutual customers that need training to find sustainable employment. Funds are also leveraged for supportive services. Interagency referrals were developed and CSPH staff, as well as Mid Florida staff, was cross trained in the general eligibility requirements for both organizations.

CSPH participates in the Ticket to Work program to assist those customers that are receiving Social Security Disability, find sustainable employment.

Partner staff and CSPH staff work together to create internal referrals, discuss employment and training activities and integration of services to leverage funds among programs while addressing the needs of special populations, drop-out prevention and other needs among organizations. Attendees discuss and determine how to best coordinate and complement service delivery so that job seekers acquire the skills and credentials that meet employers' needs.

Wagner-Peyser (WP), often referred to as basic labor exchange services provide access to employment services to 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. 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 and many other services. The Florida Abilities Work portal is available at abilitieswork.employflorida.com. 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.

All three of Pasco and Hernando county one-stops provide universal access to an integrated array of labor exchange services so that workers, job seekers and businesses can find the services they need. CSPH provides a variety of employment related labor exchange services including, but not limited to, job search assistance, job referral, and placement assistance for job seekers, re-employment services to unemployment insurance claimants including work test requirements, and recruitment services to employers with job openings. Depending on the needs of the labor market, other services such as job seeker assessment of skill levels, abilities and aptitudes, career guidance when appropriate, job search workshops and referral to training may be available.

CareerSource Pasco Hernando is the direct provider of the Welfare Transition program (WT) in Pasco and Hernando counties. WT is Florida's program to implement the federal welfare reform initiative also known as "TANF" (Temporary Assistance for Needy Families). The WT program emphasizes work, self-sufficiency, and personal responsibility as it assists low-income individuals and families receiving cash – assistance payments from the state to move off cash assistance and into the world of work and self-sufficiency. To accomplish this goal, CareerSource Pasco Hernando has developed a strong support structure to deliver services such as childcare, incentives, and referrals for substance and mental health treatment, diversion services, short term training opportunities and employment services.

TANF customers that need to gain work skills or experience, will be assigned Community Service Work Experience (CSWE) where they will work with employers to gain the needed training to obtain employment and work towards self-sufficiency. Customers with recent work experience may be assigned to job search in an attempt to get them back into the workforce. Staff also looks to enroll customers into vocational training so they can learn a new skill or trade in order to gain employment in an in-demand occupation.

Referred SNAP customers are provided a group orientation and then assigned to activities for 80 hours per month which may include work experience, job search and education. All customers are encouraged to utilize our resource rooms for job searching purposes and are notified electronically of job fairs, recruitments or hiring events. CareerSource Pasco Hernando (CSPH) has streamlined processes and procedures, as well as processes in place to assist individuals into sustainable employment opportunities and self-sufficiency. CSPH has a robust array of services and resources referrals that can be delivered to mandatory participants to reduce barriers to self-sufficiency.

Division of 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.

VR Transition Youth Services help students with disabilities train for a job, continue their education, or find a job after high school. Under this program, every youth will have the opportunity to participate in sponsored career counseling, work readiness training, and fully integrated work experiences in the community. These services are delivered while youth are still in high school and establish the foundation for a seamless transition to individualized training, education, and employment.

The Trade Adjustment Assistance (TAA) for Workers Program assists workers who have been laid off or whose jobs have been threatened (e.g., reduced hours or reduced wages) because of foreign trade or competition. The TAA program provides resources to help trade- affected workers obtain new skills and find suitable employment. Workers covered under an U.S. Department of Labor certified Trade Act petition may be eligible to receive TAA program benefits including:

- Training and marketable credentials
- Career and reemployment services
- Income support, known as Trade Readjustment Allowance(s)
- Job Search Allowances
- Relocation Allowances
- Wage supplements for workers age 50 and older
- A federal health insurance tax credit, known as the Health Coverage Tax Credit

The Florida Department of Education used its Career Clusters and Career Pathways as a basis for developing statewide “Programs of Study”—the aligned secondary and postsecondary CTE programs required under Perkins. These Programs of Study within each Career Cluster for high school students are then implemented at the local level. The requirement is that each local Program of Study will include a Career Pathway leading to a postsecondary credential and aligning with local industry and economic development needs (Florida State Board of Education, 2008). The Florida Department of Education organizes CTE programs across each of its three delivery systems into 17 Career Clusters® based on state workforce requirements and based on The National Career Clusters Framework. Each Program of

Study is expected to be guided by the workforce and economic development needs of business / industry, the community and employment opportunities for students.

Staff from CSPH also provide input and information on all Hernando County School Board Strategic Plans as well working closely with School Board staff for targeted occupations that may need to be added or deleted from the TOL. CSPH and Hernando County School Board also coordinate meetings with local employers to survey their employment needs.

Senior Community Service Employment Program (SCSEP) is a program administered by the U.S. Department of Labor that serves low-income persons who are 55 and older and have poor employment prospects. Eligible individuals are placed in part-time community service positions with a goal of transitioning to unsubsidized employment.

For the past several years, CSPH staff have worked closely with the Hernando County Sheriff's office to provide training to current inmates that are scheduled to be released within six months. Training and certification as a Certified Production Technician is one of the courses offered and ties in with the manufacturing sector. Individuals may receive MSSC training, Microsoft Office and QuickBooks training. Once training is complete and the individual has been released, CSPH staff as well as a Hernando County deputy assist with job search and placement assistance. The program has been very successful with a low recidivism rate.

CSPH advertises on social media opportunities in the selected industry sectors and upcoming events for job seekers to apply and obtain employment in growing and targeted industries.

In January 2016, Florida shifted to the Reemployment Services and Eligibility Assessment (RESEA). Those individuals participating in RESEA receive additional services which include orientations to the one-stop services, an initial assessment to determine strengths, weaknesses and barriers to employment along with an introduction to the process to sign into EF and individual provision of username as well as instruction on password creation. Customers are provided labor market information that is unique to their past/future occupations and work experience. An Employability Development Plan is developed by the staff and customer. EF case note entries are made during the one-on-one session with each customer, indicating their occupation and areas of specific skill levels. Customers are also given a referral to at least one work search activity. If further training is needed, the customer will also be given a referral to training services.

If employers need assistance due to downsizing, the local area stands ready to assist in cases where a formal WARN notice is received or any type/size of potential layoff. The Reemployment and Emergency Assistance Coordination (REACT) Team provides onsite and offsite rapid response to coordinate services for employers and/or workers affected by temporary or permanent layoff. CSPH staff will immediately contact other employers to assess their hiring needs and supply resumes of impacted workers. In the event that the dislocation is as a result of outsourcing, the local REACT Coordinator will attempt to educate the business' senior management on the positive factors for filing a petition for Trade Adjustment Assistance with the U.S. Department of Labor. The local TAA Coordinator will assist the business with filing of the petition if necessary. If the petition is subsequently approved, the TAA Coordinator will conduct Trade Adjustment Assistance specific information sessions with all potentially eligible workers.

CSPH has a Professional Placement Network (PPN) Coordinator that is available to assist professional candidates who have at least a 4-year degree and/or management experience with employment needs. This is a great opportunity for employers to have exposure to professionals with current and potential career opportunities that can benefit their organization.

Likewise, summer youth employment opportunities are provided by CSPH and the contracted youth provider, Eckerd Connects/Workforce Development. Paid and unpaid work experience is conducted through arrangements with local employers and occupational skills training is delivered by approved educational vendors, both public and private. Leadership development is an available element through our Service Learning Projects where youth decide on worthwhile community projects, develop and initiate plans for participation and work closely with business and government leaders as they give back to the community. Supportive service needs are identified and provided as is appropriate. Mentoring is provided by volunteers recruited by a dedicated youth staff person who ultimately matches mentors with our youth. Comprehensive guidance and counseling is provided by the mentors and youth staff that performs the majority of the services under this element. As the participant continues to move through the youth program the case manager constantly monitors progress, follows up with their participants and modifies the youth's plan as is appropriate to ensure a successful outcome.

At CSPH, the Youth Program places an emphasis on the Health Care industry to include C.N.A certification, Home Health Aid Certification, CPR certification, and Medical Technician certification. This training offers a beginning process for a youth and opens the door to additional training in high skill, high wage occupations within the medical field. CSPH also offers Customer Service training through the National Retail Federation thus securing a nationally recognized credential coveted by employers. This

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allows a youth to gain employment within the customer service industry and retail sales both of which, along with the medical field, are major employers within the region. This certification helps employers distinguish and recognize qualified customer service professionals. Successful providers include all locally approved training providers.

All of the programs above work hand in hand to produce evidence-based, results-driven solutions to improve outcomes for Floridians and Florida businesses, especially those residing in Pasco and Hernando Counties.

- Develop collaborative partnerships that leverage multiple sources of funding to provide services to all customers seeking assistance, especially Florida's vulnerable populations.

Over the years we have worked with various community and faith-based organizations to train staff on how to best provide services to targeted populations. Partner agencies that assist customers with disabilities are only a phone call away in most instances. Several of these agencies are Division of Blind Services and Division of Deaf Services. Vocational Rehabilitation is co-located in the region's New Port Richey one-stop and interacts daily with customers with disabilities. Our one-stops are monitored internally by CSPH staff and Vocational Rehabilitation staff for ADA compliance. In addition, the one-stops were monitored for compliance by the state and federal government. In order to ensure the highest level of service we have invested in various assistive technologies for our resource rooms. We have purchased computers that have Jaws and other software that will assist customers, whose sight is impaired, TTY phones for hearing impaired customers, computers loaded with information to connect customers to a translator, a ball mouse for customers with disabilities and adjustable height track tables that will raise or lower to accommodate wheel chairs. We also provide printed materials that describe specialized services to targeted populations. Other co-located partners include Pinellas County Urban League (assisting those customers 55 and older with employment and training needs) and Gulf Coast Jewish Family and Community Services (assisting non-custodial parents in finding employment). Each partner actively participates in one-stop partner meetings. Our whole operation is geared to providing the very best service to each of our customers, including individuals with disabilities and barriers to employment. Each One-Stop location has a Business Services Consultant assigned to assist our business customers with their employment needs.

- Identify barriers to coordinating and aligning workforce-related programs and develop

solutions to remove such barriers.

CareerSource Pasco Hernando staff members often encounter individuals with multiple barriers to employment. High risk job seekers who have a poor credit history, criminal backgrounds, lack of work history, substance abuse background, and/or a dishonorable discharge from the military are all eligible for the Federal Bonding Program. Front-line staff have been trained to assist eligible individuals by providing Federal Bonding information to share with prospective employers. Staff is trained to provide employers with the bonding requirements and able to submit the bond request on the employers' behalf.

Business Services Representatives educate employers on the Work Opportunity Tax Credit (WOTC) program. Providing program details to interested employers including target group eligibility, WOTC tax credit amounts, and how to apply.

The Workforce Re-entry program, funded by the Pasco County Board of County Commissioners, allows CSPH to assist Pasco County residents who are facing multiple barriers to employment. All individuals served have either one or multiple of the following barriers; under-served/underemployed, veteran, youth between 18-24, disabled, ex-offenders, individuals overcoming substance use syndrome, and homelessness. Career services are utilized with participants along with On-the-Job Training (OJT) and they can receive supportive services to assist in re-entering the workforce.

The Opioid Recovery Program, funded by USDOL, provides intensive services to individuals who are currently in recovery. CSPH works with the individual to develop short and long-term employment goals that coincide with treatment plans. Staff utilizes career services in addition to On-the-Job Training (OJT) and/or Occupational Skills Training (OST) to achieve permanent employment, including domestic partners and family members. Supportive services are provided to individuals who need assistance to fulfill training and employment requirements such as transportation, uniforms, tools, etc. Individuals often face multiple barriers to employment; homelessness, criminal background, lack of transportation, limited work history, gaps in employment, receiving government assistance, single parents, no HSD/GED, etc. Leveraging both the Federal Bonding and WOTC programs along with our local programs provides more employment opportunities to area job seekers by removing barriers to employment.

CSPH participates on committees, boards, forums, and/or partnership meetings to discuss barriers our community members are facing and how workforce-related programs can help remove such barriers. Participation on the following to name a few; CSPH Partners Meeting, End Recidivism
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Project, Pasco Acute Care Consortium under the Central Florida Behavioral Health Network, Pasco County Reentry Alliance, Healthy Families Advisory Council Committee, Community Organizations Active in Disaster (COAD), etc.

- 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.

CareerSource Pasco Hernando works closely with our training providers and local school systems to identify data to support needed training programs for the local area and the residents. This includes but is not limited to reviewing local labor market information, industry sectors, population and growth, and needs related education. Additional information is obtained and identified through www.infoplease.com (census/Florida).

Hernando County

EDUCATIONAL ATTAINMENT		
Population 25 years and over	99,082	100.0
Less than 9th grade	5,280	5.3
9th to 12th grade, no diploma	16,055	16.2
High school graduate (includes equivalency)	37,395	37.7
Some college, no degree	21,898	22.1
Associate degree	5,839	5.9
Bachelor's degree	8,106	8.2
Graduate or professional degree	4,509	4.6
Percent high school graduate or higher	78.5	(X)

Percent bachelor's degree or higher	12.7	(X)
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Pasco County

EDUCATIONAL ATTAINMENT		
Population 25 years and over	255,472	100.0
Less than 9th grade	15,195	5.9
9th to 12th grade, no diploma	42,102	16.5
High school graduate (includes equivalency)	93,918	36.8
Some college, no degree	54,260	21.2
Associate degree	16,449	6.4
Bachelor's degree	22,581	8.8
Graduate or professional degree	10,967	4.3
Percent high school graduate or higher	77.6	(X)
Percent bachelor's degree or higher	13.1	(X)

G. Provide a comprehensive view of the systemwide needs of the local area.

Systemwide needs include:

1. A conduit for information linking employers and training providers and both to new technology.
2. Flexible training to allow employed and under employed the ability to access while remaining employed.
3. A clearinghouse to identify and apply for grants addressing training needs.

4. Regional transportation directed at workforce and the hours the workforce keeps.
5. Affordable workforce housing; both rental & home ownership, particularly its location versus the location of employment opportunities

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.

The CareerSource Pasco Hernando Business Service team provides a priority of service to the Manufacturing, Construction, Healthcare, Retail Trade, Information Technology, Finance and Transportation & Warehousing sectors. All seven sectors are the growing industries that need replenishing of its growing workforce due to new technology, growth and the retiring baby boomers. OJT, CT training funds along with candidate services are made available to assist these sector industries to compete locally and globally and assist with business growth. The sector strategies drive occupational training at the local level and prevents offerings of esoteric training. If training offered by school systems and state colleges does not lead toward a job, CSPH will not fund with WIOA assistance. CSPH also will not fund private provider training that is not linked to employment.

I. Lead to greater efficiencies, reduce duplication, and maximize financial and human resources.

Our current MOUs with partner agencies states:

This agreement is intended to coordinate resources and to prevent duplication and ensure the effective and efficient delivery of workforce services in Pasco and Hernando counties. In addition, this agreement will establish joint processes and procedures that will enable the Partner 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 persons with disabilities within Pasco and Hernando counties.

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.

Outstanding customer service is a major priority at CSPH. Staff are courteous, polite, responsive and helpful to every individual that accesses the Resource Room. Resource Room staff is in the process of being cross-trained in the basic eligibility requirements for programs co-located in each

one-stop. Cross training allows staff from differing programs to understand every program and to share their expertise about the needs of specific populations so that all staff can better serve all customers. CSPH staff provides customers, including those with disabilities, as much timely, labor market, job-driven information and choice as possible related to education and training, careers, and service delivery options. CSPH staff is routinely trained and are keenly aware as to how their particular function supports and contributes to the overall vision of the local board.

CSPH provides virtual service delivery for those individuals that cannot physically access a one-stop. Individuals can access services at home, or through community partners such as libraries, community and faith-based organizations or other partner agencies. CSPH one-stop centers reflect a robust partnership among partners through integration and co-location that seamlessly incorporates services of the core partners and other one-stop partners.

All staff are required to obtain a Tier I certificate within six months of being hired. Staff is given access to online training modules that covers topics including the history of workforce, an overview of workforce programs, customer service and various job placement techniques. Once the modules are completed, staff must then take and successfully pass a comprehensive exam to demonstrate their proficiency in assisting job seekers and employers. Staff is also required to complete 15 hours of continuing education on an annual basis.

Continuous learning and the addition of new and innovative ways to serve our customers paves the way for the customer service excellence we believe in and provide to our customers.

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 plan before its submission to DEO, beginning on the date on which the proposed plan is made available (WIOA § 108(d)(2)).

PLAN SUBMISSION

ONLINE FORM

Each LWDB must submit its local plan, required attachments and contact information for primary and secondary points of contact for each local plan via the state's online form established for WIOA local plan submissions. Hard copies of local plans or attachments are not required. **All local plans must be submitted no later than 5:00 p.m. (EDT) on Monday, October 3, 2022. Please note, the local plan and all attachments must be submitted in a searchable PDF format that is Americans with Disabilities Act compliant.²**

² A searchable PDF file is a PDF file that includes text that can be searched upon using the standard
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Adobe Reader “search” functionality [CTRL+F]. In Microsoft Word Click **File > Save As** and choose where you want the file to be saved. In the **Save As** dialog box, choose **PDF** in the Save as type list. Click **Options**, make sure the **Document structure tags for accessibility** check box is selected, and then click **OK**.

The web address for the state’s online form for submitting local plans, required attachments and links to requested documents is <https://careersourceflorida.com/wioa-form/>. -

Please carefully review these instructions and those posted online prior to submitting plans.

Prior to local plan submission, please ensure:

- The LWDB members reviewed the plan.
- The LWDB chair and the chief local elected official signed the appropriate documents.
- The name and number of the LWDB are on the plan cover page.
- The plan submitted date and point of contact is on the cover page.
- The structure and numbering follow the plan instructions format.
- A table of contents with page numbers is included and each page of the plan is numbered.
- Text is typed, preferably in the fonts Arial or Calibri, with a font size of 11 or greater.
- Responses to all questions are informative and concise.
- The name of the LWDB, the page number and plan submission date are listed in the footer of the document.

ATTACHMENTS

Please provide a link to the local board’s website showing the attachments described below or upload attachments in a searchable PDF file with the local plan:

- 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).

<https://atlas.careersourcepascohernando.com/files/public/PHWB%20Interlocal%20Agreement.pdf>

B. Executed agreement between the chief local elected official(s) and the local workforce development board.

[05152021-Grantee-SubGrantee-Agreement.pdf \(cdn-website.com\)](#)

<https://atlas.careersourcepascohernando.com/files/public/PHWB%20Interlocal%20Agreement.pdf>

C. Evidence of designation of the fiscal agent by the chief local elected official(s), if other than the chief local elected official.

<https://atlas.careersourcepascohernando.com/files/public/PHWB%20Interlocal%20Agreement.pdf>

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](#).

[12092021 PHWB Bylaws - Signed.pdf \(cdn-website.com\)](#)

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.

<https://www.careersourcepascohernando.com/meet-our-boards>

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 any processes and procedures that clearly 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.

The financial policies and procedures can be found on our website [SOP's for Plan](#).

These policies require that the duties and responsibilities of the employees in the Finance Department must be separated, as staffing limits allow, ensuring that no one employee has sole control over cash receipts, disbursements, payrolls, bank reconciliations. Another example of the LWDB's efforts to ensure

there are no conflicts of interest is in the Finance plan, which contains the following Code of Conduct and Conflict of Interest policies:

Code of Conduct:

No employee or authorized agent, LWDB member or officer, shall participate in or cast a vote in the selection of or in the award of a contract if a conflict of interest, real or apparent, is involved. Such a conflict would arise when the individual (employee, agent, board member or officer), any member of the individual's immediate family, the individual's partner, or an organization which employs or is about to employ any of the above, has a financial or other interest in the firm or organization selected for award. No employee or authorized agent, board member or officer, shall solicit or accept gratuities, favors or anything of monetary value from contractors, potential contractors or parties to any sub-agreement. Control for conflict of interest is exercised through PHWB's funding process. Proposals are evaluated by a team of LWDB members and/or PHWB staff, using a point system based on evaluation criteria published in each Request for Proposal. Final programmatic funding decisions are made by the LWDB. No one single individual or board member controls the selection or administration process.

No individual in a decision-making capacity, or involved in the writing of specifications or administration of the procurement process, shall engage in any activity, including the participation in the selection, award, or administration of a sub grant or contract supported by its funds, if a conflict of interest, real or apparent, would be involved.

Therefore, Financial and Organizational Disclosure Statements must be completed by all LWDB members and staff engaged in the award and administration of its contracts and sub grants. Within 30 days of their appointment or employment, and again annually, on January 1st, and at any other time that organizational affiliations change, such individuals will be notified that they must complete and file the above-mentioned disclosure form.

No LWDB member shall cast a vote, nor participate in any decision-making capacity, on the provision of services by such member (or any organization which that member directly represents), or on any matter which would provide any direct financial benefit to the appropriate individual or organization, except when that interest has been placed in a disclosed blind trust.

G. Executed Memoranda of Understanding for all one-stop partners (Section III(b)(2) of the

State of Florida WIOA Unified Plan).

[Policies – New Port Richey, FL – CareerSource Pasco Hernando](#)

- 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).

[Policies – New Port Richey, FL – CareerSource Pasco Hernando](#) (IFA included in MOU)

- 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.

[Policies – New Port Richey, FL – CareerSource Pasco Hernando](#)

- J. A description of the process used by the LWDB to obtain input and comment by representatives of business and labor organizations for the development of the plan.**

This attachment must include any comments submitted during the public comment period that represent disagreement with the local plan (WIOA § 108(d)).

LWDB Board Members, comprised of a Business majority, members of unions, education and other mandatory members were provided with a draft of the Local Plan for their review and comments. The Business Services Team (BST) also meets with countless employers on a regular basis and asks for input and feedback that is also essential in the development of the local plan.

PLAN APPROVAL

DEO will review each local plan for the requirements outlined in these guidelines using a local plan review checklist that aligns with requirements outlined in these guidelines. If there are questions or concerns, DEO will notify the contact(s) included in the local plan.

DEO will recommend approval of the local plan to the CareerSource Florida Board of Directors (state board), unless DEO notifies the LWDB in writing that:

- There are deficiencies in workforce investment activities that have been identified through audits, and the local area has not made acceptable progress in implementing plans to address the deficiencies;
- The local plan does not comply with applicable provisions of WIOA and the WIOA regulations, including the required consultations and public comment provisions, and the nondiscrimination requirements of 20 CFR Part 38; or
- The local plan does not align with the state plan, including with regard to the alignment of the core programs to support the strategy identified in the state plan in accordance with WIOA § 102(b)(1)(E) and 20 CFR 676.105.

The local plan, including plan modifications, will be considered to be approved upon written notice by DEO advising of state board approval or at the end of the 90-day period beginning the day DEO receives the local plan, or plan modification, unless, in accordance with 20 CFR

679.570, any deficiencies referenced above were identified by DEO in writing and remain unresolved.

Any questions regarding the submission, review and/or approval of local plans should be submitted to DEO at: WIOA-LocalPlans@DEO.MyFlorida.com.

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, phone number and email address.

Pasco: Kathryn Starkey, Chairman
County Commissioner District 3
8731 Citizens Dr., New Port Richey, FL 34654
Phone: 352 521-4111
kstarkety@pascocountyfl.net

Hernando: Steve Champion, Chairman
County Commissioner District 5
20 N. Main St., Brooksville, FL 34601
Phone: (352) 754-4848
SChampion@HernandoCounty.us

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

Both Pasco and Hernando counties designate a commissioner to serve as a representative to the Pasco Hernando Workforce Board. Upon review and approval of the local plan by the Local Workforce Development Board or Executive Committee, a copy is sent to the local elected officials up to six weeks prior to the Board of County Commissioners (BOCC) meeting in the respective counties. The CEO/President of PHWB is scheduled to meet with the designee prior to the Board Meeting to answer any questions or concerns that may have arisen. Once the review period has ended, the CEO/President and designated CSPH staff will present the plan to the full board and the public and answer any additional questions at that time. After approval, the Chair of each county will sign three original copies (one executed agreement for each county and one for the local).

(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.

Charles Gibbons, Board Chair
Campus President
Keiser University – New Port Richey
6300 US 19 North
New Port Richey, FL 34652

727-484-3110

cqibbons@keiseruniversity.edu

- (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.

Joelle Neri, Vice Chair
The Angelus, Inc.
Human Resource Manager
12413 Hudson Ave.
Hudson, FL 34669
727-856-1775 ext. 102
joelle@theangelus.com

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

The LWDB provided guidance and leadership on the development of the plan. Once the draft was written, it was submitted to the Local Workforce Development Board members for review and comments. The draft plan was also reviewed by management staff of core programs as well as mandatory one-stop partners and businesses.

A legal ad is published in the local newspapers as well as the plan was also posted for 14 days for public comment from July 18, 2022 to August 1, 2022. There were no comments received. Upon approval from the Executive Committee on August 18, 2022, the plan was submitted to the Local Elected Officials in each county for their approval.

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

LWDB Board Members, comprised of a Business majority, members of unions, education and other mandatory members were provided with a draft of the Local Plan for their review and comments. The Business Services Team (BST) meet with employers in the region on a regular basis and asks for input and feedback that is also essential in the development of the local plan. The Draft Plan was noticed and
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a request for comments was made. Copies of the Plan was also emailed to local workforce development stakeholders.

(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).

In accordance with 20 CFR 679.420, the Pasco-Hernando Workforce Board, Inc. (PHWB) is the local fiscal agent that receives and disburses grant funds. As such, PHWB ensures sustained fiscal integrity and accountability for expenditures of funds in accordance with OMB, WIOA and Federal/State policies and regulations. PHWB responds to audit financial findings, maintains proper accounting records and documentation, prepares financial reports and provides technical assistance to subrecipients regarding fiscal issues. At the direction of the LWDB, PHWB also procures contracts and obtains written agreements, conducts financial monitoring of service providers and ensures independent audit of all employment and training programs.

- (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). (May be the same as the fiscal agent).

The PHWB is also the administrative entity and functions simultaneously in various roles including administrative entity, local fiscal agent, LWDB staff and direct provider of services. 20 CFR 679.430 allows LWDBs to have multiple functions.

