

CareerSource
SOUTHWEST FLORIDA

Career Services Committee Meeting

April 12, 2023
2:00pm



- I. Call to Order / Roll Call / Quorum**
- II. Public Comment**
- III. Approve February 15, 2023 Meeting Minutes**
- IV. Eligible Training Provider List (ETPL)**
 - A. Process for Adding a School to the ETPL**
 - B. Request to Add K & E Medical Training Center**
 - C. Request to Add Dominium Institute**
- V. Reports**
 - A. DEO Statewide Indicators of Performance**
 - B. DEO Monitoring Summary**
- VI. Career Services Committee Activities**
- VII. Open Discussion**
- VIII. Adjournment**

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CAREER SERVICES COMMITTEE MEETING
CareerSource Southwest Florida
VIRTUAL AND IN-PERSON
February 15, 2023
2 p.m.

MINUTES

Members Virtually Present:

DeeLynn Bennett	Troy Virgil James Collett
Bill Diamond	Keitha Daniels
Dr. Brian Granstra	Kim Hustad
Dr. Amy Teprovich	Jennifer Thayer – In Person

Members Absent:

Drummond Camel	Brent Kettler
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Guests/Interested Parties:

Staff Present:

Mary Anne Zurn, Staff Liaison – PRESENT	Peg Elmore
Benita Richards	Barbara Short

I. CALL TO ORDER

The meeting was called to order by Keitha Daniels, Interim Chair, at 2:02 p.m., via ZOOM and in-person. A verbal role call was taken, and quorum established.

II. WELCOME AND INTRODUCTIONS

Keitha Daniels referenced the Committee Directory included in the meeting packet and invited all those present to introduce themselves.

III. REVIEW CAREER SERVICES COMMITTEE STRUCTURE AND RESPONSIBILITIES

Keitha Daniels referenced the Committee Structure included in the meeting packet. The Committees have been restructured and some of the responsibilities have been reassigned, such as education vs. business needs is now a responsibility of the Business and Economic Development Committee. This Committee will look at the Region's Grade, why did we get the grade, how can we improve, and what can we recommend to staff. Adding schools/programs to the Eligible Training Provider List (ETPL) as a Committee/Board function is currently under review by staff. If schools/programs are approved by DOE/CIE, they have checked all the boxes and the due diligence is done. Until a decision is made, we will continue to bring to the Committee/Board for review.

We are still awaiting an update on the REACH Act Board Alignment from Ernst & Young. Once all Regions are confirmed, we will begin Strategic Planning with the Board and Committees. We would like to focus on work base learning, internships, etc., and the Committees will need to work together. We will request direction from the Executive Committee for Strategic Planning.



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Mary Anne Zurn requested the Committee meet opposite months of the Board meetings. The Committee discussed meeting every other month, second Wednesday, at 2 p.m.

Bill Diamond made a **motion** to approve the FY 22-23 and FY 23-24 Committee Meeting Schedule as bi-monthly, second Wednesday, at 2 p.m. Dr. Brian Granstra seconded, and the motion was unanimously approved by the Committee.

V. REQUEST TO ADD SCHOOL TO ELIGIBLE TRAINING PROVIDER LIST (ETPL)

Mary Anne Zurn referenced one new school to review included in the meeting packet.

K&E Medical Training Center – Fort Myers is licensed with the Florida Department of Education (DOE)/Commission for Independent Education (CIE) and offers Medical Assistant and Patient Care Technician. Mary Anne stated as a new school, we do not have performance data to reference, such as the 60% employment rate, enrollment rate, graduation rate, etc. Tuition, testing for certification, books, uniforms, supplies, etc. are all included in costs presented.

The Committee members discussed if recommending schools and/or programs to the ETPL for approval should remain one of their responsibilities, should a new criteria be established? If it is a new school, should we put them on a waiting list for a specified period of time, then request performance data? Before a decision is made for this school today, the Committee requested more information: Enrollment, Placement Rate, Graduation Rate, Website lacking detailed information about the programs, on-line application does not work, etc.