(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.

Gulf Coast Jewish Family Community Services is the current One-Stop Operator that was selected through a competitive process. The effective date of agreement is from July 1, 2021 through June 30, 2022. LWDA 16 Submittal Date: 10/3/2022

2022 with the option to renew for up to three additional one-year periods based on performance, business needs, and funding availability, at the sole discretion of PHWB, unless otherwise terminated by either party with sixty (60) days prior written notice.

(b) Describe the steps taken to ensure a competitive process for selecting the one-stop operator(s) (WIOA § 121(d)(2)(A)).

The STEVENS AMENDMENT is included in all PHWB RFPs. Page one of our procurement policy says "2. The procurements must comply with the Uniform Administrative Requirements, Cost Principles, Audit Requirements for Federal Awards, and Stevens Amendment. The standards are contained in section 2 CFR, part 200.

CSPH staff prepared a draft solicitation package that contained detailed RFP requirements for the services to be provided. This along with an action item was presented to the Local Workforce Development Board. The Board reviewed and approved the RFP and action item. A complete Cost/Price Estimate was completed prior to release of the RFP. To ensure a reasonable and fair price was negotiated consideration was given to the complexity of the service to be performed, the risk borne by the contractor and the contractor's investment. Once Board approval was received, staff posted an ad in the local newspapers, posted the RFP on the www.CareerSourcePascoHernando.com website and sent invitations to potential providers.

CSPH staff reviewed and rated the two proposals that were received in accordance with criteria established in the RFP. Those individual ratings were averaged and combined into a Committee report which was presented to the LWDB Board for their review and selection of a One-Stop Operator. A cost price analysis was included in the review. The Demonstrated Effectiveness of providers will be reviewed in accordance with LWDB policy and the RFP requirements.

LWDB 16 staff maintains sufficient records to detail the significant history of a procurement that includes, at a minimum, rationale for the method of procurement, contractor selection or rejection, and, the basis for the contract price will be maintained.

The following are included in each RFP:

- Protest procedures to handle and resolve disputes relating to procurement will be the appeals mechanism of LWDB's Debt Collection Procedure.

- Negotiation with Governmental Agencies and Institutions - A State or governmental agency or institution may respond to a Request for Proposal Solicitation (RFP) to be considered to provide the services sought.
- CSPH staff may also enter into negotiations directly with that agency or institution without any formal procurement process, provided this process is approved by the LWDB.

PHWB's Procurement Policy states that for both informal and formal procurement actions, the basis of awarding contracts shall be:

Awards will be made to the responsible firm, whose proposal is most advantageous to our program, with lowest price and other factors being considered. When there is a tie or identical bid from two or more conforming bidders, the award will be made to the local firm. In cases where there are two local firms, the decision will be made by drawing. If an organization is not chosen as the designated one-stop operator, the following procedure would be followed if an entity wanted to appeal the decision that had been made by the LWDB. The LWDB/Executive Committee meeting, at which staff recommendations are presented, (date, time and location of meeting is included in the RFP Package). Appeals/Protests may be submitted for Formal Procurements only. That meeting date/time will be considered the date/time of official bid opening. From that date/time, any bidder has 72 hours (3 business days) in which to file a written appeal/protest with the CEO/President. At the scheduled meeting of the LWDB in which final selection of Service Provider(s) is/are to be made (date, time and location of meeting is included in the RFP Package), the board will hear any Appeal(s)/Protest(s). The decision made by the LWDB is final.

(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.

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

For purposes of this contract, CSPH defines the basic role of a One-Stop Operator as an entity that will coordinate the service delivery of one-stop partners and service providers within our Career Centers. Actions taken by the One-Stop Operator should be at the direction of the Sr. VP of Operations. The One-Stop Operator shall have the following responsibilities:

- Maintain contact with one-stop partners through the coordination of quarterly meetings to improve communication, referral, service delivery, and tracking of performance of the partners;
- Compile a quarterly report of partner agency performance data;
- Participate, as requested, on projects with CSPH and their required partners;
- Encourage one-stop partners to use the principles of universal design in their operations to ensure customer access as needed;
- Share best practice examples with One-Stop partners that encourage the provision of services to individuals with barriers to employment, including individuals with disabilities, who may require longer term services, such as intensive employment, training, and education services;
- Comply with Federal and State regulations, as well as local policies;
- Working with CareerSource Pasco Hernando and applicable state agencies, create a strategic plan to integrate the intake, case management, and reporting of the one-stop partners;
- Assist with other initiatives as requested by CSPH.

(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](#).

16336 Cortez Blvd. Brooksville, FL 34601 - comprehensive

4440 Grand Blvd. New Port Richey, FL 34652 - comprehensive

15000 Citrus Country Drive Dade City, FL 33525 – comprehensive

³A comprehensive center is one in which all core and required partner services are available either physically at the location or by direct linkage through technology to a program staff member who can provide meaningful information or services. See Training and Employment Guidance Letter No. 16-16 ([TEGL 16-16](#)) and Training and Employment Guidance Letter No. 16-16, Change 1 ([TEGL 16-16, Change 1](#))

(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.

All three comprehensive one-stop Resource Rooms (RR) are open to the public Monday-Friday from 8am until 5pm. The Employment Support Center (ESC) along with our WIOA and WT staff are available telephonically or through email and live chat, 8am-7pm, Monday-Friday and 8am-5pm on Saturdays.

- (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).

Each Memorandum of Understanding (MOU) with one-stop partners contains provisions describing services to be provided through the one stop delivery system following WIOA guidelines. Each MOU contains a description of how services are coordinated and delivered, how the costs of delivering services will be funded (including cash or in-kind contributions or funding received through other alternative options). Also included, the MOU will cover funding of infrastructure costs, methods of referrals between partners and methods to ensure the needs of workers and youth with barriers to employment, including individuals with disabilities. **Each MOU also contains a section stating the duration of the agreement.**

All core programs are included in the one-stop delivery system. The entire one-stop system, operated by PHWB provides access to core programs and other required partners. All core and required partner services are available either physically at the location or by direct linkage through technology to a program staff member who can provide meaningful information or services. Customers have access to Wagner-Peyser (WP), Workforce Innovation and Opportunity Act (WIOA), Division of Vocational Rehabilitation, Trade Adjustment Assistance (TAA), Supplemental Nutrition Assistance Program (SNAP) and Temporary Assistance for Needy Families (TANF). In addition to the core programs, access is provided to partner programs. These are the foundations for all other services generated from CSPH. These activities ensure low-income and low-skilled workers have as great or greater access to services whether funded by WIOA formula funds, TAA, WP, SNAP or TANF. The first point of contact for all universal customers will be our Resource Room where staff are trained to assist customers with high quality career services, education and training as well as supportive services to assist them with finding and retaining good jobs and by doing so, helping businesses find and retain skilled workers. Partner programs that are located in the centers (either full or part time) are Title I/Career and Technical Education (CTE), Community Services Block Grant (CSBG), Local Veterans Employment Representatives (LVER), Disabled Veterans Outreach Program (DVOP), Senior Community Service Employment Program (SCSEP), Temporary Assistance for Needy Families (TANF) and Trade Adjustment Assistance (TAA), Ticket to Work Program (TTW) and Unemployment Compensation programs. Beginning in January 2020, LWDA 16 Submittal Date: 10/3/2022

Job Corps has provided services in both Pasco and Hernando counties on a monthly basis. YouthBuild, Native American Programs and Migrant Seasonal Farmworker Programs do not operate in Pasco and Hernando counties. Referrals are currently given to Job Corps, HUD and National Farmworkers Job Program while continuing to reach out to other required partners. CSPH also has a link on the www.careersourcepascohernando.com website to Job Corps and Native American Programs. CSPH has an MOU in place with the National Farmworkers Program that operates in Hillsborough County. Staff is currently working with correctional agencies and DJJ to coordinate activities relating to the reentry of individuals returning from incarceration into the community. CSPH also partners with the Pasco County Housing Authority and currently has an MOU and referral system in place.

The following partners are co-located in one or more of the one-stops and pay a proportionate amount of infrastructure costs.

- WIOA Dislocated Worker - 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 (or have exhausted) unemployment compensation.

WIOA Adult - 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.

- WIOA Youth - 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.

- Division of Vocational Rehabilitation – 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.

- Wagner-Peyser – WP, often referred to as basic labor exchange services provide access to employment services to 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.

Other co-located partner programs include:

- Temporary Assistance to Needy Families – co-located – proportionate share of costs
- Local Veterans' Employment Representative – co-located – proportionate share of costs
- Disabled Veterans' Outreach Program – co-located – proportionate share of costs
- Senior Community Service Employment Program – co-located – nonpaying partner with in-kind support
- Trade Adjustment Assistance Programs – co-located – proportionate share of costs
- Unemployment Compensation Programs – co-located – proportionate share of costs
- Hernando County School Board Title I Literacy Program – once or twice a month – nonpaying partner

Additional partners included in the local one-stop delivery system.

- Gulf Coast Jewish Family & Community Services – co-located – proportionate share of costs
- Mid-Florida Community Services – once a month – nonpaying partner – provides supportive services and training to mutual customers
- Tobacco Free Florida – monthly – contract with TFF to receive payment for referrals
- Supplemental Nutrition Assistance Program – co-located – proportionate share of costs

C. The local workforce development board, with the agreement of the chief elected official, shall develop and enter into a Memorandum of Understanding (MOU) between the local board and the one-stop partners.

- (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.

[Credential Logs Combined for June.pdf \(cdn-website.com\)](#)

- (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)).

CareerSource Pasco Hernando is partnering with Pasco County Library system in an effort to reach more residents facing multiple barriers to employment. Centennial Park Branch Library (Holiday, FL) and Regency Park Branch Library (New Port Richey, FL) are located in areas in Pasco County in which transportation challenges make it difficult for job seekers to visit our office locations. CSPH staff are on site specific dates/times to provide community members with services similar to those offered at our one-stop career centers; education/training needs, labor market information, economic, and demographic conditions and trends in the local area, and other wrap around services. This partnership has allowed CSPH to reach more community members who face multiple barriers.

(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.

Pasco-Hernando Workforce Board, Inc., dba CareerSource Pasco Hernando – Direct Provider of Workforce Services

Eckerd Connects – WIOA Youth Services Provider

Eckerd Connects – WT After-School Pilot Program

Goodwill-Suncoast Industries – WIOA DW Placement Pilot

Gulf Coast Jewish Family Services – Non-Custodial Parent Program

Pinellas County Urban League – Senior Employment and Training

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

Gulf Coast Jewish Family Services was procured as the OSO and also has the Non-Custodial Parent Employment Program (NCPEP) program

- (c) Identify and describe what career services are provided by the designated provider of

workforce services (except training services).

CSPH is the direct provider of services for Wagner-Peyser (WP), Workforce Innovation and Opportunity Act (WIOA), Temporary Assistance for Needy Families (TANF), Reemployment Services and Eligibility Assessment (RESEA) and Supplementary Nutrition Assistance Program (SNAP). CSPH will continue to request being the provider for these services. Eckerd Connects/Workforce Development currently provides WIOA Youth services.

- (d) 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.

CSFL approved extension in 2020. This extension is through June 30, 2023.

(6.) Youth Service Provider

- (e) 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.

Eckerd Connects – procured – New contract begins July 1, 2022 through June 30, 2023 with an option to renew for 2 additional years with acceptable performance and dependent on funding availability.

- (f) 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.

STEVENS AMENDMENT included in RFPs. Page one of our procurement policy says "2. The procurements must comply with the Uniform Administrative Requirements, Cost Principles, Audit Requirements for Federal Awards, and Stevens Amendment. The standards are contained in section 2 CFR, part 200.

CSPH staff prepared a draft solicitation package that contained detailed RFP requirements for the services to be provided. This along with an action item was presented to the Local Workforce Development Board. The Board reviewed and approved the RFP and action item. A complete Cost/Price Estimate was completed prior to release of the RFP. To ensure a reasonable and fair price

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was negotiated consideration was given to the complexity of the service to be performed, the risk borne by the contractor and the contractor's investment.

Once Board approval was received, staff posted an ad in the local newspapers, posted the RFP on the www.CareerSourcePascoHernando.com website and sent invitations to potential providers. CSPH staff reviewed and rated any proposals received (only one proposal was received for PY22 RFP) in accordance with criteria established in the RFP. Those ratings were averaged and combined into a Committee report which was presented to the LWDB Executive Committee for their review and selection of a WIOA Youth Services Provider. A cost price analysis was included in the review. The Executive Committee requested that PHWB staff negotiate a lower price and present to the full Board, which staff did. The Board unanimously voted in favor of proceeding with contracting with Eckerd Connects. The Demonstrated Effectiveness of the provider was reviewed in accordance with LWDB policy and the RFP requirements.

LWDB 16 staff maintains sufficient records to detail the significant history of a procurement that includes, at a minimum, rationale for the method of procurement, contractor selection or rejection, and, the basis for the contract price will be maintained.

The following are included in each RFP:

- Protest procedures to handle and resolve disputes relating to procurement will be the appeals mechanism of LWDB's Debt Collection Procedure.

Negotiation with Governmental Agencies and Institutions - A State or governmental agency or institution may respond to a Request for Proposal Solicitation (RFP) to be considered to provide the services sought.

CSPH staff may also enter into negotiations directly with that agency or institution without any formal procurement process, provided this process is approved by the LWDB.

PHWB's Procurement Policy states that for both informal and formal procurement actions, the basis of awarding contracts shall be:

Awards will be made to the responsible firm, whose proposal is most advantageous to our program, with lowest price and other factors being considered. When there is a tie or identical bid from two or more conforming bidders, the award will be made to the local firm. In cases where there are two local firms,

the decision will be made by drawing. If an organization is not chosen as the designated WIOA Youth Services Provider, the following procedure would be followed if an entity wanted to appeal the decision that had been made by the LWDB. The LWDB/Executive Committee meeting, at which staff recommendations are presented, (date, time and location of meeting is included in the RFP Package). Appeals/Protests may be submitted for Formal Procurements only. That meeting date/time will be considered the date/time of official bid opening. From that date/time, any bidder has 72 hours (3 business days) in which to file a written appeal/protest with the CEO/President. At the scheduled meeting of the LWDB in which final selection of Service Provider(s) is/are to be made (date, time and location of meeting is included in the RFP Package), the board will hear any Appeal(s)/Protest(s). The decision made by the LWDB is final.

(g) 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.

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

WIOA Required Program Elements	Provider / Referral Agency	Instructional Activities
1. Tutoring, academic remediation; study skills training, and instruction leading to secondary school completion, including dropout prevention strategies	Eckerd / Public school partners (James Irvin Technical Center; Marchman Technical College)	Computer based training / instructor facilitated FCAT and GED Practice, GED Prep materials, e.g. Khan Academy (online), Ebsco Learning Express, Practice GED exams
2. Alternative secondary school offerings	Eckerd / Penn Foster/ Local Charter and Alternative Schools	Florida Department of Education Standards
3. Summer employment opportunities directly linked to academic and occupational learning	Eckerd / Community Based partners, Community Based Organization (CBO's), and Faith Based Organizations (FBO's)	Year-Round Services Eckerd documented summer work experience, best practices program activities, coordinated activities with community partners

3A. Paid and unpaid work experiences, including internships and job shadowi	Eckerd /Community Busine partners, CBO's, FBO's	On-site job shadow opportunities; Pai work experience for 180 hours for \$13.00 per hour, with a training plan f technical and soft skills.
4. Occupational skills trainin	Eckerd / Approved Training Provider Partners	Various. Based on identified occupations/career fields on the Targeted Occupations List with Approved Training Providers
5. Leadership development opportunities, including such activities as positive social behavior and soft skills, decision making, teamwork, etc.	Eckerd in connection with various community partner agencies and employers	Employability Skills, Life Skills curriculum that includes leadership development, health, nutrition, sexual behavior, and substance abuse prevention
6. Supportive Services	Eckerd in connection with various partner agencies and/or employers	Independently driven by participant needs. Supportive services for educational training and employment activities such as gas cards, bus passes, emergency 'triage',
7. Adult mentoring for at least 12 months	Eckerd in connection with partner agencies and employers	Career Coach may provide mentoring during enrollment and in follow-up status. Independently driven by participant needs; Case managed and documented. Volunteers from outside agencies may be considered as mentors.
8. Comprehensive guidance and counseling	Eckerd and/or community agencies	Ongoing intensive case management Community/locally based programming
9. Follow-up services no less than 12 months after exit	Eckerd	Independently driven by participant needs. Contact with employer, post-secondary entities, job retention coaching, academic support, incentive support, career and education counseling. (Continuous service until

		participant has completed follow-up period of 12 months)
10. Financial Literacy	Eckerd / Community Business partners	Eckerd will provide financial literacy as part of our work readiness activities in class setting or individually
11. Entrepreneurial Skills Training	Eckerd / Y.E.S partnership	In collaboration with the Y.E.S program Career coach to assist youth that may be interested in establishing their own business with research and guidance. Community partners and business shadowing can be used in the area.
12. Activities that help youth transition to postsecondary education and training	Eckerd in connection with local colleges and technical schools	Career coach can assist with guidance and referrals to colleges or technical schools. They can help with career exploration and what is needed for training/education in the field. We can assist with FAFSA application as needed.
13. Services that provide labor market and employment information in the local area	Eckerd	Eckerd will provide this information as part of our work readiness activities in class setting or individually
14. Education offered concurrently with and in the same context as workforce preparation	Eckerd / Community Business partners	Eckerd may provide basic skills in reading and math to assist young adults while they receive work readiness activities in a class setting or individually.

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

The top ten industry sectors predicted for the Pasco Hernando Region are:

Food Services and Drinking Places	19,370
Ambulatory Health Care Services	15,761
Educational Services	15,597
Specialty Trade Contractors	10,420
Administrative and Support Services	8,928
Hospitals	8,821
General Merchandise Stores	8,099
Professional and Technical Services	8,087
Food and Beverage Stores	7,501
Nursing and Residential Care Facilities	5,189

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

SOC Code	SOC Title	Total Job Opening
35-3000	Food and Beverage Serving Workers	20,292
41-2000	Retail Sales Workers	19,171
53-7000	Material Moving Workers	9,056
43-4000	Information and Record Clerks	8,847
47-2000	Construction Trades Workers	8,143
35-2000	Cooks and Food Preparation Workers	7,068
13-1000	Business Operations Specialists	5,408
31-1000	Nursing, Psychiatric, and Home Health Aides	4,990

29-1000	Health Diagnosing and Treating Practitioners	4,951
37-2000	Building Cleaning and Pest Control Workers	4,914
53-3000	Motor Vehicle Operators	4,913
11-9000	Other Management Occupations	4,731
43-9000	Other Office and Administrative Support Workers	4,035
35-9000	Other Food Preparation and Serving Related Workers	3,716
	Preschool, Primary, Secondary, and Special Education School	
25-2000	Teachers	3,612
29-2000	Health Technologists and Technicians	3,486
31-9000	Other Healthcare Support Occupations	3,424
49-9000	Other Installation, Maintenance, and Repair Occupations	3,398
43-6000	Secretaries and Administrative Assistants	3,395
43-3000	Financial Clerks	2,991
37-3000	Grounds Maintenance Workers	2,758
39-9000	Other Personal Care and Service Workers	2,755

(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)).

Employment needs for Pasco and Hernando split between necessary soft skills, money handling, and communication required in the retail and customer service occupations, and advanced technical training needed in skilled medical employment and high skill manufacturing where specific technical and advance math and measurement acuity are required. Additionally, a continued construction boom calls for advanced training in plumbing, electricity, HVAC, framing, masonry and drywall.

(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)).

The current labor force situation can only be described as thin. The Region 16's unemployment rate in May 2022 is 2.7%, lowest in the last 40 plus years. The workforce, described as those working plus those looking for work (May 2022 – 330,926) is 2.5% higher than pre-pandemic levels. Re-Employment assistance applications are at a historic low. All areas of employment are short on staff

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and this situation creates higher wages, higher prices and inflationary pressures. With continued demand for both skilled and unskilled labor, the Region does not see easy relief in the future and will need to further seek employees from the re-entry population and those individuals with disabilities.

- (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)).

Because of the nature of the workforce in the Pasco Hernando area, CSPH uses On-the-Job Training as well as Incumbent Worker Training to a large extent to answer the employment needs of individual businesses. Mass employment opportunities are rare and thus a more direct and personal set of services are being used. These methods directly provide the skills requested by employers. Direct contact with the Business Services Team initiates these services and WIOA staff work together to deliver the customers for these training.

The Region also has three strong public training providers: Fred K. Marchman Technical College, Wilton Simpson Technical College and Pasco Hernando State College. These entities provide responsive employer centered training in demand occupations.

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.

⁴ The state's criteria for youth service provider selection is outlined in [CareerSource Florida Administrative Policy 120](#)

– Youth Service Provider Selection.

⁵ As appropriate, a local area may use an existing analysis, which is a timely current description of the regional economy, to meet the requirements of 20 CFR 679.560(a)(1)(i) and (ii).

(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)).

The local vision of the Pasco-Hernando Workforce Board is to serve as a catalyst in the community for promoting self-sufficiency through the development of a quality workforce. That vision goes hand in hand with our mission. Our mission statement reflects the sentiments of both the Board and staff. "Pasco-Hernando Workforce Board enhances the economic development efforts of our region by providing a well-trained, high quality workforce which supports the success of local business and improves the quality of life". We believe in integrity, customer service, accountability and respect. Working closely with employers and customers to provide the skills and training needed to succeed in a career shows in customer satisfaction ratings and performance reports. Pasco-Hernando has consistently met or exceeded all performance goals prior to the Pandemic. Under existing legislation, the LWDA's have the policy and service design authority, taking into consideration the needs of the employers and jobseekers. Local input from Board Members, businesses, chambers of commerce, economic development councils and other partner organizations will continue to shape the level and quality of services provided.

Florida's strategic vision is an integrated, consumer-first workforce development system that is the best in the nation. Through the implementation of WIOA, Florida has a business-led, market-responsive, results-oriented and integrated workforce development system. The enhanced system fosters customer service excellence, seeks continuous improvement and demonstrates value by enhancing employment opportunities for all individuals. Focused and deliberate collaboration between education, workforce and economic development networks maximizes the competitiveness of businesses and the productivity of the state's workforce. This increases opportunities and economic prosperity.

In 2021, the Florida Legislature unanimously passed the Reimagine Education and Career Help (REACH) Act which further codifies the intent of WIOA in Florida law. The REACH Act increases collaboration among key state-level partners, CareerSource Florida, the Department of Economic

Opportunity, the Department of Education, and the Department of Children and Families to improve access to workforce programs for all Floridians, increase accountability by focusing on outcomes, and ensure alignment of the workforce system to the needs of Florida employers.

In addition, our vision aligns with Florida's strategic vision for WIOA implementation by working to accomplish the goals they have set in place that are as follows:

- Enhance alignment and market responsiveness of workforce, education and economic development systems through improved service integration.
- Provide businesses with skilled, productive and competitive talent and Floridians 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.
- Promote accountable, transparent and data-driven workforce investment through performance measures, monitoring and evaluation that inform strategies, drive operational excellence, lead to the identification and replication of best practices and empower an effective and efficient workforce delivery system.
- Improve career exploration, educational attainment and skills training for in-demand industries and occupations for Florida youth and individuals with barriers to employment that lead to enhanced employment, career development, credentialing, and postsecondary education opportunities.

CSPH will continue to encourage the engagement of local employers in targeted industry sectors as well as developing strategies, to include career pathways, skills upgrades, certification for post-secondary credentials and apprenticeships that are designed to meet the needs of employers, workers and jobseekers. CSPH will promote the use of industry sector partnerships to address the needs of multiple employers in the industry, including On the Job Training (OJT), Incumbent Worker Training (IWT), apprenticeships and work experience.

CSPH promotes the Governor's priorities for helping Floridians obtain employment and establishing Florida as a top job-creating state. This focus applies to employers as well as to job seekers. With that priority in mind, there has been a stronger focus on OJT opportunities in all programs, including Temporary Assistance to Needy Families (TANF), Trade Adjustment Assistance (TAA) and Supplementary Nutrition Assistance Program (SNAP). OJT provides training as well as subsidized employment for a short period of time. Customers are assessed and offered workshops and work experience to enhance their "work readiness" skills. Many jobseekers have been on the same job for

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years and need a little support to bring their skills up to the standards of the employer. Many jobseekers need more support and workshops prior to being deemed work ready. Once customers are considered work ready, the job matching begins. We focus on finding the perfect match between employer and job seeker, including youth and individuals with disabilities. When the OJT has been completed and the employer is satisfied with the progress, the job seeker is hired into a permanent position. The employer and jobseeker have both been very pleased with this arrangement. Job creation in a sluggish economy along with the ability to place the “long term unemployed” into permanent positions has created a win-win situation for all involved.

With the addition of the Workforce Re-Entry Program, funded by Pasco County, supportive services can be provided to those hardest to serve individuals. This program provides gas cards and bus passes and has purchased a bicycle for a customer that was walking to his new job. It is also an allowable cost to purchase work clothes, tools, car repairs and pay for skills upgrades and On the Job Training (OJT). With these and other support services being provided and the one on one attention and mentoring they receive; the majority of these customers have retained employment past the 90 days CSPH agreed upon in the contract with the county.

Career Academies have been a strong focus in the past seven years as CSPH assisted in the initial planning stages for both Pasco and Hernando counties. Staff participates on local steering committees with region’s School Board staff as well as higher education, business and economic development organizations in order to review and determine needs of the area. The contracted youth provider and CSPH’s Youth Coordinator works closely with school personnel in the region in an effort to assist qualified youth in funding for industry recognized certifications as well as other types of support services. There is also a strong focus on training, entrepreneurship and work experience in an effort to enable our youth, including those with a disability or barriers to employment, to successfully enter and advance in our workforce. CSPH was invited to provide input on the five-year strategic plan for both Pasco and Hernando counties. The school systems are excited about the prospect of engaging our youth at younger ages as middle school youth has become the next focus for Career Academies. CSPH staff research and apply for applicable Federal, State and Corporate grants in an effort to offset costs that will allow job seekers the ability to be trained quickly and re-enter the job force or upgrade their skills in a short time frame.

LWDB members set goals that align with the Performance Measures negotiated on an annual basis with the Department of Economic Opportunity. These goals include placement, retention and earnings for WIOA, TANF and WP programs. For youth goals, LWDB members are looking for youth to attain a

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degree or certificate, placement and literacy/numeracy gains. PHWB also has a goal to have staff more visible in the community and to actively participate in community meetings. The CEO/President and staff actively participate in various community activities and meetings. The CEO/President is an active member of the Tampa Bay Partnership (TBP) Education Committee. The Tampa Bay Partnership galvanizes the business and political leadership of Tampa Bay to exert its collective influence on the policies, programs and projects that enhance the economic competitiveness and prosperity of our region. Through the Partnership's public policy, political action and research initiatives, a diverse community is united with one shared vision and one powerful voice on issues of regional significance. Formally incorporated in 1994, and reestablished in 2016 with a new mission and leadership structure, the Partnership offers a unique peer-to-peer environment where the region's top business leaders champion regional solutions to the toughest economic challenges facing Tampa Bay today.

The Local Workforce Development Board members unanimously agree that CSPH should exceed in Job Seeker Customer Satisfaction ratings. It is the desire of the Board to enhance job creation, work readiness skills, STEM related activities for youth, cement local partnerships, assist in local economic development efforts and tailor training to employers' needs.

Strategic Goals

- Strategically align workforce development programs to ensure employment and training services provided by the core programs are coordinated and complementary that provides businesses with skilled, productive, and competitive talent.
- To assist customers 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. Promote accountable, transparent and data-driven workforce through performance measures
- Provide outstanding customer service
- Promote alignment of workforce development programs with regional economic development strategies to meet the needs of employers
- Enhanced and streamlined operations
- Improved access to comprehensive services
- Improved services to employers and promote work-based training
- Enhanced workforce services to ensure unemployed and job seekers have access to high-quality, improved workforce services to include career exploration, educational attainment and skills training for in-demand industries and occupation.
- Improve services to individuals with disabilities

- Prepare disconnected youth and other job seekers for successful employment; serve a minimum of 75% of out of school youth; spend at least 20% of youth formula funds on work experience activities
- Streamline and strengthen the strategic roles of the LWDB

(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)).

The One-Stop Operator Partner Committee comprised of LWDA staff, provider and partner staff. These meetings are held on a quarterly basis. Input and recommendations are being gathered from the committee to create a universal referral process that meets the needs of all partner and community-based organizations and that will replace the current process. In addition, this Committee may discuss leveraging of funds that are available to mutual customers. In addition, we work closely with them to assist mutual customers that are currently receiving disability gain employment through the Ticket To Work program. Regular discussions with core programs' key staff determine how to best coordinate and complement services to ensure jobseekers acquire the skills and credentials needed to meet the employer's needs. The Business Services Team (BST) meets with countless employers on a regular basis and receives input and feedback that is essential in the development of the local plan.

CSPH also partners with Mid Florida Community Services to leverage funds to mutual customers that need training to find sustainable employment. Funds are also leveraged for supportive services. Interagency referrals were developed and CSPH staff, as well as Mid Florida staff, was cross trained in the general eligibility requirements for both organizations.

CSPH will continue to implement and support cross-training for staff as well as for partner programs. We will develop and execute Memoranda of Understanding with core program entities and other key partners that will document agreed to strategies to enhance the provision of services to employers, workers and job seekers, such as use and sharing of information, performance outcomes, and cooperative outreach efforts with employers.

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;

- WIOA Dislocated Worker - 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 (or have exhausted) unemployment compensation.
 - WIOA Adult - 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.
 - WIOA Youth - 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.
 - Division of Vocational Rehabilitation – 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.
 - Wagner-Peyser – WP, often referred to as basic labor exchange services provide access to employment services to all job seekers including job search preparation and placement assistance
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services. Employers may receive general or specialized recruitment services through self-service or staff assisted job orders.

- The Jobs for Veterans Act created 2 unique positions, Disabled Veteran's Outreach Program Specialist (DVOP) and the Local Veterans' Employment Representative (LVER). These DEO positions are funded under the Jobs for Veterans State Grant assigned to Local Workforce Development Boards (LWDB) to assist in delivering Individualized Career Services. The DVOP functions as a case manager assisting veterans and covered persons overcome Significant Barriers to Employment. The LVER advocates for veteran employment with local employer and business organizations. LVERs also provide training and guidance for LWDB management and staff on veteran related issues. To ensure Career Source Pasco Hernando (CSPH) complies with the POS legal obligation mentioned above, we have created a series of local policies and implemented an ongoing education process to provide our staff with the resources and guidance necessary to consistently deliver the highest quality of services to our veterans and covered persons.

- RESEA - In January 2016, Florida shifted to the Reemployment Services and Eligibility Assessment (RESEA). Those individuals participating in RESEA receive additional services which include orientations to the one-stop services, an initial assessment to determine strengths, weaknesses and barriers to employment along with an introduction to the process to sign into EF and individual provision of username as well as instruction on password creation. Customers are provided labor market information that is unique to their past/future occupations and work experience. An Employability Development Plan is developed by the staff and customer. EF case note entries are made during the one-on-one session with each customer, indicating their occupation and areas of specific skill levels. Customers are also given a referral to at least one work search activity. If further training is needed, the customer will also be given a referral to training. Due to changes in the UI work search requirements, customers are advised of the process to schedule attendance on the careersourcepascohernando.com website, for all available workshops, including the process to schedule approved on-line virtual skills workshops, where successful completion is documented in EF by the trainer. Customers are also provided with information on how to utilize all services available through the offices, including the following: instructions on updating employment history and resumes in EF; referral for job search assistance; testing services such as CareerScope, CASAS, Prove It and Ready-to-Work; group 'Job Ready' workshops (with instructions on how to schedule on the CSPH website); resource room to include job search, referrals, faxing and copying; referral information on education and training/FAFSA applications and future WIOA training assistance; and information on current programs offered, as well as possible Incumbent Worker Training opportunities. In addition, partner services, i.e., Vocational Rehabilitation, SNAP and TANF related

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services and other local providers' services are presented. Customers are provided contact information for RESEA staff and advised to follow-up on all desired services, as needed.

- Welfare Transition Program and Partner staff work together to create a seamless system / process by offering and creating referrals to all job seekers, discussing services, and providing insight on training and education services available throughout the region workforce area. Also, outside community agency meetings are attended either on monthly or quarterly basis to allow our partner agencies to hear about our services with an attempt to create awareness in our local communities and collaborate and coordinate with an emphasis on efforts to serve special populations to include homeless populations, drop out prevention and those that may have been previously incarcerated. Agencies collaborate and discuss the importance of these services and how the services can be not only implemented but also provided throughout the different programs within the workforce area.

CareerSource Pasco Hernando (LWDA 16) also offers a resource page on the website that offers tools and resources to job seekers, partner agencies, and staff to use as a resource and guide to services in our local area.

Our local region emphasizes work, self-sufficiency, and personal responsibility in a program structured to enable participants and families to move from welfare to economic self-sufficiency. Our goals are as follows:

- a. Provide supports and guidance to participants while referred to the WT program to keep children and families intact and stable.
- b. Develop opportunities for participants to provide for their own needs, enhance their well-being, and preserve the integrity of self-reliance.
- c. End dependence of needy families on government assistance by emphasizing work, self-sufficiency, and personal responsibility while meeting the transitional needs of program participants who need support to achieve independent, productive lives, and gain responsibility that comes with attaining self-sufficiency.
 - Deliver needed services and referrals to participants to ensure full cooperation during the mandatory referral to the programs and transitional services afterwards.

SNAP - Referred SNAP customers are provided a group orientation and then assigned to activities for 80 hours per month which may include work experience, job search and education. As long as they complete the assigned 80 hours in a calendar month, CSPH staff can request a food stamp reimbursement (FSR) which will go directly onto their EBT card as cash. All customers are encouraged

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to utilize our resource rooms for job searching purposes and are notified electronically of job fairs, recruitments or hiring events. CareerSource Pasco Hernando (CSPH) has streamlined processes and procedures, as well as processes in place to assist individuals into sustainable employment opportunities and self-sufficiency. CSPH has a robust array of services and resources referrals that can be delivered to mandatory participants to reduce barriers to self-sufficiency.

and

- (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)).

PHWB works with both the Pasco County Schools and the Hernando District Schools as they develop career and technical education programs at the K-12 level as well as their Marchman Technical College and Hernando County Technical Education Center. PHWB assigns staff to participate with both technical departments as they develop and review the programs to best impact the two county's workforce demands.

In Hernando County, construction on a new 'stand-alone' center, the Wilton Simpson Technical Center, began in 2022 and is expected to open August 2023. With Pasco's Marchman Technical Center, this new facility broadens occupational education opportunities throughout the region. PHWB will actively participate with these public institutions in order to deliver effective workforce education in both a timely and affordable manner.

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.

WIOA provides employment and training opportunities to the local area of Pasco and Hernando counties. CareerSource Pasco Hernando (CSPH) makes available, tools and resources for all job seekers. CSPH delivers/provides services such as Career Services, transitional jobs, priority of services, training services

and contacts, work-based training, Incumbent Worker Training, Rapid Response, Dislocated and Low-Income Adult services and coordination with TAA. Each CSPH location is equipped to assist all job seekers with the tools necessary to gain employment. Resource Room available are computers, fax machines, telephones, and documents of information. CSPH also provides information through an online internet-based website with additional resources for the job seeker. This includes and is not limited to resume assistance, events page and calendar, programs overview and information, locations to include CSPH mobile center locations and caters to employers utilizing bios on individuals who are looking for employment. The CSPH website also has a customer portal where Job Seekers can access Online E-courses as well as orientations for enrollment purposes. Enrollment includes Youth Program application, Professional Placement Network (PPN), and WIOA.

Policies sent as an attachment.

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

WIOA funds are used to provide training services to adults and dislocated workers, respectively who have been determined to be unlikely or unable to obtain or retain employment that leads to economic self-sufficiency or wages comparable to or higher than wages from previous employment and be in need of training services to obtain or retain employment that leads to economic self-sufficiency or wages comparable to or higher than wages from previous employment and have the skills and qualifications to successfully participate in the selected program of training services. Training services should be selected that are directly linked to the employment opportunities in the local area or in another area to which the adults or dislocated workers are willing to commute or relocate. Customers must also meet all eligibility requirements.

Training services may include occupational skills training, including training for nontraditional employment, on-the-job training; incumbent worker training, programs that combine workplace training with related instruction, which may include cooperative education programs, training programs operated by the private sector; skill upgrading and retraining, entrepreneurial training and transitional jobs. Also included are job readiness training, adult education and literacy activities, including activities of English language acquisition and integrated education and training programs, provided concurrently or in combination with services described, and Incumbent Worker Training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training.

Training services through WIOA are based upon levels of services needed in order to be successful and becoming self-sufficient. All individuals are vetted through Basic Career Services such as self-assisted services in Employ Florida. This includes, resume assistance, job applications, Virtual Recruiter, Job Skills assessment, personal skills, work interests, values, and tools and technology. Once an individual has registered completely, CareerSource Pasco Hernando will assess the information and review needed for training (Individualized Career Services) in order to upgrade or provide a necessary credential to gain employment. Through the CareerSource Pasco Hernando Website, WIOA Orientation is implemented to read, complete and process the WIOA application. The CSPH website can also be used to access, How to Retain Your Job, Dress for Success, EF Essentials, Nail That Interview along with additional online E-Courses.

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;

WIOA Individual Training Accounts (ITA's) are the primary method to be used for procuring training services under WIOA. ITA limitations are based upon the need of service which can be found in our local policy. CSPH offers On-the-Job Training, Incumbent Worker Training and transitional jobs. Those needs also include a training services program of demonstrated effectiveness offered in a local area by a community-based organization or the private organization or if the local board determines that the most appropriate training could be provided by an institution of higher education for individuals for in demand occupations.

That training could be:

- On the Job Training
- Apprenticeship programs
- Higher Education (Post-Secondary Education)
- Incumbent Worker and or Employed Worker
- Coordination with Trade Adjustment Assistance (TAA)

WIOA provides significant flexibility to local areas when providing services with adult and dislocated worker funds. Local areas may use these funds to provide additional job seeker services, business services and to facilitate coordination between other partner programs.

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

Training services are provided through the use of educational programs offered to the public by both public and private training institutions. The training providers have responded to requests for credentials from CSPH in accordance with the policy set forth by Florida's Department of Economic Opportunity. The cadre of providers is not limited geographically to the workforce region but covers locales beyond the region and even beyond the MSA. The limitation on the variety of training services and programs is the necessity to adhere to the regions targeted occupation list (TOL).

The ITA is currently awarded at \$6000 per program year with an option of CEO/President or designee to make an exception on a case by case basis. The ITA is also taken into consideration if the customer is PELL eligible or not. Federal Aid is always applied first and then the WIOA ITA picks up any remaining cost for required needs of the training.

- (b) 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)).

In general, training services shall be provided in a manner that maximizes consumer choice. The authority for this policy drives from the function of the Local Workforce Board. Consumer choice will be consistent with the local Board working with the State to ensure there a sufficient numbers and types of providers of career services and training services. This includes eligible providers with expertise in assisting individuals with disabilities and eligible providers with expertise in helping adults in need of adult education and literacy.

Contracts for training services will be used and those contracts will be coordinated with the use of individual training accounts and how the local Board will ensure informed customer choice in the selection of training programs regardless of how the training services are provided.

As described in TEGL 41-14 (https://wdr.doleta.gov/directives/corr_doc.cfm?DOCN=5816), the ETPL ensures the accountability, quality and labor-market relevance of programs, and ensures informed customer choice for individuals eligible for training. Using WIOA funding, CSPH also provides enhanced access and flexibility for work-based training options, such as Registered Apprenticeship (RA), On-the-Job Training, and Incumbent Worker Training. Customers will access these approved training providers

through CSPH's website and in its resource room. It is an element of customer choice for them to research and select the training provider they wish to use.

CSPH customers have total choice of the training program he or she wishes to pursue as long as the training occupation is listed on the region's targeted occupation list (TOL) and available through an approved training provider. Customers interested in pursuing training services are encouraged to review these tools to explore and research the training programs listed prior to selecting a training program in a demand occupation.

CSPH Workforce Development Specialists ensure that each customer is aware of the full array of training services available under WIOA. Other limitations could include a program limited access, a customer's inability to meet entry requirements (testing & prerequisites), or distance of the provider from the region making training impractical. Customer may also petition CSPH to allow exceptions to the approved provider list. WIOA Workforce Development Specialists are strictly reminded that they may not advocate for any particular provider or program, but are allowed to advise the customer while developing a workable training and employment plan to ensure necessary support is available and that successful completion is obtainable.

CSPH annually develops a targeted occupation list (TOL) using labor market information provided by the State of Florida's Department of Economic Opportunity. To meet the threshold of the list, occupations must historically show openings of thirty (30) or more per year, positive growth and have a Mean Wage of \$14.74/hour and Entry Wage of \$11.99/hour. In addition, industries and training providers may request addition of other occupations if they can show both the necessary demand and the required wage levels. Such additions are then approved or disapproved by the LWDB (full or committee) action. This system produces a very open list of consideration for customers and ensures occupations are in demand and paying sufficient wage. The Targeted Occupation List includes occupations in demand in the State of Florida that may not be 'in demand' locally. These occupations are denoted on the TOL with an 'S' designation. This allows customers in Pasco and Hernando Counties to choose occupations and their related training from other areas, as long as a demand is established statewide.

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

When referring to "in-demand industry and sector or occupation", it is defined as an industry sector that has a substantial current or potential impact (including through jobs that lead to economic self-sufficiency and opportunities for advancement) on the State, Regional or local economy as appropriate, and that contributes to the growth of stability of the other supporting businesses, or the growth of other industry sectors. Our local Board is comprised of business members of the local workforce development board and represent businesses that "provide employment opportunities...in in-demand industry sectors or occupations in the local area." CSPH has determined the in-demand industry sectors in the local area in order to assure compliance with the board composition requirements of WIOA (Section 107(b)(2)). CSPH has approved (under special circumstances and with approval at the appropriate level) special types of occupational skills training may be provided "if...the local board determines that...it would be most appropriate to award a contract...in order to facilitate the training of multiple individuals in in-demand industry sectors or occupations." (WIOA §134(c)(3)(ii)(V)(aa)). For further clarification, WIOA §134(c)(3)(G)(iii) requires that the training services "be directly linked to an in-demand industry sector or occupation in the local area or planning region, or in another area to which an adult or dislocated worker receiving such services is willing to relocate, except that a local board may approve training services for occupations determined by the local board to be in sectors of the economy that have a high potential for sustained demand or growth in the local area."

Targeted occupations are determined by the process and review of previous program year training and employment outcomes. Pasco and Hernando counties regional targeted occupations are currently within these fields but are not limited. Please refer to the following link for more information on our RTOL:

[TOL 2022-23 for transmission.xlsx \(cdn-website.com\)](#)

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

CareerSource Pasco Hernando identifies key principles for effective work-based learning to ensure that work-based learning can fulfill its promise as a component of career pathways strategies designed to bolster education and employment outcomes. The overall goal of these principles is to strengthen the talent pipeline by increasing the number of individuals who successfully access and complete work-based learning programs, acquire skills and knowledge valued by employers, and enter and advance in careers. These services may include but are not limited to: support entry and advancement in a career

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track, meaningful job tasks that build upon the skills and knowledge, possible compensation, targeted skills to be enhanced or skills upgrade.

(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:

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

All 14 WIOA Youth elements are currently provided throughout the region and are provided to client based on their entrance needs in the program. We have organized the programming in the broad categories which are outlined below. We believe that this system will assist us to provide the best possible interventions to the participants we service. The four service tracks include-

- o Traditional WIOA Program Track: Individuals who enroll in the WIOA Youth program with can't articulate a career of interest will be included in our traditional CS Pasco-Hernando WIOA program. This individual will receive all required elements with an emphasis on labor market data and career exploration.
- o Fast Track: These individuals come to us with a stronger work history and situational barriers. They require less support at the start of the program. They may have recently faced obstacles including dealing with new workplace situations and challenges and have had difficulty meeting their own and their employers' job expectations. With this group, we will focus on providing participants with a better understanding of what it means to be "an employee" and how that relates to someone else controlling their lives and how to appropriately handle that authority. We will provide this group of participants with more aggressive job placement services and more intensive strategies for career advancement, with the hopes of them finding employment
- o Skills Track: Participants with an aptitude or interest in one of the region's in-demand occupations will have the opportunity to attend one of our Legends Career Academies. These participants will receive specific educational and occupational skills training to begin a career in Construction, Healthcare, Culinary Arts, Logistics/Warehousing or Information Technology. As a component of their training these participants will be matched with a Work Experience site directly tied to their Career Academy. Additionally, they will be assigned a mentor that works in this specific industry. We have been providing a skills track for construction in the local area for several years and served more than 65 clients in this method previously, the addition of the additional industry tracks will allow for expansion of this success.

o Pre-Military Track: Participants will be defined as pre-military based in engagement with local military recruiters for enlistment but are not currently eligible for or have not received a placement/report date. The intent of this targeted group is to provide positive employment and education services, including paid work-experience until enlistment. Participants in this track will have access to ASFAP remediation if they have not tested high enough to be assigned to their chosen placement. Also, in this group are participants who are interested in joining the military but have not attained a high school diploma or GED. The program has served sixteen participants in the pilot year. We look forward to expanding this pilot.

- 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)).

CSPH's youth program design utilizes a very individualized approach in determining the needs of enrolled youth. The case manager and youth participant jointly agree on which of the 14 program elements are necessary to ensure participant success. This decision is based upon results obtained through assessment, counseling, observed interactions and/or uncovered needs realized while enrolled. Each element provided is fully documented in EF and made part of the participant's ISS. The elements are provided by a variety of entities both public and private as well as the use of volunteers. As the participant continues to move through the youth program the case manager constantly monitors progress, follows up with their participants and modifies the youth's plan as is appropriate to ensure a successful outcome.

WIOA Required Program Elements	Provider / Referral Agency	Instructional Activities
1. Tutoring, academic remediation; study skills training, and instruction leading to secondary school completion, including dropout prevention strategies	Eckerd / Public school partners (James Irvin Technical Center; Marchman Technical College)	Computer based training / instructor facilitated FCAT and GED Practice, GED Prep materials, e.g. Khan Academy (online), Ebsco Learning Express, Practice GED exams
2. Alternative secondary school offerings	Eckerd / Penn Foster/ Local Charter and Alternative Schools	Florida Department of Education Standards

3. Summer employment opportunities directly linked to academic and occupational learning	Eckerd / Community Business partners, Community Based Organization (CBO's), and Faith Based Organizations (FBO's)	Year-Round Services Eckerd documented summer work experience best practices program activities, coordinated activities with community partners
3A. Paid and unpaid work experiences, including internships and job shadowing	Eckerd /Community Business partners, CBO's, FBO's	On-site job shadow opportunities; Paid work experience for 180 hours for \$13.00 per hour, with a training plan for technical and soft skills.
4. Occupational skills training	Eckerd / Approved Training Provider Partners	Various. Based on identified occupations/career fields on the Targeted Occupations List with Approved Training Providers
5. Leadership development opportunities, including such activities as positive social behavior and soft skills, decision making, teamwork, etc.	Eckerd in connection with various community partner agencies and employers	Employability Skills, Life Skills curriculum that includes leadership development, health, nutrition, sexual behavior, and substance abuse prevention
6. Supportive Services	Eckerd in connection with various partner agencies and/or employers	Independently driven by participant needs. Supportive services for educational training and employment activities such as gas cards, bus passes, emergency 'triage',
7. Adult mentoring for at least 12 months	Eckerd in connection with partner agencies and employers	Career Coach may provide mentoring during enrollment and in follow-up status. Independently driven by participant needs; Case managed and documented. Volunteers from outside agencies may be considered as mentors.
8. Comprehensive guidance and counseling	Eckerd and/or community agencies	Ongoing intensive case management Community/locally based programming

9. Follow-up services no less than 12 months after exit	Eckerd	Independently driven by participant needs. Contact with employer, post-secondary entities, job retention coaching, academic support, incentive support, career and education counseling. (Continuous service until participant has completed follow-up period of 12 months)
10. Financial Literacy	Eckerd / Community Business partners	Eckerd will provide financial literacy as part of our work readiness activities in class setting or individually
11. Entrepreneurial Skills Training	Eckerd / Y.E.S partnership	In collaboration with the Y.E.S program Career coach to assist youth that may be interested in establishing their own business with research and guidance. Community partners and business shadowing can be used in the area.
12. Activities that help youth transition to postsecondary education and training	Eckerd in connection with local colleges and technical schools	Career coach can assist with guidance and referrals to colleges or technical schools. They can help with career exploration and what is needed for training/education in the field. We can assist with FAFSA application as needed.
13. Services that provide labor market and employment information in the local area	Eckerd	Eckerd will provide this information as part of our work readiness activities in class setting or individually
14. Education offered concurrently with and in the same context as workforce preparation	Eckerd / Community Business partners	Eckerd may provide basic skills in reading and math to assist young adults while they receive work readiness activities in a class setting or individually.

- 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](#).

CSPH Youth Provider uses CASAS to measure participant proficiencies in literacy and numeracy at both program entry and continuously throughout the program to determine and measure gains. This assessment adheres to indicators specified by the U.S. Department of Education's Educational Functioning Levels when measuring literacy/numeracy. The CASAS will be used only for basic skills assessment in order to establish standardized Reading and Math grade levels.

- 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).

CSPH Local Policy defines this as: Youth seeking enrollment into intensive services will complete CASAS basic skills exam to determine reading and math proficiency levels. Youth identified as English Language Learners through either staff observation, self-attestation, or reading and math scores will be offered the opportunity to develop skills at the local adult education center.

- 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).

“Requires additional assistance to complete an educational program” shall be defined as an individual who:

- Is currently at risk of dropping out of school, as determined by referral from a school staff person, probation officer, or other responsible person with documentation evidencing chronic poor attendance or discipline problems during the last 12 months, or has educational underachievement; or
- Is currently enrolled in special education classes that require appropriate education for children with disabilities and has an Individual Education Plan (IEP); or
- Is currently attending an alternative education program that leads to a high school diploma or High

School Equivalency; or

- Is currently credit deficient (i.e., one or more grade levels behind peer group); or
- Is currently failing two or more academic subjects in the current academic period (e.g., semester, trimester, etc.).

“Requires additional assistance to secure employment and hold employment” shall be defined as an individual who:

- Has failed to secure a job within the past three months after a documented employment search; or
- Is employed part-time (less than 30 hours per week) and has been unable to obtain fulltime employment within the past three months after a documented employment search; or
- Is an emancipated youth; or
- Is a former foster care youth; or
- Receives public assistance, or is a member of a family receiving public assistance.

(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:

- Adults (distinguish if there are different definitions for unemployed individuals or employed workers); and
- Dislocated Workers (WIOA § 134(c)(3)(A)(xii)).

The mission of the Pasco Hernando Workforce Board (CSPH) enhances economic development efforts of our region by providing a well-training, high quality workforce which supports the success of local business and improves the quality of life. CSPH serves as a catalyst in the community for promoting self-sufficiency through the development of quality workforce and having integrity, Customer Service, and accountability and respect.

Adults Employed and or unemployed – CSPH will begin using 250% of the LLSIL to assist in eligibility for those who do not meet other eligibility such as SNAP or being a Dislocated Worker.

For justification purposes, please refer to this February 2022 article

<https://www.tampabay.com/news/business/2022/02/10/tampa-bays-96-percent-inflation-still-tops-other-cities-these-5-charts-show-why/>). Inflation has only increased since its

publication. Note: the housing cost chart in the article is very telling. The inflation disparity with the
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rest of the nation is sustained and documented in the following June 10, 2022

article: <https://www.wfla.com/news/local-news/tampa-inflation-rate-almost-3-higher-than-national-average/>. Finally, according to a July 5th article: “Also leading the way for the region’s inflation rate

are energy costs. Electricity costs are up 18.5% compared to the national average of 12%, and those numbers are sure to rise as the BLS releases data for the summer months.”