Mary Anne stated the previous ETPL performance evaluation was done approximately four months ago, followed by a DEO performance evaluation requesting additional information. Our performance evaluation included credentials, wages, and placements.

Bill Diamond made a **motion** to deny proceeding with any recommendation to the Board of Directors K&E Medical Training Center; Dr. Brian Granstra seconded, discussion ensued.

The Committee requested Mary Anne request additional criteria and bring to next meeting. Mary Anne will request performance information, if any, from the school. Mary Anne will also request Certified Nursing Assistant (CNA) and/or Certified Patient Care Technician (CPCT) and Certified Medical Assistant (CMA) pass rates for certifications. Will this be the criteria moving forward for all new schools, new programs? That is TBD pending previous discussion if this continues as a [Committee](#) responsibility.

There being no further discussion, the motion was unanimously approved by the Committee.

VI. ELECT COMMITTEE CHAIR – DISCUSSION AND/OR ELECTION

Keitha Daniels shared she was appointed as the Interim Chair by the Executive Committee. She is happy to remain the Chair until the end of the program year or continue longer. The Committee can decide today or wait until next program year.

Kim Hustad made a **motion** to nominate and approve Keitha Daniels as the Career Services Committee Chair; Jennifer Thayer seconded, and the motion was unanimously approved by the Committee.



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VII. OPEN DISCUSSION

Next Career Services Committee meeting is April 12, 2023, 2 p.m.

VIII. ADJOURNMENT

The meeting adjourned at 3:09 p.m.



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**AGENDA ITEM IV-A
Career Services Committee
April 12, 2023**

Process for Adding a School to the Eligible Training Provider List (ETPL)

Historically, we have brought requests from schools to Committee for recommendation to the full Board of Directors. We have recently been discussing the need to do so, as schools are vetted by staff to determine:

- School is licensed with the appropriate authority, most often the Florida Department of Education (DOE)/Commission for Independent Education (CIE).
- Programs link to demand occupations, using the Regional Demand Occupations List (RTOL), the DOE Curriculum Framework, DOE's Classification of Instructional Programs to Standard Occupational Classification (CIPxSOC) crosswalks.
- Programs include sufficient hours or credits using DOE standards, most often the Curriculum Framework.
- Program performance (unless program is new) meets our standard of 60% Employment Rate.

Neither the Workforce Innovation and Opportunity Act (WIOA) nor any current policies at the state level requires local Board approval; only our own guidelines for Selection and Retention of Eligible Training Providers. We are waiting for new guidance from the state level regarding the new Master Credentials List and other possible changes to ETPL processes, before making changes.

At this point, while we wait for new guidance, we might:

- Continue to follow our local guidelines and bring schools to the Committee.
- Change our local guidance now and allow staff to approve and add schools to the ETPL.



April 12, 2023

Request to Add School to Eligible Training Provider List (ETPL)**K & E Medical Training Center**

Address: 1469 Colonial Blvd., Suite 200, Fort Myers, FL 33907

Signature authority Ms. Jocelyne Clarke, CEO & Founder

& contact person:
239-206-1967 kelearning534@gmail.com

Board staff recommends K & E Medical Training Center be added to Local Workforce Development Board (LWDB) 24's Eligible Training Provider List (ETPL), along with the programs noted below. This will allow customers to choose this school for their education and would allow CareerSource Southwest Florida staff to utilize Individuals Training Accounts (ITAs) for these individuals. Board staff has reviewed the following and found them to be satisfactory:

- Initial Application
- Training Provider Agreement
- Licensure with appropriate board or authority: Florida Department of Education (DOE)/Commission for Independent Education (CIE) License: 7624
- Offers at least one program which links to our Regional Targeted Occupations List

Program	Demand Occupation Linkage	Certification / Credential	Clock hours	Cost	Pell	Meets 60% Employment Rate-All?
Medical Assistant	Medical Assistants / 31-9092	Certified Medical Assistant	720	\$6,324	No	New
Patient Care Technician	Nursing Assistants / 31-1131	Patient Care Technician	600	\$3,924	No	New

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Request to Add School to Eligible Training Provider List (ETPL)**Dominium Institute**

Address: 5288 Summerlin Commons Way, Unit 903, Fort Myers, FL 33907
 Signature authority Dr. Dieumila Etienne, Program Director
 & contact person:
 239-200-1664 dominiuminstitutellc@gmail.com

Board staff recommends Dominium Institute be added to CareerSource Southwest Florida's Eligible Training Provider List (ETPL), along with the programs noted below. This will allow customers to choose this school for their education and would allow CareerSource Southwest Florida staff to utilize Individuals Training Accounts (ITAs) for these individuals. Board staff has reviewed the following and found them to be satisfactory:

- Initial Application
- Training Provider Agreement
- Licensure with appropriate board or authority: Florida Department of Education (DOE)/Commission for Independent Education (CIE) License: 10325
- Offers at least one program which links to our Regional Targeted Occupations List

Program	Demand Occupation Linkage	Certification / Credential	Hours or credits	Cost	Pell	Meets 60% Employment Rate-All?
Nursing	Registered Nurses / 29-1141	ASN	72 credits	\$32,556	Pending	New
Practical Nursing	Licensed Practical and Licensed Vocational <u>Nurses</u> / 29-2061	LPN	1,350 hours		Pending	New

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Measures	PY2021-2022 4th Quarter Performance	PY2021-2022 % of Performance Goal Met For Q4	PY2021-2022 Performance Goals	PY2022-2023 1st Quarter Performance	PY2022-2023 % of Performance Goal Met For Q1	PY2022-2023 2nd Quarter Performance	PY2022-2023 % of Performance Goal Met For Q2	PY2022-2023 Performance Goals
Adults:								
Employed 2nd Qtr After Exit	84.20	91.52	92.00	84.20	95.57	81.00	91.94	88.10
Median Wage 2nd Quarter After Exit	\$8,024	99.06	\$8,100	\$8,458.00	108.23	\$8,365	107.04	\$7,815
Employed 4th Qtr After Exit	81.50	87.63	93.00	85.00	96.15	79.50	89.93	88.40
Credential Attainment Rate	76.20	97.69	78.00	77.70	96.88	80.70	100.62	80.20
Measurable Skill Gains	74.50	137.96	54.00	57.10	79.20	52.80	73.23	72.10
Dislocated Workers:								
Employed 2nd Qtr After Exit	80.90	90.90	89.00	82.70	94.51	84.60	96.69	87.50
Median Wage 2nd Quarter After Exit	\$8,474	89.20	\$9,500	\$10,023.00	112.57	\$9,184.00	103.14	\$8,904
Employed 4th Qtr After Exit	88.10	104.88	84.00	89.50	101.59	74.50	84.56	88.10
Credential Attainment Rate	83.80	119.71	70.00	82.40	104.83	92.70	117.939	78.60
Measurable Skill Gains	80.50	135.75	59.30	70.20	90.12	65.20	83.697	77.90
Youth:								
Employed 2nd Qtr After Exit	84.80	102.17	83.00	84.90	104.04	79.20	97.06	81.60
Median Wage 2nd Quarter After Exit	\$5,277	117.27	\$4,500	\$5,238.00	130.79	\$4,871	121.62	\$4,005
Employed 4th Qtr After Exit	87.60	110.89	79.00	86.90	111.13	79.80	102.05	78.20
Credential Attainment Rate	73.60	92.00	80.00	70.30	101.44	64.60	93.22	69.30
Measurable Skill Gains	70.00	106.06	66.00	62.10	77.63	54.50	68.13	80.00
Wagner Peyser:								
Employed 2nd Qtr After Exit	72.30	92.69	78.00	71.90	100.14	62.60	87.19	71.80
Median Wage 2nd Quarter After Exit	\$6,828	124.15	\$5,500	\$7,206.00	127.00	\$6,474.00	114.10	\$5,674
Employed 4th Qtr After Exit	66.10	94.43	70.00	67.20	98.97	56.80	83.65	67.90