<https://stpetecatalyst.com/local-expert-weighs-in-on-inflation/>. The high cost of living in the Tampa Bay support the move to the 250% level. Income levels are based upon family size related to house hold and wages earned that are not excluded from the Federal Guidance. The average median house hold for Pasco is \$53,400.00 (2020 Census) and Hernando is \$50,280 (2020 Census). This dollar amount however includes those that are 15 years of age and older that are working. CSPH uses house hold income for family size that also includes all income related to “family” or blood relative to determine, at or below family size comparison of the LLSIL. Pasco County has a poverty level of 11.4% and Hernando has a poverty level of 12.5% -

(<https://www.census.gov/quickfacts/fact/table/hermandocountyflorida,pascocountyflorida/PST045221>).

Pasco and Hernando areas are considered to be rural and not within a population of employment such as the surrounding counties, therefore the house hold income is lower. Federal Guidance indicates the use of LLSIL when calculating income for the previous 26 weeks (6 months). Each household member is represented by means of applicant statement, tax information, birth certificates, and rental information or through public assistance programs. The calculations are to be determined by use of gross wages and calculated to derive an annual household income. This dollar amount is compared to the LLSIL and will determine if Adult (Low Income) is met.

Note: LLSIL determinations initially are provided by Department of Economic Opportunity. This in turn is reviewed by the LWDB.

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](#).

The goal of Supportive Services under WIOA is to allow people to participate in training and employment activities that lead to self-sustaining employment and put them on a career path for continued career advancement. Individuals will be assessed for a need for supportive services according to the local Supportive Service Policy. Based upon Support Service dollar availability, determinations of amounts can be limited and or unavailable.

Available Training support service is based upon the amount received to service the local population. Individual Training Accounts are established at the time of enrollment to ensure the customer/participant is a successful completer in addition to other dollars obtained through other grants, loans and or PELL award. The initial ITA awarded for training cost is up to \$6000. This includes tuition, books, fees, exams, and or licensure expenses.

Additional support services dollars can be used if available as a need related help. This may include transportation assistance, utility assistance, background and or drug tests for employment needs. Typically, the allowed cost to expend is up to \$250 per program year if available. Depending on funding availability, the allowed cost can fluctuate or not be available at all. All funding if available will be tracked in the financial system and a required request case note will be entered in EF of such request. The request case note must be printed from EF and accompany the required Support Service request documentation such as monthly contact forms or contact email or EF case note of phone contact. If the funding is being provided to the customer for turning in Progress Reports, Grades and or copies of Credentials obtained, a case note must be entered into EF for reason of request and said documents. A Support Service can be provided to a customer upon receipt of Employment Verification. The customer and or WIOA EMPLOYMENT COUNSELOR must obtain a validated Employment Verification form. The WIOA EMPLOYMENT COUNSELOR must enter a case note in EF of the Employment and within the same email, do the request for Support Service.

Support Services or Needs-Related Payments are submitted to Administration for approval. Any support service request can be increased with permission by the WIOA Program Coordinator. Support Services are limited to funding availability and can be suspended or put on hold at any given time. If a support

service is unavailable to the customer, the WIOA Employment Counselor or the WIOA Program Coordinator hold an account of support service payable upon funding availability if not available when originally requested. Support Services and or Needs Related assistance can be in the form of transportation assistance, utilities, work related clothing and or shoes, auto assistance such as insurance, tools that are employment related and or Misc. Ancillary assistance.

Temporary Assistance to Needy Families

Support Services

Support services enable families to remove barriers to participation in work or alternative requirement plan activities and employment and leave the program on the path to self-sufficiency. The CareerSource Pasco Hernando have local operating procedures that prioritize services based on the needs of individuals and caseload. CareerSource Pasco Hernando authorize support services and make referrals to appropriate entities. The inability to offer necessary support services may serve as good cause for a customer's non-participation in work activities. Support services include, but are not limited to:

- **Child Care:** CAREERSOURCE PASCO HERNANDO staff authorizes childcare for the hours of work activity or employment plus a reasonable time to travel to and from the childcare facility and the place of work activity/employment and return. Each family must contribute to the cost of childcare through a parent co-payment, using the fee schedule established by the local School Readiness Programs or Early Learning Coalitions. The child receiving care must be within the specified degree of relationship to the participant to be eligible to receive TANF-funded assistance and must be included in the assistance group.
- **Transportation:** Transportation expenses for participants include bus tokens or passes, transit vouchers, car repairs, and gasoline. CAREERSOURCE PASCO HERNANDO offer supports to participants for transportation in advance or reimburse against receipts or invoices. If funds are available, staff may request for vehicle operation and repair expenditures necessary to make a vehicle serviceable, vehicle registration and driver license fees and liability insurance for up to six months.
- **Ancillary Expenses:** These may include books, tools, clothing, education, or training fees; background checks, drug screening or other costs to comply with employers' hiring conditions; or other expenses necessary to complete work or alternative requirement plan activities.

- **Personal and Family Counseling Therapy:** Counseling may be provided to participants who have personal, or family problem problems caused by substance abuse or mental health that are a barrier to participation or employment. CAREERSOURCE PASCO HERNANDO refers participants to community services that are available without additional cost. If the community services are not available at no cost, support service funds may be used.
- **Medicaid:** Families that meet Medicaid eligibility requirements receive medical services under the Medicaid program. Florida does not use TANF funds to pay for medical services.

Transitional Benefits and Services

WT places great emphasis on transitional benefits and recognizes them as the cornerstone of Florida's efforts to support families as they move toward full self-sufficiency. Transitional benefits include:

- **Cash Assistance Severance Benefit:** To preserve TCA eligibility months, participants who are working and earning income may choose to receive a one-time lump-sum payment of \$1,000 in lieu of ongoing TCA in accordance with s. 445.026, F.S. The participant must have received TCA for six consecutive months since October 1, 1996 to be eligible. The CAREERSOURCE PASCO HERNANDO informs participants of the benefit and ensures they meet eligibility requirements. Participants must sign an agreement that receipt of the payment precludes applying for assistance for six months unless they can demonstrate an emergency. Families that accept the benefit retain their eligibility for food stamps or Medicaid if the family continues to meet eligibility criteria for each of these programs. There is no penalty for families that opt not to receive the one-time payment.
- **Education and Training:** Former recipients of TCA who are working or actively seeking employment are eligible to receive employment-related education, training, and related support services, such as childcare and to continue training or to upgrade skills for up to two years after the family no longer receives assistance. If funds are insufficient for the services,
- **Child Care:** Participants who lose eligibility for TCA due to earned income or who opt to receive an up-front diversion payment are eligible to receive transitional childcare (TCC) to actively seek employment, continue to be employed and improve their employment prospects through Transitional Education up

to two years if the family's income does not exceed 200% of the federal poverty level and funds are available.

- **Transportation:** If funds are available, former TCA participants with family income that does not exceed 200% of the federal poverty level may receive transitional transportation for up to 2 years, to sustain employment or educational opportunities to promote job retention and upward mobility.

By providing streamlined processes and procedures, and meaningful activities to our participants, many will be able to move into self-sufficiency and in return lessen the number of individuals who are welfare dependent.

(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.

CareerSource Pasco Hernando has a "whatever it takes" accommodation policy. Whether translation (American Sign, braille, etc.) or physical accommodations such as reading or magnification software. Additionally, CareerSource Pasco Hernando works with organizations to assist its customers including Lighthouse for the Blind and Deaf and Hard of Hearing Services. Customers may request reasonable accommodation and CSPH will work to make the services available as soon as possible.

(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)).

Each Resource Room in the three, full-service one-stop centers is equipped with computers that are available to our universal customers. Individuals that are interested in filing a claim can connect to the state's RA claims and benefits system to complete an online application and work registration. Staff is available to assist customers with general computer and unemployment application questions. For the long-term unemployed and those who have exhausted their Unemployment Insurance (UI) to the newest UI claimant, re-employment services include the full scope of services available. These services are offered to all customers in CSPH. Services include the use of computers, faxes, job-search and referral

to qualifying positions, as well as referral to all available, appropriate services needed to assist customers in returning to work, which include participation in local skills workshops provided at all three one-stops.

In January 2016, Florida shifted to the Reemployment Services and Eligibility Assessment (RESEA). Those individuals participating in RESEA receive additional services which include orientations to the one-stop services, an initial assessment to determine strengths, weaknesses and barriers to employment along with an introduction to the process to sign into EF and individual provision of username as well as instruction on password creation. Customers are provided labor market information that is unique to their past/future occupations and work experience. An Employability Development Plan is developed by the staff and customer. EF case note entries are made during the one-on-one session with each customer, indicating their occupation and areas of specific skill levels. Customers are also given a referral to at least one work search activity. If further training is needed, the customer will also be given a referral to training.

Due to changes in the UI work search requirements, customers are advised of the process to schedule attendance on the careersourcepascohernando.com website, for all available workshops, including the process to schedule approved on-line virtual skills workshops, where successful completion is documented in EF by the trainer. Customers are also provided with information on how to utilize all services available through the offices, including the following: instructions on updating employment history and resumes in EF; referral for job search assistance; testing services such as CareerScope, CASAS, Prove It and Ready-to-Work; group 'Job Ready' workshops (with instructions on how to schedule on the CSPH website); resource room to include job search, referrals, faxing and copying; referral information on education and training/FAFSA applications and future WIOA training assistance; and information on current programs offered, as well as possible opportunities. In addition, partner services, i.e., Vocational Rehabilitation, SNAP and TANF related services and other local providers' services are presented. Customers are provided contact information for RESEA staff and advised to follow-up on all desired services, as needed.

CSPH employs a number of DEO as well as Resource Room staff that are cross-trained and available to help those customers receiving unemployment insurance. Any customer that visits a one-stop looking for employment can receive reemployment assistance services.

(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.

ACTION PLAN

OBJECTIVE: To deliver the highest quality of services to veterans and covered persons.

BACKGROUND

Career Source Pasco Hernando is dedicated to delivering exemplary career services to all our customers. This commitment is amplified by our staff's commitment to serving our veterans and covered persons. It is truly our honor and privilege to assist this targeted population with the highest quality support and employment services.

The Jobs for Veterans Act (JVA) of 2002 created a Priority of Service (POS) for Veterans and Covered Persons. This legal obligation was codified at 38 U.S.C. 4215 and explained in Veterans' Program Letter (VPL) 07-09 and the Training Education and Guidance Letter (TEGL) 05-03. These statutory requirements obligate service providers to ensure veterans and covered persons with priority access to all educational and career services that are funded either in whole or in part by the U.S. Department of Labor.

The Jobs for Veterans Act also created 2 unique positions, Disabled Veteran's Outreach Program Specialist (DVOP) and the Local Veterans' Employment Representative (LVER). These DEO positions are funded under the Jobs for Veterans State Grant assigned to Local Workforce Development Boards (LWDB) to assist in delivering Individualized Career Services.

- The DVOP functions as a case manager assisting veterans and covered persons overcome Significant Barriers to Employment.
- The LVER advocates for veteran employment with local employer and business organizations. LVERs also provide training and guidance for LWDB management and staff on veteran related issues.

The 2020 census data indicates that 67,325 veterans reside in Pasco & Hernando counties. This concentrated population accounts for 4.4% of all veterans statewide and is served by our 3 strategically located offices in New Port Richey, Dade City and Brooksville.

To ensure Career Source Pasco Hernando (CSPH) complies with the POS legal obligation mentioned above, we have implemented policies and procedures to ensure that veterans and

eligible persons receive priority access to all programs and services offered throughout our organization. These include the mandatory ongoing training and support of our first line staff and management to ensure they understand and comply with the statutory requirements for Priority Of Service (POS) as defined in 38 U.S.C. 4215 (a) and explained in VPL 07-09 and TEGL 14-08. Each of our first line staff members is trained by Local Veterans' Employment Representatives to identify veterans and eligible persons at the first point of contact. They are then required to implement our POS policy as defined in CSPH's policy 117 which requires our staff to explain the customer's eligibility for priority access to all educational and career services offered by our organization. The customer is then provided with a hard copy of the policy and a list of our services for future reference. This interaction with veterans and eligible persons is documented and case noted in Employ Florida using activity code 189 (Notification of Priority of Service by staff). In addition, all first line staff and program administrators are trained to deliver priority service by ensuring all veterans and eligible persons receive access to all educational and career services either before or instead of non-covered persons.

INTAKE PROCESS

IDENTIFICATION:

Responsibility: All staff, upon initial contact

All staff members are trained on importance of identifying veterans and covered persons for the purposes of providing these valued customers with Priority of Service. This process begins at the point of entry where staff have been instructed to ask all customers, "Have you or your spouse served in the U.S. military?" This self-attestation identifies customers that may qualify for priority access to the education and career services offered by Career Source Pasco Hernando (CSPH).

In addition, CSPH prominently displays DEO standardized signage in each office explaining our Priority of Service and encouraging veterans and covered persons to identify themselves to our staff so that we can provide them with priority access to the programs and services they require. As a result, during this Program Year, 361 customers were notified of their eligibility for priority access to all educational and employment related services offered by Career Source Pasco Hernando. From the moment they enter our premises, our staff provide veterans and covered persons with the respect and appreciation they deserve.

QUALIFICATION:

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Responsibility: Resource Room staff and ESC staff member

Once a customer is identified as a potential veteran or covered person, our staff assists them in completing a brief questionnaire to determine the best resources and programs available to address their needs. The analysis of this questionnaire establishes their eligibility for DVOP services and identifies which programs and services will provide the necessary assistance to overcome the barriers they face.

DELIVERY OF SERVICE:

Responsibility: DVOPs, Resource Room Staff and Program Staff

Those customers qualifying for DVOP services, receive the personalized attention of a case manager who acts as a career coach throughout their entire job search process. An intensive Individualized Employment Plan is developed and together, the customer and their case manager identify and complete meaningful tasks to overcome the challenges they face.

On occasions, these tasks may include gaining the assistance of additional resources and community partners. CSPH case managers engage these partners and work closely with their customers to ensure they receive the support they need to pursue sustainable employment.

When a DVOP determines one of their customers is “Job Ready”, they engage a Local Veterans’ Employment Representative (LVER) to help advocate for their customers with local employers. Through job development and veteran advocacy, LVERs have assisted our customers in finding and securing meaningful employment. By teaming together, they have had a positive impact on many customers, and changing lives.

COORDINATION & COOPERATION:

Responsibility: LVERs, DVOPs, AJC Staff and Program Partner Staff

Career Source Pasco Hernando houses several programs and services that provide a comprehensive one-stop solution for our customers. By coordinating these services CSPH provides our customers with seamless access to critical services. Often, our customers are facing challenges that must be addressed immediately before they can pursue employment and CSPH provides them with the essential resources and programs they require.

DVOPs and LVERs work closely with each of these partners to ensure that our veterans and covered
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persons are granted priority access to these programs. They interact frequently with the staff and management of these programs to build strong business relationships and communicate the needs of these valued customers. This has resulted in a culture that truly understands the contribution of our veterans and the sacrifices their families have made on our behalf.

MONITORING:

Responsibility: Designated Staff

Monitoring is essential to ensure our services continue meet or exceed our customers' expectations. CSPH has implemented peer monitoring and our staff are constantly seeking out ways to improve their performance. Each review is approached as an opportunity to learn and best practices are readily shared among our staff. By openly sharing ideas, we develop as a team focused on one objective, the customer.

The Peer monitoring sampling size for newly registered veterans is 100%. Their activity records are examined to ensure that each newly registered veteran received a notification of their entitlement to Priority of Service either through the Employ Florida system (Activity code 089) or from a CSPH staff member (Activity code 189).

LVERs are copied on all Veteran Intakes and peer monitoring for veterans and covered persons. Whether the customer is eligible for DVOP services or simply declines additional support, each interaction is used as a learning opportunity to improve our delivery of service.

ONGOING TRAINING:

Responsibility: LVERs

LVERs provide ongoing training for AJC staff and management throughout our organization. Training sessions are scheduled at the staffs' convenience and one-on-one follow up is offered. Topics covered by LVER training includes: JVSG policies & procedures, statutory requirements defining Priority of Service, local veteran policies and procedures including the Veteran Intake process and DVOP referrals, and JVSG documentation requirements. Most new hire training is accomplished within 60 days of their start date with follow up training provided on an as needed basis. The training objective for PY 22-23 will include refresher training for 100% of existing first line staff and ongoing LVER support.

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

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

CSPH undertook the mission of providing greater access to its employment and training services by expanding its online presence in 2012. Under a Workforce Innovation Fund Grant from the United State Department of Labor, CSPH automated and digitized information and workshops to enable anyone with internet access the ability to use our services. These efforts included bi-lingual video presentations covering access to WIOA, Wagner-Peyser, SNAP, RESEA (formerly REA) and Temporary Assistance to Needy Families programs. USDOL recognized these efforts as best practices in 2015 and the LWDB continued its commitment to expand and automate entry into CSPH services. Using technology to remove barriers and enhance access to services made a huge difference to numerous customers. These automated services can allow for seamless, universal, and remote access to education, training and other workforce development services. By virtually serving customers, staff is freed up to perform other services. In addition to the expansion of access through the internet, CSPH partners with agencies and organizations that serve individuals with disabilities, including having leaders of these organizations serve as a Local Workforce Development Board member. The Individuals with Disabilities Services Committee was designated to explore expanding opportunities for these specific communities to include OJT, CT, internship and apprenticeship opportunities. CSPH staff participates in the on-going effort to find grants and other funds to serve specific populations.

The Business Services Team works with numerous employers to provide a better understanding of the services available, whether filling a vacant position or ensuring their employees have the industry specific skills needed to retain their positions. CSPH has staff assigned to work with different educational entities, most often career & technical schools and local state colleges, as they work to develop curriculum in response to employer needs. The goal of this effort is to identify new training programs that coincide with in-demand and targeted occupation. In combination, management staff meets with the economic development entities in the two counties including Chambers of Commerce, to recruit new employers and industries to the region. CSPH will align adult and youth career pathway programs using an updated career plan that will allow the individual job seeker to identify and define career goals and postsecondary plans and to make informed decisions regarding course selection and other educational requirements that will lead to industry recognized credentials for in-demand jobs. Whenever possible, customers are co-enrolled in core programs.

In September 2018, CSPH was awarded funding for the Workforce Re-Entry program by the Pasco County Board of County Commissioners. Workforce Re-entry is a re-employment program for unemployed/underemployed Pasco county residents to regain the necessary skills and on-the-job training to become a more productive part of society. This program will be operated under CareerSource Pasco Hernando (CareerSource). The intent of the program is to improve skills and provide employment opportunities for Pasco County residents to Pasco County employers. Eligible Workforce Re-entry program participants will be non-Workforce and Innovation Opportunities Act (WIOA) eligible individuals, which allows the program to reach a demographic not currently being served, and create greater economic prosperity for Pasco County. The goal of the Workforce Re-entry program is to provide participants the opportunity to earn and gain the necessary, transferrable skills to become employed, self-sufficient and grow our local workforce.

CareerSource will proactively recruit participants who are traditionally under-served and under-employed such as individuals with disabilities, ex-offenders and the homeless population. This will be achieved through direct relationships with the Pasco County Homeless Coalition, and includes working with halfway house and transitional housing program participants. Because CSPH met the placement/retention benchmarks for the hardest to serve population in Pasco County, the contract continues to be extended.

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

CSPH staff was invited to provide input on the five-year strategic plan for both Pasco and Hernando School Boards. The school systems are excited about the prospect of engaging youth at younger ages – middle school youth are now a focus for Career Pathways and gaining credentials through obtaining industry certifications. CSPH will continue to emphasize the use of career pathways in targeted industry sectors to provide education and employment and training assistance allowing job seekers access to high quality training that will lead to industry-recognized credentials for in-demand jobs, which will accelerate job seekers' educational and career advancement.

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The adult education system provides academic instruction and education services below the postsecondary level that increases an individual's ability to read, write, and speak in English and perform mathematics or other activities necessary for the attainment of a secondary school diploma or its equivalent. In Pasco County, CSPH staff works closely with the Principal of Fred K. Marchman

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Technical College Adult to determine local high-wage high-demand careers for developing career pathways. Both Fred K. Marchman Technical College and Hernando Adult Education provide student-centered learning guided by the needs of business to provide knowledge and skills necessary for today's workforce. Both Hernando and Pasco school boards offer technical programs, high school programs, GED and ESOL as well as underage GED preparation. CSPH staff is currently co-located at the Fred K. Marchman Technical College. CSPH provides job placement assistance and employability skills training to interested students. A link to Employ Florida has been added to Marchman's website, and students in Hernando County are introduced to the resource during orientation.

- 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.

CSPH staff have identified Eligible Training Provider and Employers that offer nationally recognized credentials in sector-driven occupations that are on the Florida's Master Credentials List. We have implemented service strategies to increase activities that inform employers/job seekers of the various career pathways. Ongoing communication with targeted industries and job seekers to provide career and training information in the form of on-site presentations, virtual meetings, workshops, and career fairs. Staff utilizes career and skills assessment to better inform Workforce Development Specialists with identifying job seekers that are a match for industry recognized credentials. Our business and job seeker/worker services and delivery designed and organized to reflect a focus on sector priorities and are relevant to the identified workforce needs such pre-apprenticeships, on the job training and integrated education and training, and short-term stackable educational/training options.

(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
- 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, 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

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the strategies described above.

(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.

CSPH will maintain the flexibility available in WIOA to offer pre-apprenticeship training to prepare youth for registered apprenticeship or other career opportunities. Career Academies have been a strong focus in the past 7-8 years as CSPH assisted in the initial planning stages for both Pasco and Hernando counties. Staff participates on local steering committees with region's School Board staff as well as higher education, business and economic development organizations in order to review and determine needs of the area. The contracted youth provider works closely with school personnel in the region in an effort to assist qualified youth in funding for industry recognized certifications as well as other types of support services. There is also a strong focus on training, entrepreneurship and work experience in an effort to enable our youth and other job seeking customers to successfully enter and advance in our workforce. CSPH staff was invited to provide input on the five-year strategic plan for both Pasco and Hernando School Boards. The school systems are excited about the prospect of engaging youth at younger ages – middle school youth are now a focus for Career Pathways and gaining credentials through obtaining industry certifications. CSPH will continue to include registered apprenticeship programs on its eligible training provider list for the Adult and Dislocated Worker programs as long as they remain registered and achieve the minimum standard of performance outcomes. CSPH will continue to include a representative of a registered apprenticeship program as a member of the Local Workforce Development Board, thus ensuring that a key employer voice contributes to strategic planning activities for the workforce system. CSPH will recognize registered apprenticeship completion certificates as a post-secondary credential as allowed by WIOA, providing job seekers with employment flexibility. CSPH currently has individuals enrolled in electrical pre-apprentice/apprentice programs with the local electrical union in Hillsborough County.

In addition, CSPH also works closely with AmSkills. AmSkills (American Manufacturing Skills) Initiative is a European-Style Apprenticeship Training Program in Pasco, Hernando & Pinellas Counties (Tampa Bay Region). The AmSkills Pre-Apprenticeship Program provides hands-on foundational skills training in a

manufacturing environment setting and places semi-skilled or skilled apprentices at local manufacturers in paid positions upon successful completion of 400 hours. In PY 2022-23, CSPH will work with AmSkills and ARM on a new robotics program. This is a Department of Labor National Dislocated Worker Grant with AmSkills as a sub-recipient, through the ARM Institute. The grant is focused on the Tampa Bay region and the AmSkills Career Discovery Bootcamp, training those who are unemployed or underemployed in the basic skills needed to start a career in the Manufacturing Industry. This includes expanding our reach through a second mobile workshop, and basic training/pre-apprenticeships scholarships for those who are WIOA DWG eligible.

Our most recent apprenticeship venture is with Withlacoochee River Electric Cooperative (WREC). WREC is a Registered Apprenticeship Program with the Florida Department of Education. Among the apprenticeships currently offered are Electric Meter Repairer, Electrician – Substation and Line Erector (Lineman).

CSPH partners with the Iron Workers Union by offering student tours, guest speakers at events, hosts students during Summer Trades and allows CSPH to give students a hands-on introduction to a career in Iron Working. They support and assist us in educating students by introducing them to skills such as welding, basic tool knowledge and helping them understand what a career with a Union Trade entails. They offer a lucrative apprenticeship program that many students have entered into directly out of high school as a result of the partnership through CSPH and the Union.

We also have customers attending the Tampa Area Joint Apprenticeship and Training Committee. The Tampa Area Joint Apprenticeship and Training Committee (JATC), is a partnership between the [Florida West Coast Chapter](#) of the National Electrical Contractors Association (NECA) and the International Brotherhood of Electrical Workers (IBEW) [Local Union 915](#). It is the JATC's responsibility to recruit and train Apprentices to meet the ever-growing needs of the Electrical Industry. In addition to training Apprentices in the necessary skills required to be an Electrician, the JATC also provides an extended education program of skills update and improvement courses to Local 915 members.

To search available apprenticeship opportunities, job seekers are encouraged to visit <https://web02.fldoe.org/Apprenticeship/search.aspx> for the most current list of occupations and contact points. The apprenticeship website can also be accessed on the CSPH website: [Job Seeker Services – New Port Richey, FL – CareerSource Pasco Hernando](#). Staff also have a good rapport with our Registered Apprenticeship Providers and Local Unions. When opportunities become available, customers

may be contacted to verify interest via email blasts, flyers and reverse referrals.

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.

All core programs are included in the one-stop delivery system. The entire one-stop system, operated by PHWB provides access to core programs and other required partners. Each one-stop provides in-house access to Wagner-Peyser (WP), Workforce Innovation and Opportunity Act (WIOA), Trade Adjustment Assistance (TAA), Supplemental Nutrition Assistance Program (SNAP) and Temporary Assistance for Needy Families (TANF). In addition to the core programs, access is provided to partner programs. These are the foundations for all other services generated from CSPH. These activities ensure low-income and low-skilled workers have as great or greater access to services whether funded by WIOA formula funds, TAA, WP, SNAP or TANF. The first point of contact for all universal customers will be our Resource Room where staff are trained to assist customers with high quality career services, education and training as well as supportive services to assist them with finding and retaining good jobs and by doing so, helping businesses find and retain skilled workers.