Not Met (less than 90% of negotiated)
Met (90-100% of negotiated)
Exceeded (greater than 100% of negotiated)



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Program Year 2021-2022
November 14, 2022

Quality Assurance Report

Programmatic and Financial Compliance Monitoring Review for



Local Workforce Development Board - 24



Prepared and Issued By:



*Division of Workforce Services and
Division of Finance and Administration*

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Executive Summary

During the period of May 2 to May 6, 2022, the Florida Department of Economic Opportunity (DEO) conducted a joint programmatic and financial monitoring review of CareerSource Southwest Florida's (the "LWDB") workforce programs. Programmatic and financial monitoring was conducted by DEO's Bureau of One-Stop and Program Support (OSPS) and Bureau of Financial Monitoring and Accountability (FMA) staff via a remote desktop review analysis. This allowed for collaboration in the evaluation of both programmatic and financial data by a comprehensive monitoring review team.

Monitoring activities included assessing the LWDB's program operations, management practices, system protocols, internal controls, financial record keeping and reporting to determine if the LWDB operated in compliance with each of the programs' laws, regulations, state and local plans, policies and guidance, and any contract or agreement terms. Monitoring also included sample testing of randomly selected participant case file records from each of the workforce programs reviewed.

Programmatic and financial management issues identified in the report are generally categorized as Findings, Issues of Noncompliance, and Observations based on a scale of high, medium, and low risk probabilities. High, medium, and low risk factors are used to separate those issues that present more of a threat to program operations than others including issues that may potentially impact the fiscal integrity or delivery of services within program operations.

The review revealed the LWDB has the systems in place to perform the broad management, operational, and financial functions required to operate the workforce programs; however, deficiencies in case file documentation requirements and operational and management practices in several program review areas were identified. The programmatic monitoring review resulted in 15 findings and nine other noncompliance issues (ONI). The financial monitoring review resulted in two issues of noncompliance and one technical assistance. While no material issues or weaknesses came to the reviewers' attention other than those contained in the report, there is no assurance that other issues do not exist.

Note: As subrecipients of authorized funds administered by DEO, LWDBs are accountable for failing to correct performance, programmatic and financial deficiencies found during compliance monitoring reviews. To reduce programmatic or financial deficiencies observed and to increase program integrity at the local level, corrective action by the LWDB is required to be taken.

The results of each of the LWDB's workforce programs are summarized in the following charts by program and category. For additional programmatic and financial monitoring information and resources, click here: [Monitoring Overview](#).

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Ron DeSantis
GOVERNOR



Meredith Ivey
ACTING SECRETARY

March 21, 2023

Ms. Peg Elmore, Executive Director
CareerSource Southwest Florida
6800 Shoppes at Plantation Drive, Suite 170
Fort Myers, Florida 33912

Dear Ms. Elmore:

The Florida Department of Economic Opportunity would like to thank you and the CareerSource Southwest Florida staff for your participation and cooperation in the Program Year (PY) 2021-2022 quality assurance review of your workforce programs. Your corrective action plan for resolving the findings and other noncompliance issues identified in the report has been accepted. Consequently, this correspondence closes out the PY 2021-2022 quality assurance review process.

Should you have any questions or require additional information, please contact Ken Williams at (850) 245-7457 or via email at Kenneth.Williams@DEO.MyFlorida.com.

Sincerely,

Kathryn Nelson, Chief
Bureau of One-Stop and Program Support

KN/otwj

cc:

Andrew Collins
Keantha Moore
Shawn Brown
Ken Williams

Florida Department of Economic Opportunity | Caldwell Building | 107 E. Madison Street | Tallahassee, FL 32399
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SUMMARY TABLE OF PROGRAMMATIC MONITORING RESULTS

N=No. Y=Yes. N/A=Not Applicable.