Partner programs that are located in the centers (either full or part time) are Division of Vocational Rehabilitation, Title I/Career and Technical Education (CTE), Community Services Block Grant (CSBG), Local Veterans Employment Representatives (LVER), Disabled Veterans Outreach Program (DVOP), Senior Community Service Employment Program (SCSEP), Temporary Assistance for Needy Families (TANF) and Trade Adjustment Assistance (TAA), Ticket to Work Program (TTW) and Unemployment Compensation programs. Beginning in January 2020, Job Corps began providing services in both Pasco and Hernando counties on a monthly basis. YouthBuild, Native American Programs and Migrant Seasonal Farmworker Programs do not operate in Pasco and Hernando counties. Referrals are currently given to Job Corps, HUD and National Farmworkers Job Program while continuing to reach out to other required partners. CSPH also has a link on the www.careersourcepascohernando.com website to Job Corps and Native American Programs. CSPH

has a MOU in place with the National Farmworkers Program that operates in Hillsborough County. Staff is currently working with correctional agencies and DJJ to coordinate activities relating to the reentry of individuals returning from incarceration into the community. CSPH also partners with the Pasco County Housing Authority and currently has a MOU and referral system in place.

The following partners are co-located in the one-stops and pay a proportionate amount of infrastructure costs.

- WIOA Dislocated Worker - 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 (or have exhausted) unemployment compensation.
- WIOA Adult - 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.
- WIOA Youth - 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.
- Division of Vocational Rehabilitation – 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.
- Wagner-Peyser (WP), often referred to as basic labor exchange services provide access to employment services to 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.

Other co-located partner programs include:

- Temporary Assistance to Needy Families – co-located – proportionate share of costs
- Local Veterans' Employment Representative – co-located – proportionate share of costs
- Disabled Veterans' Outreach Program – co-located – proportionate share of costs
- Senior Community Service Employment Program – co-located – nonpaying partner with in-kind support

- Trade Adjustment Assistance Programs – co-located – proportionate share of costs
- Unemployment Compensation Programs – co-located – proportionate share of costs
- Hernando County School Board Title I Literacy Program – once or twice a month – nonpaying partner

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

- Gulf Coast Jewish Family & Community Services – co-located – proportionate share of costs
- Mid-Florida Community Services – once a month – nonpaying partner – provides supportive services and training to mutual customers
- Tobacco Free Florida – monthly – contract with TFF to receive payment for referrals
- Supplemental Nutrition Assistance Program – co-located – proportionate share of costs

(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)).

Over the years we have worked with various community and faith-based organizations to train staff on how to best provide services to targeted populations. Partner agencies that assist customers with disabilities are only a phone call away in most instances. Several of these agencies are Division of Blind Services and Division of Deaf Services. We also have the CEO of ARC Nature Coast as a very active LWDB Board Member. Vocational Rehabilitation is co-located in all of the region's one-stops and interacts daily with customers with disabilities. Our one-stops are monitored internally by CSPSH staff and Vocational Rehabilitation staff for ADA compliance. In addition, the one-stops were monitored for compliance by the state and federal government. In order to ensure the highest level of service we have invested in various assistive technologies for our resource rooms. We have purchased computers that

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have Jaws and other software that will assist customers, whose sight is impaired, TTY phones for hearing impaired customers, computers loaded with information to connect customers to a translator, a ball mouse for customers with disabilities and adjustable height track tables that will raise or lower to accommodate wheel chairs. We also provide printed materials that describe specialized services to targeted populations. Each actively participates in one-stop partner meetings and members are never hesitant to offer advice/best practices and services our customers can receive. Our whole operation is geared to providing the very best service to each of our customers, including individuals with disabilities and barriers to employment. Each One-Stop location has a Business Services Consultant assigned to assist our business customers with their employment needs.

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

By working with core and mandatory program partners, community and faith-based organizations, CSPH has been able to incorporate a universal design to best provide services to any individual that walks through the doors. The first step was to make the design appealing to all users while accommodating a wide range of individual preferences and abilities. For example, the accommodation of right- or lefthanded access and use, assessments that can be completed online or through an in-person interviewing process and resource materials available in places and heights that are highly acceptable, to name a few.

Trainings and workshops present information verbally and in writing and also by incorporating graphics to illustrate the information being provided. Adjustable tables and chairs have been provided in the Resource Room and classrooms. All one-stops are ADA compliant and have wheelchair ramps located outside the main entrances in each building. Each one-stop also has an automatic door opener. CSPH's One-Stop Operator is also involved in working with the entities to ensure the use of universal design in their operation.

Upon entering the one-stop, all customers are welcomed and advised that staff is available to assist if needed. Staff is cross-trained in the general eligibility of all programs that are co-located within the one-stop in an effort to make the visit as pleasant as possible and to avoid duplication of services. Signs are clearly visible directing customers to the requested services. Customers have the option of visiting a one-stop in person, communicating via telephone, email or live chat and virtually through our online orientations and workshops. All three one-stop locations have access to public transportation. LWDA also has a calendar of events that can easily be accessed online. These workshops and events are available to universal customers.

- (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)).

CSPH staff operates the Mobile One Stop, a self-contained resource room on wheels with twelve computer stations; satellite Internet and telecommunications; printing, copying, and total mobility. The Mobile One Stop travels to remote locations within the region to bring services to customers that may not otherwise be able to access our services.

Employers can use the Mobile Unit to anchor employee on-site recruitment efforts, job fairs, testing and training. 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 CSPH.

The MOS is also available for Disaster Assistance, if needed. In recent years a state of disaster was issued for Pasco and Hernando counties. In the past, CSPH staff traveled to remote locations to assist the Federal Emergency Management Agency (FEMA) and disaster affected individuals and employers.

Local colleges, schools, libraries and mental health agencies will provide office space to CSPH staff to deliver services remotely as needed.

Virtual workshops to assist all universal customers can be easily accessed at our website: www.careersourcepascohernando.com. There are a variety of workshops offered on a daily basis. In addition to the aforementioned virtual services that are available to CSPH employers and jobseekers. Employ Florida (EF) is available 24 hours a day, seven days a week. The EF website at www.employflorida.com provides access at to employment opportunities, resume-building resources and many other services. The Florida Abilities Work portal is available at abilitieswork.employflorida.com. 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.

- (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)).

Workforce has a number of programs and activities offered to individuals that touch the workforce system. Creating one-stop centers that are implementing and transitioning to an integrated, technology enabled intake and case management process will allow for programs to be carried out effectively and expand on partnerships in our communities. The workforce system is a very complex system of required interactions between Workforce Development Specialists and individuals seeking services in the one-stop centers. One-stop centers also collaborate with community agencies and partners to serve as a seamless system to provide job seekers with the highest level of services and resources.

One way that CSPH has worked toward transitioning and implementing a more technology – enabled intake process is by utilizing a web-based portal system that allows individuals to access one main website and then transition to various websites within the one-stop integrated system. Some of the components utilized on the website allow individuals the opportunity to conduct job searches, orientations, electronic intake, electronic signatures, and e-courses. This means that the individuals we serve can actually apply for benefits online, meet work requirements online and lessen the burden and hardships that can create a stressful experience and is possibly time consuming. By permitting individuals to conduct online internet-based applications and fully utilizing technology, it allows for an expanded pathway that is cost effective and allows CSPH to collaborate with partner agencies in a more efficient timeframe. When systems being utilized have capabilities of interfacing with each other, such as the State of Florida DCF eligibility system and the One Stop Service Tracking system for cash and food stamp benefits, it not only allows individuals to apply and participate 24/7 but is also effective for Workforce Development Specialists. When two or more systems can interface on a nightly basis, productivity never stops and actions can be taken on through an automated process that is effective and reduces the amount of clerical work to be completed by Workforce Development Specialists.

One of our continuous improvement pieces in our one-stop centers is creating e-courses that are web based and accessible 24/7 from our website. This allows individuals access to technology-based systems and deliver courses and materials that will provide and improve skills and abilities to seek employment. For example, we have created presentations that are voiced over that cover How to Write a Winning Resume, Dress for Success, Nail That Interview, and even Improving Social Skills. These e-courses have voice capabilities and provide the job seeker with a certificate of completion. These e-courses are offered to all programs and universal job seekers to help coordinate the seamless approach amongst programs and investing in those served in our centers.

(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)).

CSPH staff will prepare draft outline(s) of the needs it feels should be available in the local area according to WIOA guidelines. These needs will be presented to the LWDB. The LWDB will review, amend and approve the needs outline. A complete Cost/Price Estimate must be completed prior to release of the RFP. A cost or price analysis will be performed in connection with every procurement action including contract modifications. To ensure a reasonable and fair price is negotiated for a service, consideration will be given to the complexity of the service to be performed, the risk borne by the contractor and the contractor's investment.

Once the outline is approved, the staff will prepare a solicitation package which contains detailed RFP requirements for the need(s) specified in the outline. That full RFP solicitation will be presented to the LWDB/Executive Committee for review and approval. When approval is given, staff can advertise to solicit responses. Page one of our procurement policy says "2. The procurements must comply with the Uniform Administrative Requirements, Cost Principles, Audit Requirements for Federal Awards, **and Stevens Amendment.**

If time permits, staff may advertise for potential providers to establish a list of interested respondents to which an RFP would be sent. This procedure can be implemented in the same manner as a specific RFP solicitation. It would establish a list of "eligibles". If such a list as mentioned above is not established, CSPH will, or, in addition to the above list, CSPH may, for at least one weekend, solicit responses to specific RFPs by advertising those RFPs in local area newspapers for one day. Such advertisements will be followed by a period of at least one month (30 calendar days) during which respondents may develop their proposals. This thirty-day period may be waived/decreased by the LWDB in instances where such a time would cause a lack of services to meet an immediate need. One example of such a situation, but not meant to be limiting or all inclusive, would be one involving a plant closing or layoff.

Staff, along with an Ad Hoc Committee made up of LWDB members or partners, will be assigned by the CEO/President to review and rate the proposals in accordance with criteria established in the RFP. Those individual ratings will be averaged and combined into a Committee report which will be made available to the appropriate LWDB Committee for their review and selection of service providers to be recommended to the LWDB/Executive Committee for its final approval. A cost price analysis will be part of the review. The Demonstrated Effectiveness of providers will be reviewed in accordance with LWDB policy and the RFP requirements.

Records Maintenance: Records sufficient to detail the significant history of a procurement to include, at a minimum, rationale for the method of procurement, contractor selection or rejection, and, the basis for the contract price will be maintained.

Protest Procedures: Protest procedures to handle and resolve disputes relating to procurement will be the appeals mechanism of LWDB's Debt Collection Procedure.

Negotiation with Governmental Agencies and Institutions - A State or governmental agency or institution may respond to a Request for Proposal Solicitation (RFP) to be considered to provide the services sought by CSPH may also enter into negotiations directly with that agency or institution without any formal procurement process, provided this process is approved by the Board.

For both informal procurement and formal procurement actions, the basis of awarding contracts shall be: Awards will be made to the responsible firm, whose proposal is most advantageous to our program, with lowest price and other factors being considered. When there is a tie or identical bid from two or more conforming bidders, the award will be made to the local firm. In cases where there are two local firms, the decision will be made by drawing.

If an organization is not chosen to receive a sub grant or contract, the following procedure would be followed if an entity wanted to appeal the decision that had been made by the LWDB. The LWDB /Executive Committee meeting, at which Staff Recommendations are presented, (date, time and location of meeting is included in the RFP Package) Appeals/Protests may be submitted for Formal Procurements only. That meeting date/time will be considered the date/time of official bid opening. From that date/time, any bidder has 72 hours (3 business days) in which to file a written appeal/protest with the CEO/President. At the scheduled meeting of the LWDB in which final selection of Service Provider(s) is/are to be made (date, time and location of meeting is included in the RFP Package), the board will hear any Appeal(s)/Protest(s). The decision made by the LWDB is final.

(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)).

An integral part of CSPH's process for continuous improvement also includes quarterly reviews of programs and administrative procedures by internal monitors. The findings and recommendations from
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the internal monitoring, as well as state sponsored monitoring, complement other efforts to improve services on an on-going basis.

CSPH uses a multi-tier process to gather information from employers, job seekers, and the local workforce to assist in determining the needs of our communities. Additionally, ongoing surveys of employers explore hiring patterns and other workforce needs such as training and recruitment issues. CSPH's Business Services Team (BST) visits hundreds of employers annually, gaining their input on current needs. Job seekers are engaged by CSPH with surveys using EF generated target lists and employing Survey Monkey to measure customer satisfaction and input on CSPH services. Additionally, job seekers using CSPH's resource rooms are surveyed on a variety of topics such as current skills, prior industries, relocation, and training needs. CSPH customers are able to directly input their review of services at each computer terminal in the Resource Rooms. Staff, employers and jobseekers can receive information from CSPH through its web site and labor market information products are updated at least once per month.

Continuous improvement is also facilitated through meetings between the Youth Provider and CSPH staff. These meetings often include front-line staff. Most often these meetings are management team meetings, scheduled monthly or as needed, where CSPH staff and provider staff report and discuss performance, goals, and the means that they may be achieved and performance improved.

The CEO/President has an open communication policy that encourages CSPH and provider staff to elevate concerns quickly. Performance that falls below negotiated performance standards will be deducted from provider at a rate stipulated in the current contract. There are currently no performance incentives offered in CSPH. Regular meetings between core program and partner staff will be required for continued coordination and collaboration.

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.

Program and Partner staff (including VR, TANF, SNAP and Adult Education and Literacy) work together

to create a seamless system / process by offering and creating referrals to all job seekers, discussing services, and providing insight on training and education services available throughout the regional workforce area. Also, outside community agency meetings are attended either on monthly or quarterly basis to allow our partner agencies to hear about our services with an attempt to create awareness in our local communities and collaborate and coordinate with an emphasis on efforts to serve special populations to include homeless populations, dropout prevention and those that may have been previously incarcerated. Agencies collaborate and discuss the importance of these services and how the services can be not only implemented but also provided throughout the different programs within the workforce area.

CareerSource Pasco Hernando (LWDA 16) also offers a resource page on the website that offers tools and resources to job seekers, partner agencies, and staff to use as a resource and guide to services in our local area. This page can be located at:

<https://www.careersourcepascohernando.com/employment-resources>

(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 PHWB's CEO/President is a current Ex Officio member of the Pasco Economic Development Council Board of Directors where he stays abreast of developing trends, supports the mission, vision, values, goals, policies, and programs and serves as a leader regarding workforce initiatives. CSPH staff will coordinate planning and service delivery strategies with local economic development organizations and align with current economic development initiatives and strategies to meet the needs of local and regional industries and potential new employers. The PEDC CEO roundtable program was recently revamped as the Executive Success Program and provides employers an opportunity to learn about and meet key local stakeholders including workforce development partners like CSPH. CSPH will conduct periodic gap analyses in partnership with local economic development agencies through the use of surveys and focus group discussions with the business community to identify the skills and credentials employers in key industry sectors currently need in the short term and will need in the long term. Pasco Economic Development Council facilitates a CEO Forum for Target Industries in the region which provides valuable input into workforce development and service strategies. Core programs' key staff will be invited to

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participate in the discussion with the local employers, review the final draft of the analysis of the survey results, disseminate the final report and work with CSPH staff to determine what changes, if any, are needed based on this input from local employers in targeted industry sectors. CSPH staff will participate in regional workforce committees and task forces convened for the purposes of working to meet the employee needs and training initiatives of employers. CSPH staff will continue to work with the Economic Development organizations in both counties to expand partnerships and improve communication between the target industry clusters and the workforce development system. PHWB's CEO/President is a current member of the Pasco Enterprise Network. Since April of 2010, collaboration meetings were held to develop a plan to coordinate assistance to small businesses and entrepreneurs in Pasco County through the creation of a small business assistance network with "virtual network" components. PHWB's CEO/President has been involved in the development and continued meetings. Members of this coalition also include the Pasco Economic Development Council, seven Pasco county Chambers of Commerce, Pasco County libraries, PHSC, St. Leo University, Small Business Development Center, SCORE, UF/IFAS Extension Pasco County, and the Prospera. Prospera is an economic development, non-profit organization specialized in providing bilingual assistance to Hispanic entrepreneurs trying to establish or expand their business. The Pasco Economic Development Council, Inc. has a full menu of services for entrepreneurs and people looking to start businesses. These programs include business and entrepreneurship education, funding, workspace, business incubation and technical assistance in the form of workshops, classes and mentoring. CSPH STAFF also attended the Annual Pasco Economic Forecast Meeting and networking event as well as the Pasco 50 event, held in December 2021 and attended and sponsored by CSPH. Pasco 50 is a focus group comprised of local human resource professionals. The Business Services Team and the management team of CSPH are invited to network, have tables and participate at these events.

(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](#).

If employers need assistance due to downsizing, the local area stands ready to assist in cases where a formal WARN notice is received or any type/size of potential layoff. The Reemployment and Emergency Assistance Coordination (REACT) Team provides onsite and offsite rapid response to coordinate services for employers and/or workers affected by temporary or permanent layoff. CSPH staff will

immediately contact other employers to assess their hiring needs and supply resumes of impacted workers. In the event that the dislocation is as a result of outsourcing, the local REACT Coordinator will attempt to educate the business' senior management on the positive factors for filing a petition for Trade Adjustment Assistance with the U.S. Department of Labor. The local TAA Coordinator will assist the business with filing of the petition if necessary. If the petition is subsequently approved, the TAA Coordinator will conduct Trade Adjustment Assistance specific information sessions with all potentially eligible workers. Other services to be provided:

- Applying for re-employment assistance
- Claiming benefit weeks
- WIOA training opportunities
- Available workshops – either in-person or online
- Transferrable Skills
- Career Exploration
- Employ Florida
- Other services provided at the local one-stop center

CareerSource Pasco Hernando will institute agendas and programs that respond to our local workforce challenges. Layoff aversion strategies include, but are not limited to:

- a) Ongoing engagement, partnership, and relationship-building activities with businesses in the community, in order to create an environment for successful layoff aversion efforts and to enable the provision of assistance to affected workers in obtaining reemployment as soon as possible;
- b) Assisting employers in managing reductions in force, which may include early identification of firms at risk of layoffs, assessment of the needs of and options for at-risk firms, and the delivery of services to address these needs;
- c) Funding feasibility studies to determine if a company's operations may be sustained through a buyout or other means to avoid or minimize layoffs;
- d) Developing, funding, and managing incumbent worker training programs or other worker upskilling approaches as part of a layoff aversion strategy or activity;

- e) Connecting companies to state Short-Time Compensation or other programs designed to prevent layoffs or to quickly reemploy dislocated workers, employer loan programs for employee skill upgrading; and other Federal, state and local resources as necessary to address other business needs;
- f) Establishing linkages with economic development activities at the Federal, State and local levels, including Federal Department of Commerce programs and available State and local business retention and expansion activities;
- g) Partnering or contracting with business-focused organizations to assess risks to companies, propose strategies to address those risks, implement services, and measure impacts of services delivered;
- h) Conducting analyses of the suppliers of an affected company to assess their risks and vulnerabilities from a potential closing or shift in production of their major customer;
- i) Engaging in proactive measures to identify opportunities for potential economic transition and training needs in growing industry sectors or expanding businesses; and
- j) Coordinate with local government divisions and organization, and local non-profit organizations, to plan for and respond to natural and other disasters; and
- k) Connecting businesses and workers to short-term, on-the-job, or Incumbent Worker Training programs and apprenticeships before or after layoff to help facilitate rapid reemployment.

The Incumbent Worker Training (IWT) program provides reimbursement grants to businesses that pay for preapproved, direct, training-related costs to upgrade the skills of their current employees. The IWT program is used to help avert potential layoffs of employees, or to increase the skill levels of employees so they may be promoted within the company and create backfill opportunities for the employers. When appropriate, Local Business Development Representatives shall provide IWT program information and resources to employers during meetings, interviews, and other engagements. For more information regarding IWT, please refer to the CareerSource Florida Incumbent Worker Training Program Guidelines.

Short-Time Compensation Program The provision of information and access to RA benefits and programs, such as Short Time Compensation (STC) are required activities under Rapid Response. The LWDA 16 Submittal Date: 10/3/2022

STC Program is a voluntary employer program designed to help employers maintain their staff by reducing the weekly working hours during temporary slowdowns instead of temporarily laying off workers. Employers who wish to participate in the Short-Time Compensation Program must apply to be a part of the program before being able to offer it to their workforce. To apply for the Short-Time Compensation Program, employers must apply through the DEO website. Applying for STC for employees is exclusively online. The process to apply for the STC Program in Florida requires furnishing requested documents as well as information on the affected employees as outlined in Chapter 443, Section 1116 of the Florida Statutes.

(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);

The Manufacturing, Construction, Healthcare, Retail Trade, Information Technology, Finance and Transportation & Warehousing sectors in Pasco and Hernando counties have grown and continue to show growth according to the Florida Department of Economic Opportunity, Bureau of Labor Market Statistics.

The major data sources are the Employment Projections product produced by DEO and the Quarterly Census of Employment and Wages. CSPH collaborates with economic development and chamber partners to create detailed surveys to gauge Manufacturers and Healthcare hiring trends and business expansion proposed for the next five years. CSPH is a mid-size region. However, business growth is stable and promising. Additionally, local unemployment rates are at record lows. CSPH partners with economic development to recruit and grow Manufacturing, Healthcare, Information Technology, Finance and Transportation & Warehousing businesses in the region. Construction and Retail Trade industry sectors are growing organically and need very little outside assistance. The basis starts with LMI data from DEO's Employment Projections and CSPH staff also receive input from economic development interests, educational entities and boards of county commissioners.

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

CSPH's vision reflects the local economies of Pasco and Hernando counties. CSPH sector strategies shared vision with its local economic development, chambers and county economic development is to assist the businesses growth through growing the talent it needs to fill the vacancies for workers needed in its growing economy. Local career academies created in the school board systems are a valuable resource to assist CSPH in growing apprenticeships.

This regional shared vision is self-sustaining employment with focused industries that bring in monies to the region. Therefore, growing sectors become the basis for inclusion and regional vision changes as former sectors decline (i.e. agriculture).

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

CSPH receives constant feedback from its Manufacturing, Construction, Healthcare, Retail Trade, Information Technology, Finance and Transportation & Warehousing groups on new and upcoming economic trends that assist CSPH in promoting the efforts of these sectors to the business community. One central goal of the strategy is to grow the economy and be a global competitor. Growing industries drive the sector strategy – those employing and continuing to employ the most residents rise to the top of the list. With the aspect of full employment approaching the next factor will be wage growth and retention.

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

The CareerSource Pasco Hernando Business Service team provides a priority of service to the Manufacturing, Construction, Healthcare, Retail Trade, Information Technology, Finance and Transportation & Warehousing sectors. All seven sectors are the growing industries that need replenishing of its growing workforce due to new technology, growth and the retiring baby boomers. OJT, CT training funds along with candidate services are made available to assist these sector industries to compete locally and globally and assist with business growth.

The sector strategies drive occupational training at the local level and prevents offerings of esoteric training. If training offered by school systems and state colleges does not lead toward a job, CSPH will not fund with WIOA assistance. CSPH also will not fund private provider training that is not linked to

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employment.

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

CSPH works to outreach one-stop services to Manufacturing, Construction, Healthcare, Retail Trade, Information Technology, Finance and Transportation & Warehousing industries that attract job seekers. OJT and CT are tools available to train and retrain those workers so sector industries can maintain and increase its workforce. CSPH will strive to hold specific Manufacturing, Construction, Healthcare, Retail Trade, Information Technology, Finance and Transportation & Warehousing candidate job fairs and inhouse recruitments to highlight the available workforce in the region. The region recruits for employers in the selected industry sectors through its Business Services Team to include job orders and recruitment events. CSPH advertises opportunities in the selected industry sectors and upcoming events on social media. This is another source of information for job seekers to apply and obtain employment in growing and targeted industries.

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

CSPH adjusts to economic demands to maintain sector growth and improvement. CT, OJT and special state dollars are made available to help sustain and improve business growth in the region. CSPH success is measured by business and job growth. CSPH looks at both quarterly and annual data to confirm sectors are growing and reviews training to ensure training is resulting in employment. Again, the most useful data remain DEO's Employment Projections and the Quarterly Survey of Employment and Wages.

- (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)).

Partners from Career and Adult Education work in a close partnership with LWDA 16. Staff work together to create internal referrals, discuss employment and training activities and integration of services to leverage funds among programs while addressing the needs of special populations, drop-

out prevention and other needs among organizations. Staff work together to evaluate new funding sources to determine whether the community needs would be met by co-authoring state grants. Although not physically located at the one-stop, staff comes to the one-stops on a regular basis to provide services to our mutual customers and attend partner meetings. Students register for Career Source services at orientation. Staff from each agency communicate regularly to avoid duplication of efforts amongst the various institutions.

(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)).

In addition to the services provided by WIOA funding, supportive services are also provided through several programs in the local area. The Temporary Assistance for Needy Families (TANF) provides transportation, childcare, personal and family counseling (must be approved by the Program Manager or designee) and medical services that are necessary but not covered by Medicaid. In addition, it will also cover education and training as well as student fees. Gas card and bus passes are also given. PHWB has operational policies and procedures to direct issuance and coordination of transportation and other supportive services. A participant budget is created and maintained as per allowable levels of services for non-transportation services tracking annual issuance. Part of the developed procedure is monthly or quarterly review of program issuances, participant budgets and program resources to manage overall delivery of services and maintain coordination. Referrals are given to our partner agency, Mid Florida Community Services. Working closely with Mid Florida allows CSPH to leverage funds. Services provided by Mid Florida include educational assistance, vocational training, rent/mortgage assistance, energy assistance and food assistance. In addition, Mid Florida will assist with childcare, medical and financial literacy.

CSPH's Mobile One Stop travels to remote locations throughout both counties to bring services to those remote areas where no public transportation is available. CSPH is also a participating member of the Pasco County Transportation Board. This ensures that workforce development representation is present to address the needs and issues facing our customers. It also provides us with the opportunity to provide input on budget issues facing public transportation needs in our community, as well as service delivery.

Through the Workforce Re-Entry Program, funded by Pasco County, supportive services can be provided to those hardest to serve individuals. This program provides gas cards and bus passes and has purchased a bicycle for a customer that was walking to his new job. It is also an allowable cost to purchase work clothes, tools, car repairs and pay for skills upgrades and On the Job Training (OJT). With these and other support services being provided and the one on one attention and mentoring they receive; the majority of these customers have retained employment past the 90 days CSPH agreed upon in the contract with the county.

(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)).

Wagner-Peyser (WP) has been co-located in the CSPH one-stop long before it was mandated under WIOA regulations. CSPH/DEO staff provide WP services on a daily basis and have been trained to deliver those services to avoid duplication of services and to provide improved, coordinated service delivery. PHWB, in partnership with the state agency, the Department of Economic Opportunity (DEO), provides employment services through the one-stop system under the Wagner-Peyser Act. Funding for state employees is provided through DEO as well as oversight of human resources and policy guidance in the delivery of WP employment services. PHWB's management have the authority to hire and fire staff upon receiving approval from DEO, train state employees and supervise all day-to-day functions along with the delivery of WP services within the one-stop centers in coordination with all other programs and services.

PHWB has operational policies and procedures for the delivery of programs and program services to include WP employment services under the Wagner-Peyser Act. Staff training and development is seamless across board, partner and state staff. All staff manages and tracks delivery of services through a single integrated state management system, Employ Florida (EF), which captures staff-assisted and self-services through labor exchange. One central MIS system strongly supports coordination and reduces duplication of services. PHWB's central document management system, ATLAS system, helps support participant record retention, promotes coordination of services and reduces duplication of services. All three of Pasco and Hernando county one-stops provide universal access to an integrated array of labor exchange services so that workers, job seekers and businesses can find the services they need. CSPH provides a variety of employment related labor exchange services including, but not limited to, job search assistance, job referral, and placement assistance for

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job seekers, re-employment services to unemployment insurance claimants including work test requirements, and recruitment services to employers with job openings. Depending on the needs of the labor market, other services such as job seeker assessment of skill levels, abilities and aptitudes, career guidance when appropriate, job search workshops and referral to training may be available. The services offered to employers, in addition to referral of job seekers to available job openings, include assistance in development of job order requirements, matching job seeker experience with job requirements, skills and other attributes, assisting employers with special recruitment needs, arranging for Job Fairs, assisting employers analyze hard-to-fill job orders, assisting with job restructuring and helping employers deal with layoffs. Job seekers who are Veterans receive priority referral to jobs and training as well as special employment services and assistance. The system also provides specialized attention and services to individuals with disabilities, migrant and seasonal farm-workers, ex-offenders, youth, minorities and older workers.

All staff are required to obtain a Tier I certificate within six months of being hired. Staff is given access to online training modules that covers topics including the history of workforce, an overview of workforce programs, customer service and various job placement techniques. Once the modules are completed, staff must then take and successfully pass a comprehensive exam to demonstrate their proficiency in assisting job seekers and employers. Staff is also required to complete 15 hours of continuing education on an annual basis.

(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)).

LWDA 16 has a strong working relationship with the Hernando Adult Education program. An internal referral system is used to refer interested customers to services that are provided. Services provided include adult literacy courses, GED and ESOL courses, a GED testing center, postsecondary adult vocational courses, and an Adult High School Program.

Staff from both agencies work together to identify youth who would qualify for Career Source programs, identify potential students who need adult education services, create internships opportunities and solicit and evaluate input and support from a diverse range of relevant stakeholders prior to implementing new programs and continuing existing programs. The staff at Hernando Adult Education also works with LWDA 16 Submittal Date: 10/3/2022

Career source to create high wage, high skill programs that align with Region 16 data offered in the county's technical school, Wilton Simpson Technical College. LWDA 16 provides job placement assistance and employability skills training to interested students. During orientation, all student register for Employ Florida. Title II of the Workforce Innovation and Opportunity Act legislation requires the local workforce board to coordinate with adult education providers, including reviewing applications from eligible adult education providers to determine whether they are aligned with the local plan and make recommendations to the state agency administering adult education on promoting alignment. WIOA legislation also requires a partnership among the Federal Government, States, and local workforce development boards to provide adult education and literacy activities.

(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

CareerSource Pasco Hernando has streamlined processes and procedures, as well as processes in place to assist individuals into sustainable employment opportunities and self-sufficiency. CareerSource Pasco Hernando has a robust array of services and resources referrals that can be delivered to mandatory participants to reduce barriers to self-sufficiency.

Our local regional emphasizes work, self-sufficiency, and personal responsibility in a program structured to enable participants and families to move from welfare to economic self-sufficiency. Our goals are as follows:

- Provide supports and guidance to participants while referred to the WT program to keep children and families intact and stable.
- Participants interested in training opportunities are often dual enrolled in WT/WIOA. For our hardest to serve Pasco County residents, we also have the Workforce Reentry program funded by Pasco County Board of County Commissioners.
- Develop opportunities for participants to provide for their own needs, enhance their well-being, and preserve the integrity of self-reliance.

- End dependence of needy families on government assistance by emphasizing work, self-sufficiency, and personal responsibility while meeting the transitional needs of program participants who need support to achieve independent, productive lives, and gain responsibility that comes with attaining self-sufficiency.
- Deliver needed services and referrals to participants to ensure full cooperation during the mandatory referral to the programs and transitional services afterwards.

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))

Florida Statewide USDOL Performance Negotiations 2020-2021 and 2021-2022

Performance measurements are negotiated annually with the U.S. Departments of Labor and Education. The below are expected levels of performance relating to the performance accountability measures based on primary indicators of performance described in section 116(b)(2)(A) of WIOA. Please note “Effectiveness in Serving Employers” is not included. Negotiations for that metric are TBD per the Department of Labor.

Employment in 2 nd Quarter After Exit	2020 Negotiated Level	2021 Negotiated Level
Adults	85.5%	85.5%
Dislocated Workers	85.0%	85.0%
Youth	79.0%	79.5%
Wagner-Peyser	65.0%	65.0%

Employment in 4 th Quarter After Exit	2020 Negotiated Level	2021 Negotiated Level
Adults	84.0%	84.5%
Dislocated Workers	79.0%	80.5%

Youth	73.0%	74.0%
Wagner-Peyser	64.2%	64.2%

Median Earnings 2nd Quarter After E	2020 Negotiated Level	2021 Negotiated Level
Adults	\$7,000	\$7,000
Dislocated Workers	\$7,000	\$7,100
Youth	\$3,200	\$3,200
Wagner-Peyser	\$5,000	\$5,100

Credential Attainment Rate	2020 Negotiated Level	2021 Negotiated Level
Adults	68.0%	68.0%
Dislocated Workers	70.0%	70.0%
Youth	76.5%	76.5%
Wagner-Peyser	Not Applicable	Not Applicable

Measurable Skill Gains	2020 Negotiated Level	2021 Negotiated Level
Adults	47.0%	49.0%
Dislocated Workers	47.0%	49.0%
Youth	45.5%	46.5%
Wagner-Peyser	Not Applicable	Not Applicable

- (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.

The CEO/President of CareerSource Pasco Hernando meets with the LWDB Chair, the Chief Local Elected Officials (CLEOs), board members and business partners on a recurrent basis to obtain feedback on goals and priorities. All state and local performance measures are presented and discussed at committee and Board meetings to ensure satisfactory progress and appropriate correction measures are taken, if needed. The CEO/President also meets with management staff to provide direction in the day to day operational and financial processes needed to meet those goals. CSPH will solicit input from businesses to ensure their needs are being met and to find out what else may be needed to provide them with a highly trained workforce. CSPH will increase the number of OJTs, CTs, apprenticeship, work experience and internships for training and job creation purposes. Staff will continue to receive a minimum

of 15 continuing education hours annually, be Tier I certified, receive cross training and have goals that tie into performance measures. All programs are monitored internally throughout the year. DEO also monitors finance and programs on a yearly basis as does an independent CPA firm. By having processes and policies in place, CSPH is intent on remaining a high-performing board.

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

All Board Meetings are publicly noticed in advance. Customer comments are welcomed at the meetings. In addition, customers are asked to complete surveys regarding their experience with CSPH staff. Customers will also call and leave messages regarding staff who have provided exemplary customer service.

END OF LOCAL PLAN INSTRUCTIONS

SIGNATURE PAGE

This plan represents the efforts of LWDA 16 to implement the Workforce Innovation and Opportunity Act in the following counties:

- Pasco County
- Hernando County

We will operate in accordance with this plan and applicable federal and state laws, rules, and regulations.

PHWB (Region 16) Board Chair

Signature

Name (printed or typed)

Title

Date

Pasco County Board of County Commissioners

Kathryn Starkey, Chair

Name (printed or typed)

Title

Date

SIGNATURE PAGE

This plan represents the efforts of LWDA 16 to implement the Workforce Innovation and Opportunity Act in the following counties:

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PHWB (Region 16) Board Chair

Signature

Name (printed or typed)

Title

Date

Chief Elected Official – Hernando County

Signature

Name (printed or typed)

Title

Date

ACTION ITEM 5
Training Provider Renewal

The Pasco-Hernando Workforce Board, Inc. (PHWB) under the Workforce Innovation Opportunity Act (WIOA) must approve training providers where WIOA funds are used. For this approval, only one institution has applied, Ultimate Medical Academy (UMA).

UMA is licensed, in good standing, and the programs offered are in line with the Regional Targeted Occupations List.

FOR CONSIDERATION

Approval of Ultimate Medical Academy as training provider for the 2022-2023 program year, as well as permission to enter into an Occupational Skills Service Provider Agreement.

Institution: Ultimate Medical Academy (UMA) Clearwater

Street Address: 1255 Cleveland Street, Clearwater, FL 33755

Contact Person: Jody Bacon

Contact Email: jbacon@ultimatemedical.edu

Contact Phone

Number: 813-676-2236

<u>Program</u>	<u>SOC</u>	<u>Cost</u>
Dental Assistant with Expanded Functions	31-9091	\$15,000.00
Medical Assistant	31-9092	\$16,950.00
Nursing Assistant	31-1131	\$1,750.00
Patient Care Technician	31-1131	\$15,000.00
Phlebotomy Technician	31-9097	\$1,750.00

Training Provider**Institution:**

Ultimate Medical Academy

Street Address

9309 N Florida Ave. Ste 100, Tampa, FL 33612

Contact Person

Jody Bacon

Contact Emailjbacon@ultimatemedical.edu**Contact Phone Number**

813-676-2236

	1	2	3	4	5	6	7	8	9	10
1 Program Title	Dental Assistant w/ Expanded Functions	Medical Assistant	Medical Administrative Assistant	Medical Office Billing Specialist	Medical Billing Coding	Medical Billing Coding Associate	Pharmacy Technician	Nursing Assistant	Patient Care Technician	Phlebotomy Technician
2 SOC	31-9091	31-9092	31-9092	43-6013	43-6013	43-6013	31-9095	31-1131	31-1131	31-9097
3 Is the program approved for training by the State of Florida Dept of Education or other State of Florida regulating entity?	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
4 License #	1606	1606	4379	4379	4379	4379	4379	1606	1606	1606
Tuition	\$ 15,000.00	\$ 16,950.00	\$ 18,050.00	\$ 18,525.00	\$ 18,050.00	\$ 29,925.00	\$ 29,212.50	\$ 1,750.00	\$ 15,000.00	\$ 1,750.00
5 Expiration Date										
6 Book Cost	included	included	included	included	included	included	included	included	included	included
7 Lab Fee	included	included	included	included	included	included	included	included	included	included
8 Physical/ Medical Cost	included	included	included	included	included	included	included	included	included	included
9 Uniforms	included	included	included	included	included	included	included	included	included	included
10 Certification, Licensure or Testing	included	included	included	included	included	included	included	included	included	included
11 Other Costs	included	included	included	included	included	included	included	included	included	included
Total Cost	\$15,000.00	\$16,950.00	\$18,050.00	\$18,525.00	\$18,050.00	\$29,925.00	\$29,212.50	\$1,750.00	\$15,000.00	\$1,750.00
For July 2022 through June 2023										
12 Is program eligible for Pell Grant	yes	yes	yes	yes	yes	yes	yes	no	yes	no
13 Total number of persons enrolled in training program	79	16	1237	556	1712	8397	2398	35	85	10
	DA	MA	MAA	MOBS	MBC	MBCA	PHT	NA	PCT	PHLB
14 Total number of WIOA funded persons enrolled in training program. 2021/2022	9	17	0	0	2	2	0	1	14	0
14a Total number of WIOA funded persons enrolled in training program. 2020/2021	10	16	0	0	3	3	0	1	17	1
15 Total number of WIOA funded persons from CareerSource Pasco Hernando enrolled in training program. 2020-2022 (this is a two year period)	0	0	0	0	0	1	0	0	0	0
16 Total number of persons completing this training program 2020-2022 (this is a two year period)	123	227	1858	913	2625	11032	3311	73	127	15
17 Total number of WIOA funded persons completing this training program 2020-2022 (this is a two year period)	4	9	0	0	3	2	0	1	8	0

18	Total number of WIOA funded persons from CareeSource Pasco Hernando completing this training 2020 - 2022 (this is a two year period)	0	0	0	0	0	1	0	0	0	0
19	Total number of persons awarded a Recognized Postsecondary Credential (or other credential, if applicable) 2020-2022 (this is a two year period)	123	227	1858	913	2625	11032	3311	73	127	15
20	Total number of WIOA funded persons awarded a Recognized Postsecondary Credential (or other credential, if applicable) 2020-2022 (this is a two year period)	4	9	0	0	3	2	0	1	8	0
21	Total number of WIOA funded persons from CareeSource Pasco Hernando awarded a Recognized Postsecondary Credential (or other credential, if applicable) 2020-2022 (this is a two year period)	0	0	0	0	0	0	0	0	0	0
22	Total number of persons employed after completing the training program 2020-2022 (this is a two year period)	80	83	678	377	1157	3375	332	65	61	16
23	Total number of WIOA funded persons employed after completing the training program 2020-2022 (this is a two year period)	4	9	0	0	1	2		1	4	0
24	Total number of WIOA funded persons from CareeSource Pasco Hernando employed after completing the training program 2020-2022 (this is a two year period)	0	0	0	0	0	1	0	0	0	0
		1	2	3	4	5	6	7	8	9	10
A	Nature of the Postsecondary Credentials (or other credentials received by completing students) i.e. State Certificate, AA, Nationally Recognized Credential, etc.	Diploma	Diploma	Diploma	Diploma	Diploma	Associates Degree	Diploma	Diploma	Diploma	Diploma
B	Can the credential be stacked with other credentials as part of a sequence to move an individual along a career pathway or up a career ladder?	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

C	Have this program been developed in partnership or collaboration with a business or industry (identifying the business or industry).	No	No	No	No	No	No	No	No	No	No
D	Identify the in-demand industry sectors and occupations which best fit with the training program (Use 4-Digit NAICS Codes)	62 - Health Care and Social Assistance	62 - Health Care and Social Assistance	62 - Health Care and Social Assistance	62 - Health Care and Social Assistance	62 - Health Care and Social Assistance	62 - Health Care and Social Assistance	62 - Health Care and Social Assistance	62 - Health Care and Social Assistance	62 - Health Care and Social Assistance	62 - Health Care and Social Assistance
E	Describe the prerequisites of skills and knowledge required prior to the commencement of training.	See Catalog for Program Descriptions	See Catalog for Program Descriptions	See Catalog for Program Descriptions	See Catalog for Program Descriptions	See Catalog for Program Descriptions	See Catalog for Program Descriptions	See Catalog for Program Descriptions	See Catalog for Program Descriptions	See Catalog for Program Descriptions	See Catalog for Program Descriptions
F	Verification the training program is for an occupation on the Local Area TOL. (confirm the program is on the CSPH TOL - fill in the SOC number corresponding to the occupation from the TOL)	Yes - 31-9091	Yes - 31-9092	Yes - 31-9092/43-6013	Yes - 43-6013	Yes - 43-6013	Yes - 43-6013	Yes - 292052	No - 31-1131	No - 31-1131	Yes - 31-9097

OCCUPATIONAL SKILLS TRAINING PROVIDER AGREEMENT

PARTIES TO AGREEMENT

Pasco Hernando Workforce Board, Inc. d/b/a CareerSource Pasco Hernando
16336 Cortez Blvd.
Brooksville, FL 34601

Name of Provider/Institution: UMA Education, Inc. d/b/a Ultimate Medical Academy

Address: 9309 N Florida Ave, Tampa FL 33612 _____ Telephone: _____

Contact Person: Jill Sellers Contact Person's Email: jills@ultimatemedical.edu

This agreement is between UMA Education, Inc., the Provider, and CareerSource Pasco Hernando (CSPH). The Vendor is a ☐-Private ☐-Public post-secondary institution, ☐-Registered Apprenticeship, ☐-Other Public/Private training vendor, offering occupational skills training to the general public. One of CSPH's roles is to solicit occupational skills training, approve training programs and providers, and issue information on the approved training programs and providers to the general public as a tool for making informed choices when selecting job training. Note: All training institutions must be Accredited Educational Providers or licensed with the Commission for Education (CIE).

CSPH receives funding through the Workforce Innovation & Opportunity Act (WIOA), Trade Adjustment Assistance Program (TAA) and Temporary Assistance for Needy Families (TANF) legislation, and amendments to these acts, to purchase training and support services for individuals who qualify for and need occupational skills training to be employable or upgrade skills to become self-sufficient. These individuals must be residents of Local Workforce Development Area (LWDA) 16, Hernando and Pasco Counties. Any exceptions to this residency requirement must be approved in accordance with the CSPH Individual Training Account Policy.

BOTH PARTIES AGREE THAT:

1. For initial or first-year Providers, this agreement will be effective on the latest date of signature and will end on 06/30/2023.

Pursuant to the first-year agreement period, providers must re-apply by completing a Continued Eligibility Application which should be prepared and submitted to CSPH ninety (90) days before the agreement ends. Training providers must meet minimum levels of performance, as outlined in this agreement.

2. For continued Providers, this agreement will be effective on the latest date of signature and will end on 06/30/2023. Renewal of this agreement will be re-determined on a biennial basis according to updated cost of program information and to re-determine eligibility based on performance.
3. Information regarding individuals referred by CSPH Career Centers will be shared, as necessary, to benefit the individual.
4. Individuals referred to training must meet the Provider's admission requirements and be selected for enrollment under the Provider's normal screening and selection process.
5. Because this is customer choice, as funding permits, and based on suitability/eligibility for the designated programs of study, no minimum or maximum number of referrals to training providers is guaranteed or provided.
6. In order to receive a referral for training, individuals must be able to document their ability to meet their basic monthly financial obligations as part of the eligibility/suitability determination process.
7. Individuals referred for training must apply for all forms of financial aid, including PELL, as applicable and in accordance with Provider's normal procedures, before enrolling in training. Individuals who are determined suitable and eligible must apply annually (or as required by the funding source) for continued financial assistance and provide timely documentation to CSPH. **Individuals deemed eligible for PELL Grant funding must apply those funds toward tuition, fees and books prior to the utilization of WIOA funding.**

OCCUPATIONAL SKILLS TRAINING PROVIDER AGREEMENT

8. Tuition, books, and fees will be paid according to the Provider's published fees, as reflected on the Eligible Training Provider List ("ETPL") during the solicitation or review process, unless proper notification of a change is issued and approved before its application to this agreement. Note: Payment(s) will not be made for training participants who are allowed to change training programs without documented prior approval of the Vice President of Operations or their designee.
9. All notices under this agreement shall be given in writing and delivered by mail. Notices shall be deemed given upon mailing and receipt by the other party.
10. Both parties will abide by the terms and conditions contained in this agreement, procedures and other attachments to this agreement.
11. Payment will be processed within 30 days of customer beginning class/or invoice submitted to invoices@careersourcepascohernando.com, whichever is later.
12. The maximum amount that can be committed for training and support under this agreement is \$75,000.
13. Both parties agree that all individual student reporting and information sharing is subject to the Family Educational Rights and Privacy Act ("FERPA"). Training Provider will require all students referred by CareerSource Pasco Hernando to sign Training Provider's FERPA waiver
14. Course content, teaching strategy, and overall program descriptions shall be the exclusive responsibility of Training Provider. Nothing in this agreement shall give CSPH the right to review, edit, or modify Provider's courses.
15. This agreement and the provisions contained herein shall be construed, controlled and interpreted according to the laws of the State of Florida, without regard to its conflict of laws principles.

AS PARTY TO THIS AGREEMENT, CAREERSOURCE PASCO HERNANDO, AND ITS DESIGNEE(S), AGREE TO:

1. Supply the Provider with copies of the occupations in demand, Board policies, laws and regulations, as requested.
2. Ensure that the Provider receives payment for authorized tuition, books and fees within 30 days of receipt of an acceptable and verified invoice. Invoices submitted with incorrect information, without required documentation, or incomplete will be returned.
3. Refer qualified individuals for enrollment only in approved training programs for which there is a demand and documented available jobs as listed on the LTOL.
4. Provide the individual with an Individual Training Account (ITA) (up to \$6,000 according to the maximum investment tiers indicated on CSPH's Eligible Training Provider List.

***NOTE: The maximum investment does not automatically guarantee the full amount will be paid for each participant. The WIOA federal law requires coordination of funding.**

5. Ensure that qualified individuals are referred with a completed training voucher.
6. Track the training vouchers issued to each individual to ensure that training vouchers do not exceed allowances.
7. Provide technical assistance and guidance regarding Workforce Innovation & Opportunity Act, Trade Adjustment Act, and Welfare Transition rules and regulations.
8. Share information regarding individuals referred, as necessary, to ensure ongoing services and retention in training.

AS PARTY TO THIS AGREEMENT, THE PROVIDER AGREES TO:

OCCUPATIONAL SKILLS TRAINING PROVIDER AGREEMENT

1. Enroll individuals who are referred by the CSPH Career Centers and who meet Provider's admission's criteria in only courses, or programs of study, indicated on the training voucher.
2. Deliver the training in accordance with the curricula submitted in the Training Provider Application, at the cost identified and approved by CSPH under this agreement.
3. Notify CSPH of any changes in the approved training or cost (tuition, books, fees, etc.) within ten working days or prior to the enrollment of any individual referred by CSPH, whichever is sooner.
4. Accept CSPH training voucher and submit invoice to CSPH for the tuition, books, and fees at the established/published rates submitted to CSPH as part of the Provider's initial application or continued eligibility. These training vouchers will be issued in increments, not to exceed one semester, or similar training cycle.
5. Regularly submit invoices to CSPH for the amount of tuition, books, and fees used and to notify CSPH if payment is not received timely. **The individual must be enrolled in and receiving approved training before the invoice is considered valid.** All applicable drop and add periods will apply. The invoice must contain the student's name, student identification number, training program of study and funding source (WIOA Adult, WIOA Dislocated Worker, TAA, WTP, etc.) and be supported by a copy of the approved training voucher and any additional receipts or payment requests. By submitting the invoice, the Provider is certifying that, to the best of its knowledge, the cost of tuition is for only those required courses for the training program of study authorized on the training voucher.
6. Charge CSPH for all tuition, books, and fees specified in the ETPL, and authorized by the training voucher. The Provider may directly bill the individual for unauthorized costs voluntarily incurred by the individual, or for courses not covered by the training voucher that the individual enrolls in. CSPH accepts no liability for unauthorized costs not contained on the official training voucher form. Any changes/modifications to any items listed on the issued training voucher must be approved by CSPH. The Provider understands that CSPH has a minimum of 30 days in order to process an accurately documented invoice. If the Provider does not provide an invoice with all supporting documentation, the invoice will be returned. The Provider agrees to contact CSPH after 30 days has lapsed regarding any outstanding payment.
7. The Provider shall notify the appropriate CSPH representative within 5 – 10 days of individual termination/drop from the training program. In such an instance, information concerning individual employment, medical issues, etc., if known, should be provided, so long as the individual has a valid FERPA release on file.
8. **Refund tuition and fees paid by CareerSource Pasco Hernando for individuals who enroll in and begin training, but drop out of courses, in accordance to the Provider's drop/add period refund policies.** Refunds for costs already reimbursed under this agreement, must be paid directly to CSPH.
9. Provide the CSPH funded student a transcript or other record of completion or accomplishment on the same basis as these records are provided all students enrolled with Provider. Training vouchers will not be issued for subsequent training cycles without a transcript or progress report for the previously completed cycles.
10. Refer individuals back to CSPH if the individual or the Provider is unable to continue the training specified in the training voucher.
11. In accordance with Provider's normal procedures, ensure that all referrals apply for financial aid, especially the Pell, as applicable, coordinate financial assistance with CSPH, and help ensure that funds provided by CSPH are in addition to funds otherwise available in the area. It is the Provider's responsibility to prevent misapplication of funds when other funds could have been used for the same purpose. **Note: Workforce Innovation & Opportunity Act (WIOA) Adult and Dislocated Worker funds must be applied toward the cost of tuition, books, and fees AFTER any Pell assistance is applied to those costs.**
12. Understand that individuals referred to CSPH by the Provider must qualify for assistance under applicable state and federal guidelines, and that they will be provided career counseling and employment planning that may result in a different path for the individuals. They may not be referred back to the Provider for enrollment.

OCCUPATIONAL SKILLS TRAINING PROVIDER AGREEMENT

13. Reporting to FETPIP is a requirement of this agreement when allowed under FERPA. The Provider shall understand that subsequent eligibility will be based, in part, on data reflecting favorable outcomes as verified by FETPIP.

As a requirement to maintaining subsequent eligibility, the Provider is responsible for providing FETPIP with the information required. Failure to report in a timely manner is cause for immediate termination of this agreement.

In addition to FETPIP reporting requirements, the Provider must report additional data and outcomes.