PY 2021-22 Programmatic Monitoring Results					
Workforce Program	Issue	Prior Year Finding	Current Year Finding	Prior Year Other Noncompliance Issue	Current Year Other Noncompliance Issue
WT	There was no attempt to contact and/or counsel a participant during the pre-penalty and sanction process. Additionally, another participant was not allowed three working days to provide good cause for a second failure in 30 days. There were also delays in requesting penalties and sanctions for a participant.	N	Y		
	Elements from a safety plan were not included on the Individual Responsibility Plan (IRP) for a victim of domestic violence.			Y	Y
WT Totals		0	1	1	1
SNAP E&T	A participant case file did not contain documentation to support all JPR hours entered in OSST.	N	Y		
	A couple of participants did not have their 390 initial appointment status code selected within two business days of completion of the appointment or "No show."			N	Y
SNAP E&T Totals		0	1	0	1
WIOA Adult/DW	Quarterly follow-ups were not conducted for a couple of participants.	N	Y		
WIOA Youth	Supportive service information recorded in Employ Florida did not match documentation maintained in a participant's case file.			N	Y
WIOA Common Issues	Measurable Skills Gains (MSG) were not recorded in Employ Florida for several participants. Additionally, documentation to support the MSGs that were recorded was missing in a few participant case files.			Y	Y
WIOA Totals		0	1	1	2
TAA	The Individual Employment Plan (IEP) in a participant's file did not contain objectives or specific benchmark completion dates to accomplish the participant's goal.			N	Y
TAA Totals		0	0	0	1
WP	Several services recorded in Employ Florida did not meet the definition of a service or were inadequately documented.	Y	Y		
	An H-2B job order was not placed on hold prior to DEO review and approval.	Y	Y		
	A job order did not have documentation that the job met Florida's minimum wage rate requirements.	Y	Y		
	Permission to create Employ Florida registrations and a referral to a job order was not documented for several job seekers. Also, several job seeker applications were incomplete prior to referral.	Y	Y		
	No documentation to support verification of a placement on a job order.	Y	Y		
	A new employer-entered job order was not reviewed by staff.	N	Y		
	I-9 and 316 INS forms were not completed correctly as required.	N	Y		
	New employer Employ Florida account staff verification documentation was incomplete.			N	Y
	A couple of staffing (private employment) agency job orders did not contain the phrase "Position offered by no-fee agency."			N	Y
WP Totals		5	7	0	2
JVSG	A couple of participants did not have a Priority of Service (POS) code 189 or a system generated POS 089 code or a JVSG	N	Y		