At a minimum, the Training Provider must report the following information for each program of study:

- Total number of individuals enrolled in the program of study
- Total number of WIOA participants enrolled in the program of study
- Total number of individuals completing the program
- Total number of WIOA participants completing the program
- Total number of individuals who dropped out or withdrew from the program of study
- Total number of WIOA participants who dropped out or withdrew from the program of study
- Total number of individuals still enrolled in the program of study
- Total number of WIOA participants still in the program of study
- Total number of individuals awarded a recognized industry or post-secondary credential
- Total number of WIOA participants awarded a recognized industry or post-secondary credential
- Total number of individuals employed after completing the program of study
- Total number of WIOA participants employed after completing the program of study
- Average wage rates of individuals employed after completing the program of study
- Average wage rates of WIOA participants employed after completing the program of study
- Information on the program costs of each program of study (including all costs related to the program, such as tuition, books, lab fees, supplies, application fees, exam fees, test fees, etc.)
- Information on the industry recognized credential, including post-secondary credential, received upon completion, and whether or not the credential is stackable with other credentials as a career ladder/pathway sequence.

14. Neither party shall contract, assign or transfer any rights or responsibilities covered by this agreement, or any portion thereof, without prior written approval by the other party, which shall not be unreasonably withheld.
15. Upon prior notification, make available all books, documents, papers, and records (including computer records) directly related to this agreement for examination, audit, or the making of excerpts or copies of such records, at any time during normal business hours and as often as CSPH, Department of Economic Opportunity or their contracted agencies, CareerSource Florida, the United States Department of Labor, Comptroller General of the United States, or their designated representatives may deem necessary. This provision also includes timely and reasonable access to the Provider's personnel for interviews and discussions related to these documents and reviews.
16. Understand all training funded by WIOA is limited to 24 months (consecutively) in duration. Note: In case of documented medical issues, CSPH will consider extending the length of training completion on an individualized basis.
17. CSPH has included minimum performance levels for the ETPL and those levels must be maintained on a program year basis in order to remain on the local ETPL. These levels are as follows:
- a) 85% of WIOA participants enrolled will complete the designated training program of study.
 - b) 90% of WIOA participants who completed the program training of study will gain employment.
 - c) 75% of WIOA participants who completed training will earn an industry recognized credential or degree.
18. Comply with the requirements of the Workforce Innovation & Opportunity Act, the Trade Adjustment Assistance Program and all rules and regulations pertaining to the Act, and Title IV of the Civil Rights Act, as well as state and local laws that make it unlawful to discriminate on the basis of sex, race, national origin, religion, age, disability, or political affiliation.

For each WIOA participant identified, the Provider must furnish a report on a semester or term basis that

OCCUPATIONAL SKILLS TRAINING PROVIDER AGREEMENT

contains the following information:

- Confirmation of continued enrollment in approved program of study
- Confirmation of program completion
- Documentation of grades

The data is compiled and matched against the State of Florida Unemployment Insurance wage records when available, Department of Revenue New Hire Reports or Employ Florida, documentation found in the job seeker's career center file, or onsite at the training provider.

CSPH staff reviews training performance data to ensure continuous improvement and that only quality programs of study remain on the list of approved eligible training providers. The determination of subsequent eligibility is based upon reliable and verifiable performance information. As a result, data validation of the performance levels reported by the Provider are reviewed and verified by CSPH staff. If performance issues are identified, a response in the form of a corrective action plan is required to be provided within 20 business days. The CSPH Vice President of Operations reviews and approves the Provider's corrective action plan within 30 business days of its receipt thereof. CSPH staff also conducts a follow-up review to determine whether the approved corrective action plan was implemented by the Provider and the findings were corrected.

TERMINATION OF AGREEMENT: CSPH, at its discretion and under its obligation to protect public funds, may terminate this agreement for cause at any time, without prior notice or warning, effective immediately upon receipt by the Provider of a notice of termination for cause. CSPH may terminate any agreement in whole or in part, at any time before the date of expiration, whenever it determines that the Provider has materially failed to comply with the terms of the agreement. CSPH shall promptly notify the Provider in writing of the termination and the reasons for termination, together with the effective date. Notice of termination may specify a later date, but provision of a later date shall not relieve the Provider of ultimate liability for funds later determined to be unallowable.

Either party may terminate this agreement, without cause, for its convenience by providing a minimum of thirty (30) calendar days written notice to the other party. No activity for which payment is claimed shall be accrued after the date of termination, unless such activity is in relation to an already actively enrolled CSPH participant. All expenses incurred by the Provider prior to termination are reimbursable, if allowable through this Agreement. There shall be no interruption in services for CSPH participants already enrolled in training.

CSPH reserves the right to suspend this agreement, in whole or part, if it appears to CSPH that the Provider is failing to substantially comply with the quality of service or specified completion of its duties under this agreement.

By signing this agreement, I understand I am agreeing to the terms and conditions contained therein.

Individuals determined eligible for participation and funding through CareerSource Research Coast are responsible for:

- Providing notification to the CSPH Career Case Manager regarding attendance, grades, withdrawals, completion and receipt of financial aid.
- Notify CSPH if unable to continue the training specified on the voucher.
- Notify and receive approval from CSPH prior to changing training programs of study.

Signature page to immediately follow.

OCCUPATIONAL SKILLS TRAINING PROVIDER AGREEMENT

CareerSource Pasco Hernando

Provider

Signature: _____

Signature: Nicholas Reaper
Nicholas Reaper (Aug 9, 2022 15:51 EDT)

Print Name/Title: _____

Nicholas Reaper
Print Name/Title: Procurement Specialist

Date: _____

Date: Aug 9, 2022

ACTION ITEM 6
Board Candidate

With a vacant seat on the Board, and to maintain compliance with CareerSource Florida Policy Number 91, the following nomination has been received to fill the vacancy under the business sector.

Candidate: Matthew Maggard

Mr. Maggard represents a local business that provides legal services in the area we serve and has been nominated by the Pasco Economic Development Council. Information on Mr. Maggard is included and presented for review.

FOR CONSIDERATION

Recommend the approval of Matthew Maggard for presentation to the Pasco County Board of County Commissioners for appointment to the Pasco-Hernando Workforce Board of Directors.

APPLICATION FOR MEMBERSHIP PASCO HERNANDO WORKFORCE BOARD

Please provide full and complete information. Send the completed form and attachments to Ania Williams at awilliams@careersourcepascohernando.com.

Include a biography that includes pertinent employment and educational information, as well as information about other boards on which you serve.

Last Name: Maggard		First Name: Matthew		M.I.: E.	
Street Address: (Protected Address)					
City: Dade City			State: FL		Zip: 33525
County of Residence: Pasco			Home Phone:		
Personal Email: mem31985@gmail.com			Cell Phone: (352) 279-1727		
Employer or Organization that will be represented: Shumaker					
Job Title or Position: Partner/Attorney at Law			Est. Annual Revenue:		
Street Address: 13134 US Highway 301					
City: Dade City			State: FL		Zip: 33525
County of Business: Pasco			Work Phone: (352) 458-4700		
Work Email: mmaggard@shumaker.com			Other Phone:		
Assistant Name: Kristi Holden			Assistant Title: Legal Administrative Assistant		
Assistant Email: kholden@shumaker.com			Assistant Phone: (352) 437-1504		
Preferred Method of Contact: <input type="checkbox"/> Home Phone <input checked="" type="checkbox"/> Cell Phone <input type="checkbox"/> Personal Email <input type="checkbox"/> Work Phone <input checked="" type="checkbox"/> Work Email <input type="checkbox"/> Other: _____					
Please choose the industry sector that best fits your business/organization:					
<input type="checkbox"/> Accounting/Finance <input type="checkbox"/> Agriculture <input type="checkbox"/> Arts and Culture <input type="checkbox"/> Bio Tech <input type="checkbox"/> Communications <input type="checkbox"/> Construction <input type="checkbox"/> Education		<input type="checkbox"/> Government <input type="checkbox"/> Healthcare <input type="checkbox"/> Hospitality/Tourism <input type="checkbox"/> Insurance <input type="checkbox"/> Manufacturing <input type="checkbox"/> Social Services		<input type="checkbox"/> Real Estate <input type="checkbox"/> Retail <input type="checkbox"/> Utilities <input type="checkbox"/> Union <input type="checkbox"/> Wholesale <input checked="" type="checkbox"/> Other: <u>Legal Services</u>	

DEMOGRAPHIC DETAILS

The following information is requested to assist CareerSource Pasco Hernando in complying with Board diversity and representation requirements as mandated by the Workforce Innovation and Opportunity Act, Florida Statute 445.007(1), and CareerSource Florida's Administrative Policy 091.

Gender: <input checked="" type="checkbox"/> Male <input type="checkbox"/> Female	Race/Ethnicity: <input checked="" type="checkbox"/> White (not Hispanic) <input type="checkbox"/> Black/African American (not Hispanic) <input type="checkbox"/> White and Hispanic <input type="checkbox"/> Black and Hispanic <input type="checkbox"/> Other	Other: <input type="checkbox"/> Disabled Individual <input type="checkbox"/> Older Individual <input type="checkbox"/> Veteran
---	--	--



Matthew E. Maggard

Partner



CONTACT

352.458.4700

mmaggard@shumaker.com

Dade City, FL

EDUCATION

J.D., Florida Coastal School of Law

B.S., Food and Resource Economics,
University of Florida

SERVICE LINES

Public Policy and
Government
Affairs

Administrative,
Regulatory and
Government
(Local and State
Agencies)

Public Law and
Public Finance

Real Estate and
Development

Real Estate

BUSINESS SECTORS

Public Sector

Real Estate,
Construction and
Development

A native of Dade City, Matthew is dedicated to serving the community in which he lives, focusing his practice on city and government representation. Matthew is a member of the Public Policy and Government Affairs Service Line, where he currently serves as the City Attorney for the City of Zephyrhills and is the Hearing Officer for Pasco County. In addition to his public, city, and government work, private clients turn to him for counsel on Florida laws.

His proven track-record of litigation success has resulted in long-term relationships, where he provides clients with legal guidance in a variety of areas of law, including business, real estate, family, and estate planning. Matthew's philosophy towards his clients is to build a relationship based on trust, advocacy, and availability. His clients view him as someone they can always turn to for help for any problem.

For the past decade Matthew has immersed himself in local organizations, wanting to give back and support his hometown community. He has served as President of the East Pasco Bar Association, President of the Dade City Rotary Club, and is currently the President for the Greater Dade City Chamber of Commerce. Through this involvement he is well-known to business leaders, lawyers, judges, and

government officials in Pasco County.

When not practicing law, Matthew enjoys spending time with his wife and their three young daughters. He also loves to be outdoors whether it is turkey hunting, fishing for reds in Tampa Bay, or coaching his girls in T-Ball. He is a proud graduate of the University of Florida – Go Gators!

Media Mentions

- 02.11.2022 "Shumaker Adds State Sen., City Atty To Dade City Office," *Law360 Pulse*
- 02.08.2022 "Shumaker adds State Sen. Danny Burgess and Matthew Maggard as partners," *Tampa Bay Business Journal*
- 02.09.2022 "Sen. Danny Burgess and Attorney Matthew Maggard Joining Tampa Bay's Largest Law Firm," *Florida Politics Sunburn*
- 02.09.2022 "Danny Burgess, Matthew Maggard joins Shumaker legal team," *The Tampa Bay 100*

BAR AND COURT ADMISSIONS

- Florida

PROFESSIONAL AND COMMUNITY AFFILIATIONS

- The Florida Bar
- Title Agent for Old Republic National Title Insurance Company and Member of Attorneys' Title Fund (The Fund)
- Rotary Club of Dade City, Member (Present), Past President, 2016-2017
- East Pasco Bar Association, Member (Present), Founding Member, Inaugural President, 2015-2017
- Greater Dade City Chamber of Commerce, President, Board of Directors, Member

Overview

Firm Background

Founded in 1925, Shumaker is a premier provider of legal and legislative services with a team of more than 270 lawyers and advisors, 50 paralegals, and 500 employees in its 10 offices located in Toledo and Columbus, Ohio; Tampa, Sarasota, Tallahassee, and Dade City, Florida; Charleston and Greenville, South Carolina; Charlotte, North Carolina; and Bloomfield Hills, Michigan.

Download our Firm Overview >

Shumaker provides quality legal counsel to our core constituency: individuals, small businesses, health care providers, nonprofit organizations, Fortune 500, and international corporations. Our mission is to work on our clients' timetable and budget, focus on results, and keep our clients ahead of the curve.

Shumaker recruits and retains top graduates from leading law schools and provides young lawyers with specialized training in the areas in which they practice.

Many of our lawyers have advanced degrees in disciplines related to their practices and a number have clerked for federal and state trial and appellate court judges. Ninety-three of our lawyers are listed in the prestigious publication, Best Lawyers in America.

Difference Maker

Shumaker is focused on being a positive and impactful difference maker for our clients and in the communities we serve.

Shumaker has a long history of community support. The firm is a strong supporter of nonprofit organizations in each of its locations and firmly believes in giving back to the communities it serves.

The Leadership Shumaker program enables and encourages lawyers and staff to contribute both time and money to various public, private, and not-for-profit organizations that promote the general improvement of our neighborhoods and communities, benefit our most economically disadvantaged citizens, and promote the arts and other sources of economic development. We hope to make a positive difference in the communities in which we work and live.

Our Commitment

We understand that when selecting a law firm, most clients are primarily looking for four things:

- A high level of quality, sophistication, and experience
- A creative and imaginative approach that focuses on finding solutions, not problems
- Accessible lawyers who give their clients priority treatment and extraordinary service
- A fair, cost-effective price

Shumaker has met the expectations of business clients that require this level of service. For today's sophisticated clients, Shumaker offers a total package of quality, experience, value, responsiveness, and an uncompromising commitment to servicing the legal needs of every client.

That's been the tradition of Shumaker and remains our constant goal. This is what sets us apart.

Ania Williams

From: Turner Arbour <Tarbour@pascoedc.com>
Sent: Tuesday, July 12, 2022 1:42 PM
To: Ania Williams
Subject: Re: [e] PHWB - Contact Information

I am pleased to nominate Mr. Matthew Maggard for consideration as a member of the Career Source Pasco Hernando Board of Directors. Matt has served the citizens of Pasco County in a number of roles over the years and is the current City Attorney for the City of Zephyrhills. He has served as the President of the East Pasco Bar Association, President of the Dade City Rotary Club and is the current President-Elect for the Greater Dade City Chamber of Commerce. It is with this experience that I believe he will be able to bring great value to the Board and be a great advocate for our local business community and the workforce it employs.

Matt's contact details follow:

Matt Maggard
Partner
Shumaker, Loop & Kendrick, LLP
13134 US Highway 301
Dade City, FL 33525
Cell: (352) 279-1927
Office: (352) 458-4700 preferred
Email: mmaggard@shumaker.com

Thank you in advance for your consideration. If I can provide any additional information about Matt's background or experience, I can be reached directly at (813) 926-0827.

I appreciate our partnership and your support.

Sincerely,

Turner Arbour

Workforce Development Manager



16506 Pointe Village Drive, Ste. 101
Lutz, Florida, 33558-5255
Office (813) 926-0827 ext. 231 | Mobile (813) 536-9834
tarbour@pascoedc.com
www.PascoEDC.com

From: Ania Williams <awilliams@careersourcepascohernando.com>
Sent: Thursday, July 7, 2022 10:20 AM
To: Turner Arbour <Tarbour@pascoedc.com>
Subject: RE: [e] PHWB - Contact Information

Hi Turner,

Please send me the nomination letter for Matt and I will contact him regarding next steps. Once he completes the application, he will be presented to the Executive Committee and then the county commissioners for appointment.

Thank you,
Ania

From: Turner Arbour <Tarbour@pascoedc.com>
Sent: Thursday, July 7, 2022 9:22 AM
To: Ania Williams <awilliams@careersourcepascohernando.com>
Subject: Re: PHWB - Contact Information

Thanks for that. I spoke to Bill and we are able to nominate Matt. Just let me know how to proceed.

Sincerely,

Turner Arbour

Workforce Development Manager



16506 Pointe Village Drive, Ste. 101
Lutz, Florida, 33558-5255
Office (813) 926-0827 ext. 231 | Mobile (813) 536-9834
tarbour@pascoedc.com
www.PascoEDC.com

From: Ania Williams <awilliams@careersourcepascohernando.com>
Sent: Tuesday, July 5, 2022 4:49 PM
To: Turner Arbour <Tarbour@pascoedc.com>
Subject: [e] PHWB - Contact Information

Turner,

Please find below the contact information for Matt Maggard.

Matt Maggard
Cell: (352) 279-1927
Office: (352) 458-4700 preferred
Email: mmaggard@shumaker.com

Sincerely,
Ania

Ania Williams
New Port Richey
Program Assistant
awilliams@careersourcepascohernando.com

Phone: 727-484-3451

Cell:

Fax: 727-484-3380



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<https://careersourcepascohernando.com/business-services-survey/>

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Ania Williams
New Port Richey
Program Assistant
awilliams@careersourcepascohernando.com
Phone: 727-484-3451
Cell:
Fax: 727-484-3380



Follow us on:   

Visit us at: <http://careersourcepascohernando.com>

Please take our customer satisfaction survey at:
<https://careersourcepascohernando.com/how-did-we-do/>

Business Services Survey:
<https://careersourcepascohernando.com/business-services-survey/>

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PASCO COUNTY BOARD OF COUNTY COMMISSIONERS

West Pasco Government Center
8731 Citizens Drive, Suite 340
New Port Richey, FL 34654

Phone: (727) 847-8115
Fax: (727) 815-7010

APPLICATION FOR ADVISORY BOARD/COMMITTEE/COMMISSION

Advisory Board/Committee/Commission you are applying for:

PASCO HERNANDO WORKFORCE BOARD

Are you willing to be considered for an alternate Board/Committee/Commission Yes ☒ No ☐

Are you a registered voter? (Need only answer if a requirement for the entity for which you are applying) Yes ☒ No ☐

Name **Matthew E. Maggard**

Address **(Protected Address)**

City **Dade City**

State **FL**

Zip **33525**

I reside in Commission District # (can be found on back of your Voter Registration Card)

1

Are you a Year Round Resident? Yes ☒ No ☐

Do you reside in the unincorporated area? Yes ☒ No ☐

If no, please indicate city:

Home Phone

Work Phone

(352) 458-4700

Cell Phone

(352) 279-1827

Email

mmaggard@shumaker.com

Employer **Shumaker**

Address **13134 US Highway 301**

Occupation (if retired, please indicate) **Lawyer**

Please list any governmental Advisory Boards/Committees/Commissions on which you currently serve

None

The Board of County Commissioners strives to ensure equal access for minorities and women to serve on advisory boards/committees/commissions. Completing this information will help the County Commissioners Office compile information needed to comply with Florida State Statutes 760.80.

African American ☐

Asian American ☐

American Woman ☐

Hispanic American ☐

Native American ☐

Other

For Office Use Only

Received: _____ Entered: _____

Meets Qualifications: Yes ☐ No ☐ Forwarded to Department: _____

Acknowledgement Sent: _____ BOCC Mtg Date: _____ Action: _____

Letter Sent: _____

APPLICATION FOR ADVISORY BOARD/COMMITTEE/COMMISSION

Complete the following. *Please describe those facets of your background/experience which you feel may be useful for membership on this Board/Committee/Commission.*

Academic - Degrees, Diplomas

J.D., Florida Coastal School of Law
B.S., Food and Resource Economics, University of Florida

Professional - Certification

Member of The Florida Bar

Knowledge - Training, interest or experience

Practice in local government law, currently serve as the City Attorney for the City of Zephyrhills. I also focus my practice on Real Estate Transactions and Development, Public Policy and Government.

Community Involvement - List organizations/positions

Title Agent for Old Republic National Title Insurance Company and Member of Attorneys' Title Fund (The Fund)
Rotary Club of Dade City, Member (Present), Past President, 2016-2017
East Pasco Bar Association, Member (Present), Founding Member, Inaugural President, 2015-2017
Greater Dade City Chamber of Commerce, President, Board of Directors, Member

Organizations - Memberships

See above.

IMPORTANT INFORMATION

1. Eligibility for membership on certain advisory boards/committees/commissions requires a valid voter registration card.
2. Membership on certain advisory boards/committees/commissions requires financial disclosure or the submission of other information.
3. Florida State Statute 119.07 designates this application as a public document to be made available for anyone requesting to view it.
4. Pasco County Code of Ordinances Article V regulates Boards, Committees, Authorities, Councils, and Commissioners of the Board of County Commissioners.

The Board of County Commissioners of Pasco County, Florida does not discriminate upon the basis of any individual's disability status. This non discrimination policy involves every aspect of the Board's functions including one's access to, participation, employment, or treatment in its programs or activities. If you are a person with a disability who needs any accommodation in order to participate in this proceeding, you are entitled, at no cost to you, to the provision of certain assistant. Within two working days of your receipt of this notice, please contact Human Resources, West Pasco Government Center, 7536 State Street, New Port Richey, FL 34654; (727) 847-8030 and via 1-800-955-8771 if you are hearing impaired.

By typing my name and submitting this application, I acknowledge this constitutes my signature under the Florida Electronic Signature Act.

Electronic Signature

Type Name

Matthew E. Maggard

Date

7/16/22

PLEASE NOTE: Application will remain active for one (1) year. Resumes may be included; however, the application MUST still be completed. **Read Important Information** section, then sign the application.

Revised 5/9/2018

Email Form

INFORMATION ITEM 1

Go Gig Presentation

The following item is presented as information for the Committee.
No action is required.

Go Gig is being considered as an augmentation to our labor exchange system. It is a product that is geared towards helping employers find skilled workers through various customizable features and functions.

Currently, the Employ Florida Marketplace system we are required to use is open to everybody, therefore not allowing to effectively tailor the search of the job listings that is necessary for the job seeker.

The goal is to focus on the following Targeted Occupational Sectors:

- Construction
- Finance
- Healthcare
- Information Technology
- Manufacturing
- Retail Trade
- Transportation and Warehousing



GoGig Jobs Inc.
1016 E Heritage Club Cir
Delray Beach, FL 33483
hodges@gogig.com
m: 972.998.7084

June 29, 2022

To The Chair of the Board:

GoGig Management is excited about the opportunity to bring our Workforce & Economic Development solution to assist CareerSource Pasco Hernando in meeting its Mission Statement of enhancing economic development efforts for the region by providing a well-trained, high-quality workforce that supports the success of local businesses and improves the quality of life. The CareerSource team has identified the following needs that meet this Mission Statement. To provide a high-quality workforce, CareerSource needs to access both active and passive job seekers and provide hiring companies a tool where they can connect with both types of candidates. Through this evaluation process, the CareerSource Team has put forth the following business requirements so it can meet its mission for its local area:

- Ability to attract passive job seekers to fill the gap between local hiring partners and qualified job candidates in the Pasco Hernando area
- Ability to remove bias in the candidate sourcing process and build diverse slates for open career opportunities by local hiring partners
- Ability to build a community of talent that can be queried and matched based off career desire and skills that best match the needs of the hiring entity
- Ability to utilize technology to collect writing samples to understand further how to interact with active and passive job seekers based on their communication style
- Ability to private label a technology as a CareerSource Pasco Hernando talent portal
- Ability to utilize technologies that are Equal Employment Opportunity Commission (EEOC) compliant to protect candidates from all bias based on their protected classification(s)
- Ability to support local and regional economic development expansions by



offering new businesses who are relocating to the area access to an already existing talent community

- Ability to access candidate desires and skills data through automated reporting that can be tied to economic development and business attraction efforts
- Ability to streamline processes such as lowering the barrier to entry for candidates, automate data collection and provide robust reporting required by DOL for WIOA funding
- Ability to integrate into existing systems required for case management functions, applicant tracking and applicant submission
- Ability to share information across all systems
- Ability to engage talent through a content management system via email, and other channels
- Ability for job candidates to access community and portal functionality on native iOS and Android apps
- Ability for job candidates and local businesses to engage through in-app chat functionality
- Ability to deploy an agnostic platform that can integrate into multiple reporting, case management, and existing job board systems

The unbalanced labor market is causing challenges for CareerSource Pasco Hernando when it comes to connecting their hiring partners with the right talent. Concurrently, local passive and active talent looking for career mobility are unable to fulfill their needs using traditional job board sites provided by the State of Florida. GoGig solves these challenges by providing a customizable private label solution that allows CareerSource Pasco Hernando to extend hiring services to its locally-based partners so they can match and connect with candidates that desire to live and work in the Pasco & Hernando areas. GoGig's proprietary technology is the sole entity that provides the following benefits, features, and functionality:

- An anonymous workforce & economic development talent portal that functions to serve both active and passive job candidates
- A portal that removes all implicit bias based on age, race, ethnicity, gender, country of origin, religion, and veteran status from the selection process
- A portal with proprietary matching algorithms that match candidates based



off career desires and cultural fit metrics using Artificial Intelligence

- A portal that uses Artificial intelligence to generate a communication style report based off a candidate submitted writing sample, eliminating selection bias
 - Hiring efficiency
 - GoGig's Artificial Intelligence engine automates 50% of the initial phone screen interview with this functionality, decreasing time to hire, and allows businesses to spend less time sourcing candidates
- A private labeled workforce talent portal that can be fully branded as CareerSource Pasco Hernando
- A workforce & economic development talent portal that is fully backed and compliant with all Equal Employment Opportunity Commission laws
- Career matching without job descriptions designed to target job candidates' desires, skills, experience, and communication style
- GoGig's proprietary intellectual property provides benefits such as anonymity, reduced barrier to entry for signup, and access to passive talent, which benefits these populations of Floridians:
 - Currently employed job candidates that live in Pasco Hernando Areas
 - 85% of candidates that sign up to GoGig's platform are not on job board sites (average Pasco & Hernando counties unemployment rate combined is 2.8%) indicating that barrier to entry is too high, they are not actively searching, or they are not finding a job posting that fits their desires. GoGig's portal is complementary to the existing job board and can serve the rest of the 97.2% of the population that aren't using job boards because they are currently employed
 - Current students and alumni enrolled in trade schools, community colleges, and universities in Pasco & Hernando areas
 - Based on various online sources, 80% of enrollment at community colleges and trade schools are working professionals looking for career advancement. Since these are working professionals, GoGig's anonymity can protect them to help with upward career mobility after graduation
 - Furthermore, GoGig can provide state universities & colleges the



ability to keep and retain alumni who graduated from in-state institutions and connect them with Florida businesses in the Pasco & Hernando areas

- GoGig has the support from Enterprise Florida, Inc. who will drive businesses into the portal to scale the hiring side of the technology

GoGig's Workforce & Economic Development Talent Portal KPI's that differentiate GoGig from traditional job search technology:

- 42% match rate. Candidates using GoGig's Workforce & Economic Development Portal accept invitations to connect from hiring companies 42% of the time they get an invitation to connect. As a comparative metric, only 6% of candidates respond to an InMail message on LinkedIn from a recruiter
- 5:1 match:hire ratio. On average, it takes about 5 matches to lead to 1 hire in the GoGig portal, which drastically improves metrics like time-to-fill and cost-per-hire for businesses. This will be a more effective tool for CareerSource Pasco Hernando to deploy for candidates and hiring partners

There is no other Workforce & Economic Development Talent Portal available for purchase that would serve the same purpose or function as GoGig's Workforce & Economic Development Talent Portal. It is a fully customized and turnkey solution that will accomplish the aforementioned goals.