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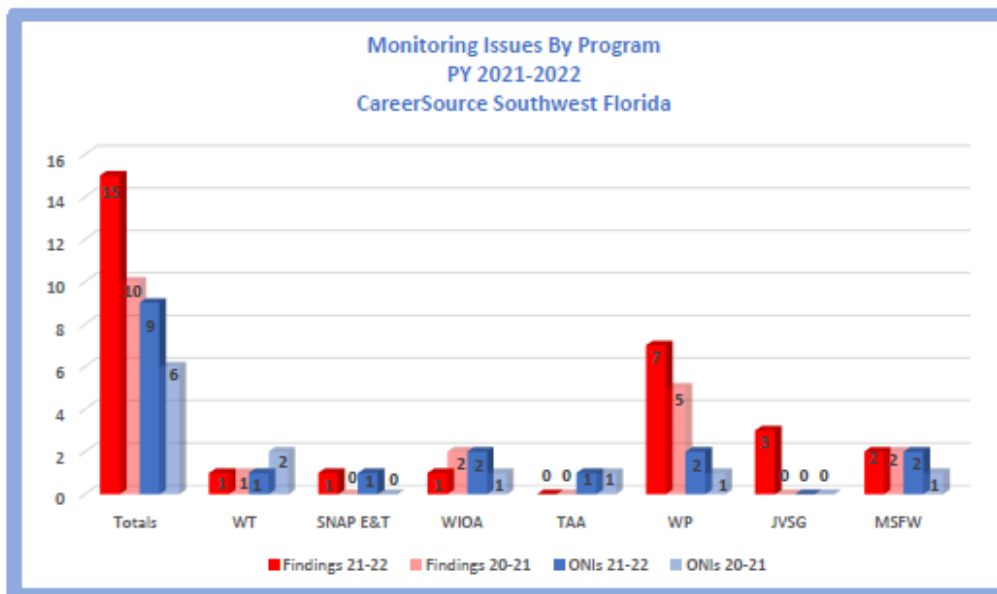
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	participation date recorded in Employ Florida when participation began.				
	Documentation to support a couple of job development services was incomplete.	Y	Y		
	A participant's IEP was missing documentation of an employment goal.	N	Y		
JVSG Totals		1	3	0	0
MSFW	Several MSFW Outreach Services Reports indicated zero outreach activities and zero services to MSFWs during the review period and were submitted late to the State Monitor Advocate for reporting purposes. Additionally, quality contacts and outreach contact goals for MSFWs were not met.	Y	Y		
	MSFW Wegner-Peyser applications did not contain all DEO Form 311N requirements nor was there documentation or case notes to support that the form requirements were explained to the MSFWs. Additionally, several MSFWs were not coded correctly in Employ Florida.	Y	Y		
	The two significant career centers did not meet the required Equity Ratio Indicators. Additionally, the Immokalee Significant Career Center did not meet the Minimum Service Level Indicators during the review period.			Y	Y
	An agricultural job order was missing specific days and hours to be worked.			N	Y
MSFW Totals		2	2	1	2
Results-All Programs		8	15	3	9



Note: The above chart reflects a two-year comparison of the number of monitoring issues (PY 2020-21 and PY 2021-22).



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AGENDA ITEM VI
Career Services Committee
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Career Services Committee Activities:

Provides Local Workforce Plan input: The current Two-Year Modification of the Local Workforce Plan expires 12/31/24. A new draft plan will be emailed to Career Services Committee members for review in May or July of 2024 for discussion at the June or August 2024 meeting. The Committee will make a recommendation to the full Board of Directors at the next Board meeting in July or September 2024.

Reviews Department of Economic Opportunity (DEO) Statewide Indicators of Performance: The 2nd Quarter 2022-2023 data is included in packet. Note: These are rolling 12-month reports where the latest amounts are added and the year-old amounts are subtracted.

Reviews REACH Act Letter Grade performance: Reports will be included in committee packets, as they become available. The 1st Quarter 2022-2023 report was in the February meeting packet. If the 2nd Quarter report is available before April 12, it will be included in the April meeting packet.

Reviews DEO Monitoring Summary. The Summary for the most recent DEO Monitoring is included in the packet. This has already been before the Board of Directors but will come before this Committee in the future.

Reviews performance of Eligible Training Providers. DEO collected performance from training providers in August 2022. We anticipate they will again in August 2023. Results will be included in the packet when available.

Acts as Review Panel or selects/recommends reviewers for One-Stop Operator procurement: The current provider is approved through June 3, 2024. We will be required to go out for bid for the July 1, 2024 through June 30, 2025 program year. Board staff will start the Request for Proposals process in January-February 2024. At the February 14, 2024 Career Services Committee meeting, members will agree to act as the Review Panel or will recommend reviewers (Board members or members of other CareerSource Southwest Florida committees). Proposals will be forwarded to the Review Panel in March 2024. The Review Panel will meet in April 2024 to develop a recommendation to go to the Board of Directors in May 2024.



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Upcoming Meetings:

Board Meetings

<u>Date</u>	<u>Time</u> – 3:30p.m
May 10	
July 12	
September	
November 8	

Career Services Committee Meetings:

<u>Date</u>	<u>Time</u> – 2:00p.m.
June 14	
August 9	
October 11	
December 13	