Please contact me if you have further questions.

Sincerely,

Chris Hodges

A handwritten signature in black ink that reads "Chris Hodges".

Founder + CEO, GoGig
(972) 998-7084
hodges@gogig.com



Anonymous Job Search™

Prepared for CareerSource Pasco Hernando Executive Board Members



Agenda

- ✓ Market Challenges with Florida Labor Market and how its relevant to CareerSource Pasco Hernando
- ✓ Key Differentiators between GoGig's technology and traditional and state job boards
- ✓ How the GoGig solution will deliver *value* to CareerSource Pasco Hernando and their Economic Development Partners
- ✓ GoGig's Anonymity Advantage over traditional and state sponsored job boards

Goal of this document: Allow for full due diligence to be completed and understand how GoGig can assist East Central Florida EDC partners and the businesses they serve



1995-2005

THE BEGINNING

“.com” Job Search
Job Boards
Career Sites



2005-2020

TALENT SOURCING

Passive Talent Mindset
InMail Message Blasting
Candidate Cold Calling



Only 6% of candidates respond to an InMail message on LinkedIn from a recruiter, which includes "no please get away from me"

2021-Present

ANONYMOUS TALENT COMMUNITIES

Removes Unconscious Bias, Proactively
Sources Active & Passive Talent,
Increases Diverse Talent Pipelines, and
connects businesses to qualified talent



Candidates using GoGig's Career Talent Portal accept invitations to connect from hiring companies 42% of the time they get an invitation to connect



Traditional job boards lag far behind the ability build anonymous talent communities which allow businesses to find qualified talent needed for success and growth



Diverse Talent
Customizability
Deep Data Insights

#bestmatch

OLD WORLD: Job Boards and Talent Sourcing

On-Resume data	Active candidate applying
Implicit Bias	Job postings

NEW WORLD: **gogig**

GoGig's technology can alert candidates and businesses of mutual matches which immediately sets it apart from existing job boards out there

EEOC compliance	Passive Conversations
Salary desires	Upward + lateral mobility
Geographical desires	Truly anonymous datasets
Skills/talents	Removed unconscious bias



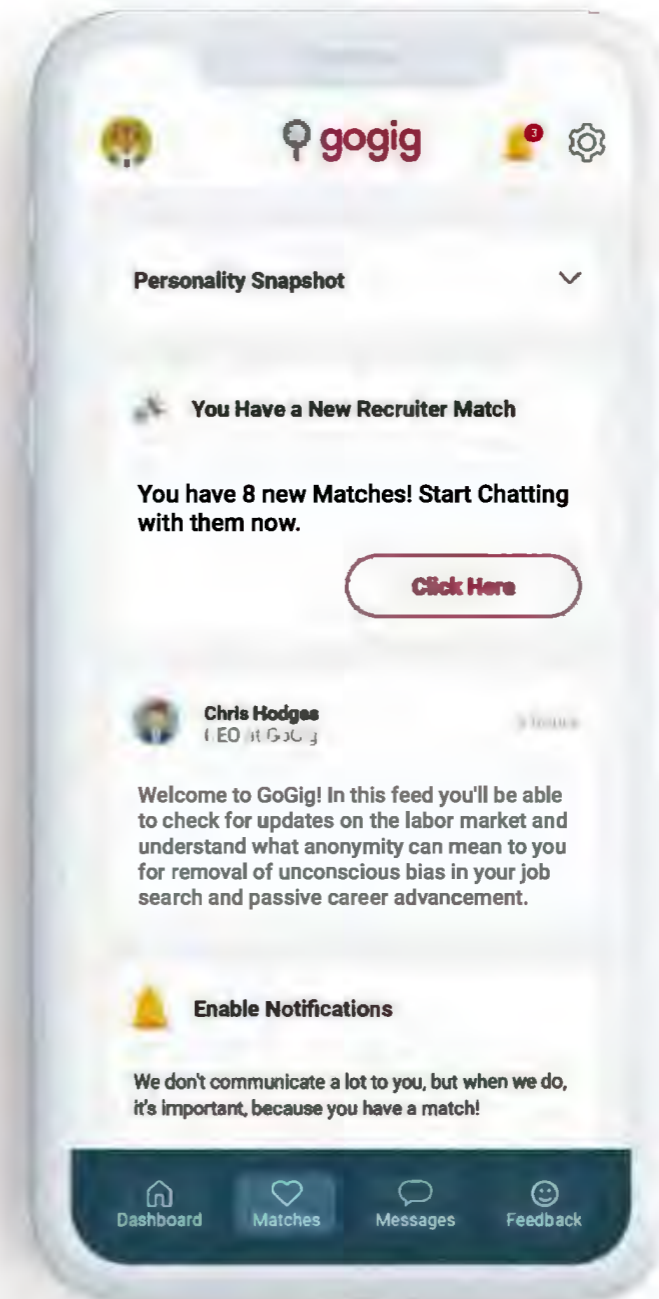


The Anonymous Talent Community

GoGig will build a customized CareerSource Pasco Hernando talent community to help attract active and passive talent to Pasco & Hernando County businesses, and remove all bias in its hiring process to promote a culture of Diversity and Inclusion across the region.

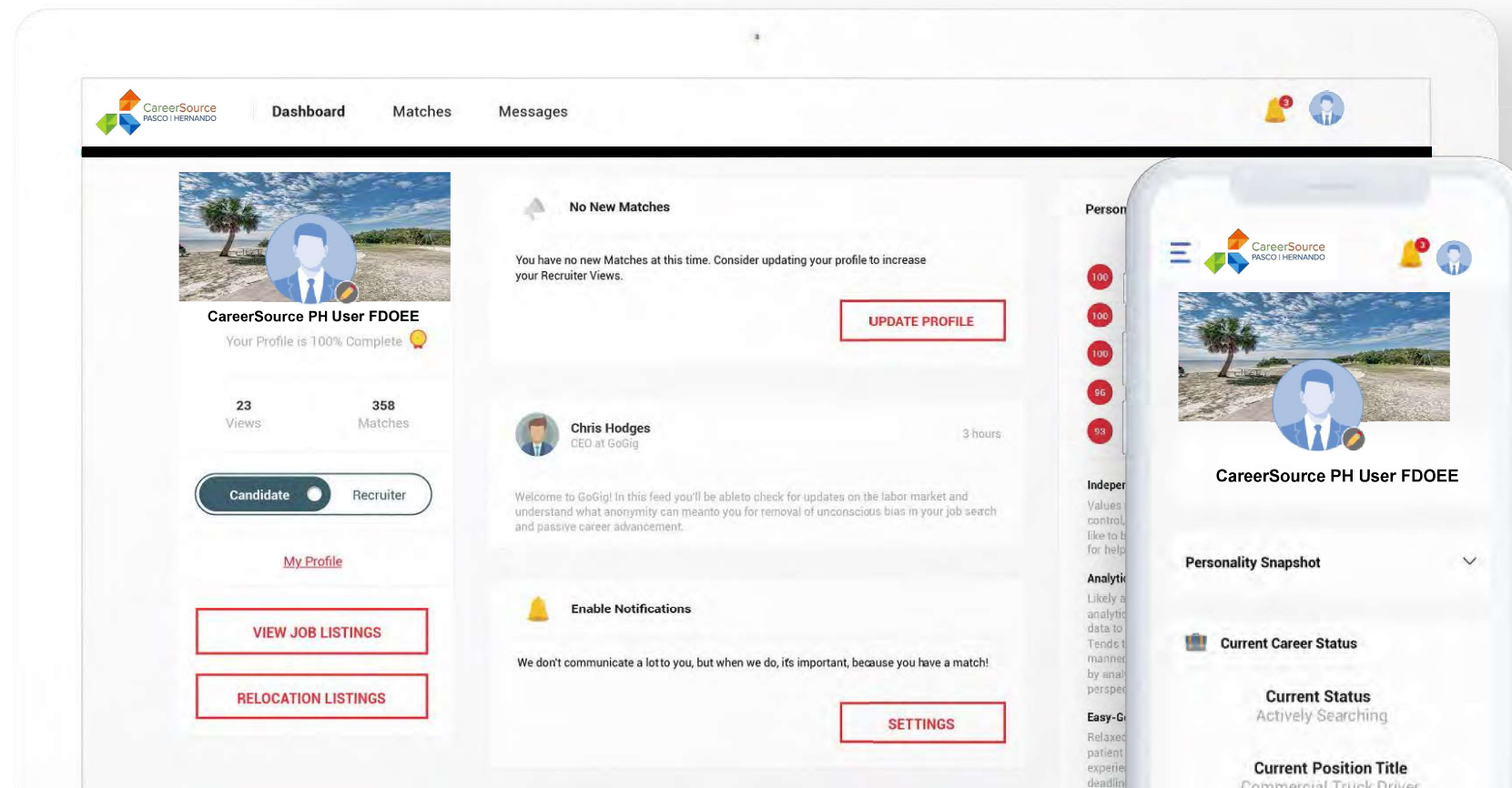


CareerSource Pasco Hernando has established relationships with local universities, colleges, and trade schools that are direct feeders of talent into the CareerSource Pasco Hernando Talent Community

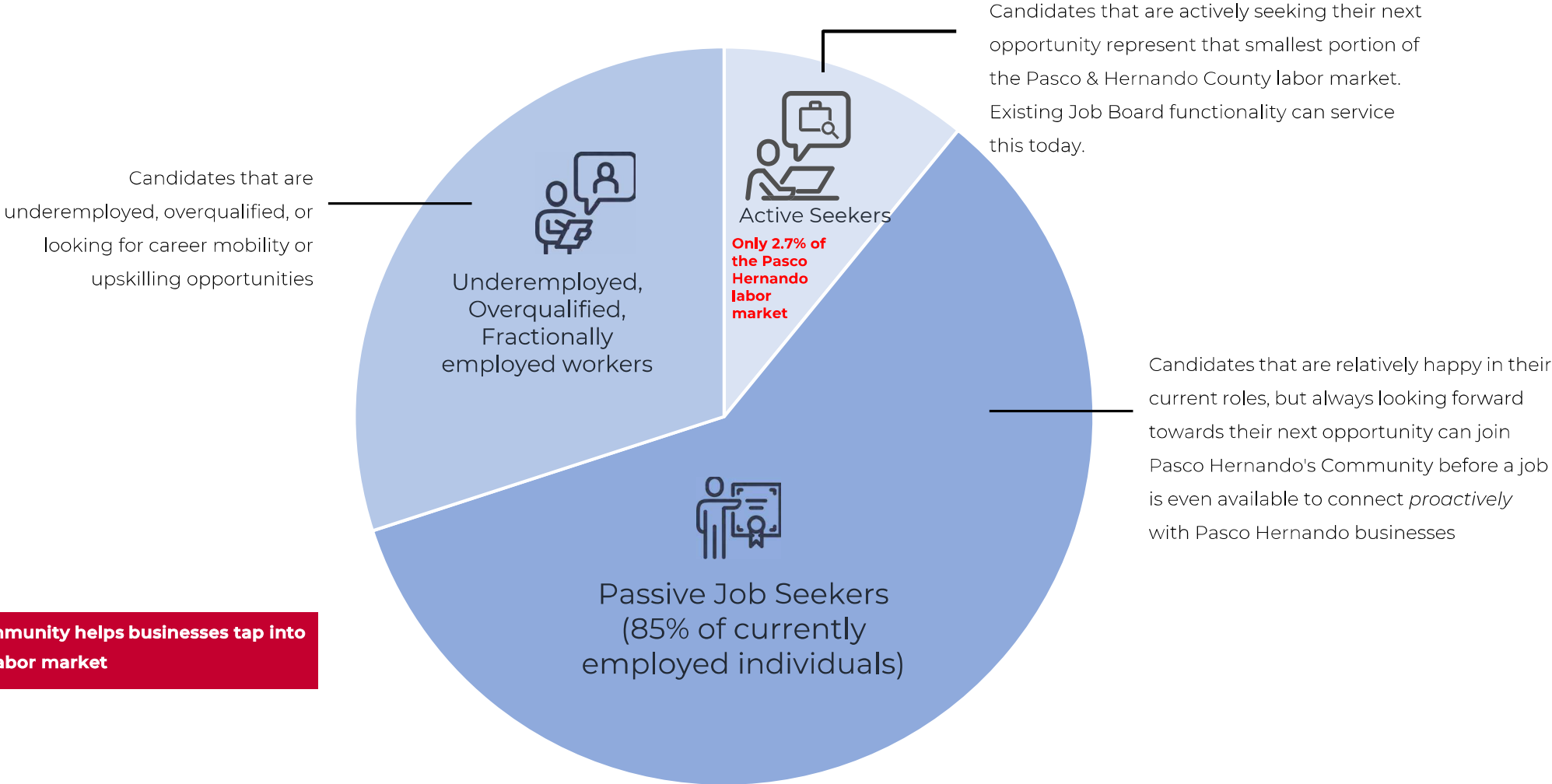


Introducing: CareerSource Pasco Hernando Career Connect

GoGig's Talent Portal will provide a community that will connect active & passive talent with local Pasco & Hernando based businesses. Talent will be able to connect without bias and jeopardizing their current job



Key Difference: Job Boards only serve 0.009% (37% of 2.7% unemployed) of the Pasco & Hernando County Labor Market, with GoGig's talent portal, CareerSource Pasco Hernando Career Connect will service 82% of that labor Market



Only 37% of ACTIVE job seekers have a resume readily available to apply to jobs on traditional job boards

How GoGig Differentiates from Job Boards, LinkedIn, etc.

GoGig is the first web and app-based technology of its kind to build an anonymous equal employment workforce portal to drive prosperity to all all candidates and businesses in or looking to relocate to Pasco & Hernando Counties, while removing bias in the process. It does this by providing the businesses access to the candidates who are looking for other career opportunities. Pasco & Hernando County businesses can query an anonymous "CareerSource Pasco Hernando" branded workforce community that is customizable to CareerSource's needs

How GoGig Benefits Pasco & Hernando County Businesses

GoGig's technology will allow Pasco & Hernando county businesses to focus on all sectors of the labor market. The platform provides access to passive, active, and unemployed candidates that they do not have on Traditional and State Job Boards.



- **42% of the time** a business extends and an invitation to connect with a candidate, it is accepted. As a comparative metric, only 6% of candidates respond to an InMail message on LinkedIn from a recruiter, which includes "no please get away from me".
- **5:1 match:hire ratio.** On average, it takes about 5 matches to lead to 1 hire in GoGig's platform, which drastically improves metrics like time-to-fill and cost-per-hire for businesses. This is a more effective tool for Pasco & Hernando County companies than other technologies like traditional job boards because of the improved metrics.
- **90% of hiring professionals** on GoGig's platform are NON HR titled individuals. By removing the job posting requirement, it is easier for small businesses and start ups to source the platform more effectively for candidates.



GoGig Benefits CareerSource Pasco Hernando Board

CareerSource Pasco Hernando is first hand witnessing the most challenging labor shortage the state of Florida has seen in years. Workforce Boards must have technologies that provide businesses give access to all types of talent, and the data surrounding the talent

- GoGig's anonymous talent portal provides the backbone technology needed to drive and support performance metrics. Candidate experience and desired based data assists the CareerSource Pasco Hernando and local businesses plan for the following:
 - o New businesses started
 - o Job creation & job growth
 - o Employment sector data
 - o Wage & Salary Data
 - Earned
 - Desired
- GoGig's Talent Portal can be used as a resource for CareerSource Pasco Hernando and businesses to use when creating new opportunities within the organization
 - o Access to qualified talent in the exploration process of company change, growth and expansion

Proprietary Features and Functionality that GoGig has 
which traditional and state job boards do not



Desires-based algorithmic
matching

Cultural fit and
communication style
analysis

Content engagement
feed with AI-based
email and mobile
notification targeting

Native Mobile App
functionality on iOS and
Android, within-app
messaging, video chat and
calendar integration

Skills Evaluator to evaluate
candidate skill sets and
identify skills gaps + skills
gap reporting





Anonymize Top of Hiring Funnel to Remain EEOC Compliant

Anonymous Initial Selection of Candidate ***Anonymous***



Unveil + Match + Chat
(EEOC Compliant for all Protected Classes)



Relationship Building



Integration with Case
Management and Job Boards

Formal Job Application

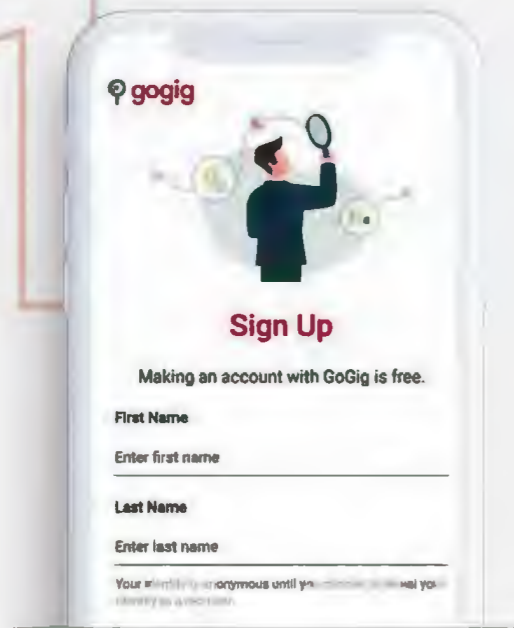
Age, Race, Ethnicity,
Gender, Country of
Origin, Religion,
Veteran Status



GoGig does NOT compete with the existing EmployFlorida system, it adds enhanced functionality to deliver value to the entire Pasco & Hernando labor market

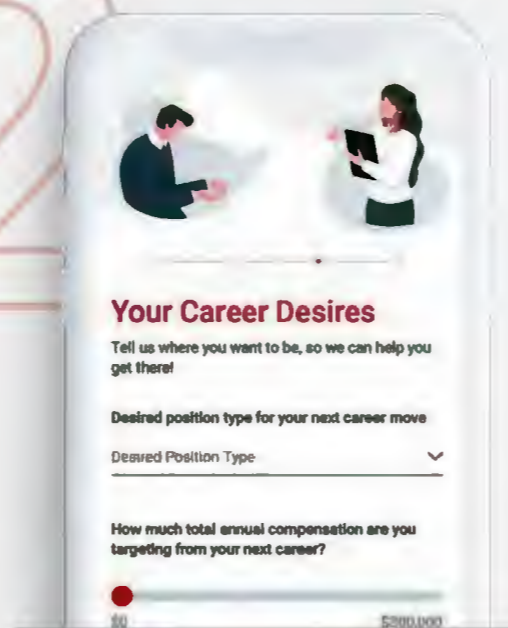
How It Works: **Candidates**

Build



Candidates create an account
in as little as 2 minutes

Match + Engage



Candidates input their anonymous
career history, desires, and personality
metrics into their profile

Unveil + Chat

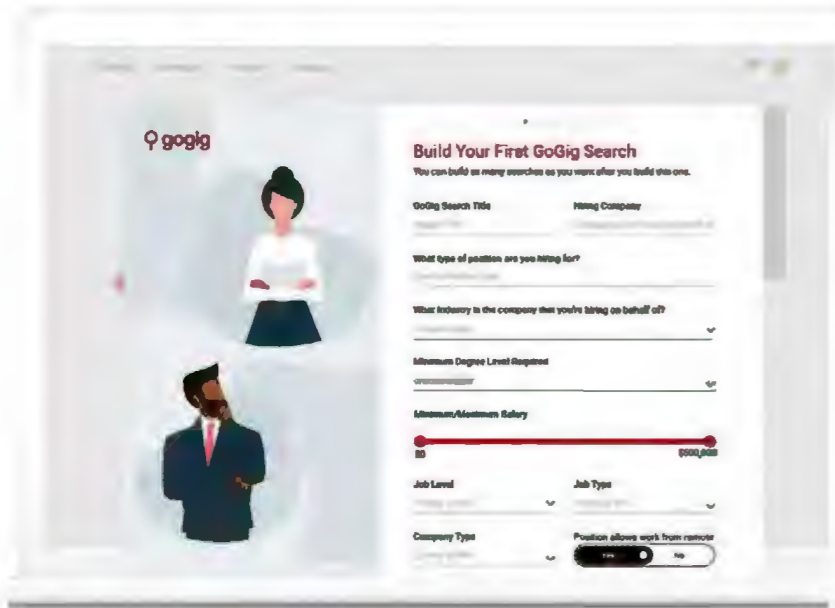


Candidates can mutually accept invitations
to connect at their discretion, reveal their
identities, and have 'warm' conversations.

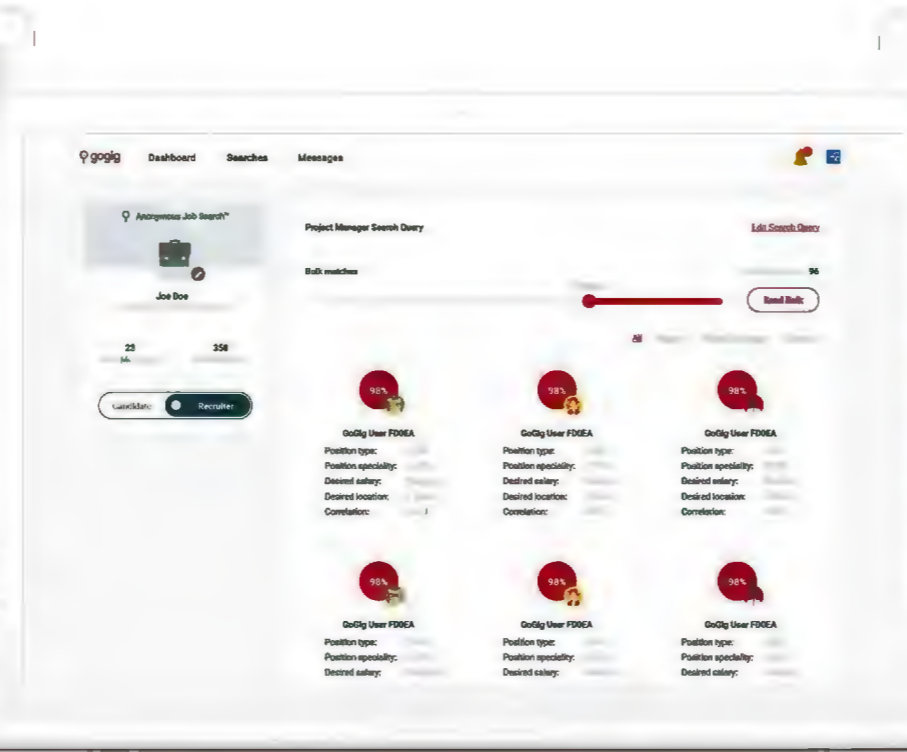
The Result? Meaningful conversations with Pasco & Hernando County
based businesses that deliver real value for career advancement.



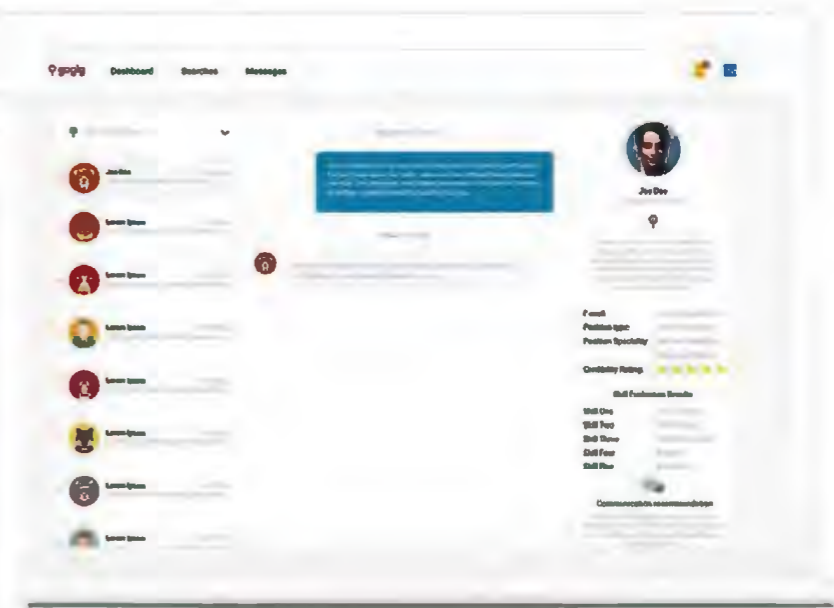
How It Works: Hiring Companies



Pasco & Hernando County businesses that are hiring can build a GoGig Search to see passive and active candidates in the GoGig Talent Portal.



Through AI and powerful algorithmic search, Pasco & Hernando County businesses can select which candidates are most intriguing to them and engage based on company criteria.



Pasco & Hernando County businesses can connect through mutual acceptance and chat without bias

The Result? An CareerSource Pasco Hernando branded Talent Portal that removes unconscious bias and encourages passive conversations of real value.





We're fundamentally changing the hiring process as we know it.

Join us on our journey!

Please contact Chris Hodges, Founder + CEO at hodges@gogig.com for more information

INFORMATION ITEM 2
Office Closure

The following item is presented as information for the Committee.
No action is required.

DISCUSSION ITEM 1
Severance Package

This item is presented as discussion for the Committee. No action is required.