

MEMORANDUM OF UNDERSTANDING

between

**The Southwest Florida Workforce Development Board, Inc.
dba CareerSource Southwest Florida**

and

Goodwill Industries of Southwest Florida

I. PARTIES

This Memorandum of Understanding ("MOU") is entered into by **Goodwill Industries of Southwest Florida** (hereafter referred to as the Partner) and **CareerSource Southwest Florida** (hereafter referred to as CSSWF).

II. PURPOSE

This MOU is in direct support of CSSWF's mission to initiate and support effective strategies through collaboration with business, education, and social services to facilitate the development of programs and activities that reduce dependency, encourage personal growth, and provide economic benefits to individuals, businesses, and communities of Southwest Florida.

The purpose of this MOU is to describe the cooperative workforce and employment efforts of CSSWF and the Partner and the actions to be taken by each to assure the coordination of their efforts in accordance with state issued requirements.

This agreement is intended to coordinate resources, prevent duplication, and ensure the effective and efficient delivery of workforce services in Southwest Florida. In addition, this agreement will establish joint processes and procedures that will enable the parties to this document to coordinate and perform the activities and services described herein within the scope of legislative requirements governing the parties' respective programs, services, and agencies.

III. PROVISION OF SERVICES

A. CSSWF

CSSWF provides services throughout Charlotte, Collier, Glades, Hendry, and Lee counties and will perform the following functions to assist job seekers in gaining skill sets to prepare for and obtain employment leading to financial independence.

1. Provide a series of employability workshops facilitated by CareerSource SWFL center staff via Microsoft (MS) 365 Teams for the Partner to access through their Community Resource Centers located in Charlotte, Collier, Hendry, Glades, and Lee Counties. The scheduled series of employability workshops provided in the following modules: Interviewing Skills, Resumes and Cover Letters, and Job Search & Job Applications. The employability skills workshop schedule, starting January 2023, Attachment A, is as follows:
 - Job Search and Applications, on the first Monday of a month at 9:00 A.M.
 - Resume and Cover Letters, on the second Monday of a month at 9:00 A.M.
 - Interviewing Skills, on the third Monday of a month at 9:00 A.M.
2. Provide referrals of Welfare Transition (WT), Temporary Assistance for Needy Families (TANF), and Workforce Innovation and Opportunity Act (WIOA) Youth program participants to the Partner's Dress to Impress initiative for interview and

employment appropriate apparel using the Goodwill Community Resource Center Referral Form, Attachment B., and the Career Source SWFL Interview and Employment Apparel Checklist, Attachment C.

- Provide a fifty-dollar (\$50.00) reimbursement to the Partner for job interview apparel for job seekers participating in the Welfare Transition (WT), Temporary Assistance for Needy Families (TANF), and Workforce Innovation and Opportunity Act (WIOA) Youth programs, based upon the availability of resources.

Example of interview apparel:

- One outfit (skirt, blouse, blazer or dress and blazer or pants, blouse, blazer),
 - Undergarments, as needed,
 - One pair of shoes, and
 - Accessories, or
 - An appropriate combination of the above to total approximately five items.
- Provide a two-hundred-dollar (\$200.00) reimbursement to the Partner for a one-week ensemble of mix and match employment apparel for job seekers participating in the WT, TANF, and WIOA Youth programs, based upon the availability of resources.

Example of employment apparel:

- Five outfits (as described in the example of interview clothing),
 - Undergarments, as needed,
 - One pair of shoes, and
 - Accessories, or
 - An appropriate combination of the above to total approximately twenty items
- Process reimbursement payment of submitted invoices with two-week processing period from the receipt date of the invoice and applicable documentation. The invoice shall indicate the participant's name, date the apparel was provided, type of apparel issued (interview or employment) and the amount invoiced. The customer's processed referral form shall be attached to the invoice as documentation to support the payment.
3. Provide referrals to the Partner to receive Dress to Impress Initiative to receive clothing vouchers at no charge to the universal job seekers, not enrolled in WT, TANF or WIOA Youth programs using the Goodwill Community Resource Center Referral Form, Attachment B.
 4. Provide WT, TANF, WIOA Youth job seeker referrals to the Partner using the Goodwill Community Resource Center Referral Form, Attachment B., and a CSSWF Authorization for Training, Attachment D, to the Partner's National Retail Federation certification program, based upon the availability of resources.
 - Process payment of submitted invoices with two-week processing period from the receipt date of the invoice and applicable documentation.
 5. Provide WT, TANF, WIOA Youth job seeker referrals using the Goodwill Community Resource Center Referral Form, Attachment B., and a CSSWF Authorization for

Training, Attachment D, to the Partner's Automotive Service Excellence (ASE) certification program, based upon the availability of resources.

- Process payment of submitted invoices with two-week processing period from the receipt date of the invoice and applicable documentation.
6. Provide assistance to job seekers referred from the Partner to register and access the Metrix Learning SkillsSoft courses, based upon the availability of resources.
 7. Provide workforce services and programs which may include skill assessments, career development workshops, internet access to local employment opportunities, Federal Bonding, funding for occupational training, paid work experience opportunities and job referrals through Wagner-Peyser (WP), WIOA, WT, TANF, and/or Supplemental Nutrition Assistance Program Education and Training (SNAP E & T), as appropriate.

B. PARTNER

The Partner provides services to residents of Charlotte, Collier, Glades, Hendry, and Lee counties and will perform the following functions to assist in connecting individuals seeking employability skills and employment to CSSWF:

1. Guide job seekers to self-register in Florida's labor exchange system at www.EmployFlorida.com who are citizens and qualified non-citizens, authorized to work in the United States, who are residents of Charlotte, Collier, Glades, Hendry and/or Lee counties, and refer job seekers to CSSWF for employment and training services.
2. Provide access to the CSSWF employability workshop series via Microsoft TEAMS at the Partner's Community Resource Centers.
3. Provide Dress to Impress interview apparel and employment apparel to WT, TANF and WIOA Youth program participants referred by CSSWF.
 - Submit invoices on a monthly cycle with two-week processing period from the receipt date of the invoice and applicable documentation as described in Section III.A.2.
4. Provide interview apparel/clothing to the universal job seeker referred by CSSWF to the Partner using the Partner's existing voucher system at no charge, as an in-kind service, based upon the availability of resources.
5. Provide the WT, TANF, WIOA Youth job seekers referred by CSSWF to the Partner's National Retail Federation training and exams to acquire certification.
 - Submit invoices to CSSWF prior to June 30 of the year of enrollment for payment to: csswfaccounts@careersourcesouthwestflorida.com
6. Provide the WT, TANF, WIOA Youth job seekers referred by CSSWF to the Partner's Automotive Service Excellence (ASE) program training and exam to acquire certification.
 - Submit invoices to CSSWF prior to June 30 of the year of enrollment for payment to: csswfaccounts@careersourcesouthwestflorida.com
7. Guide job seekers to self-register in Metrix Learning Skill Up America site to access online soft skills and job skills training courses based upon the individual's career

pathway at <http://southwestflorida.skillupamerica.org/> or refer to CSSWF for assistance.

C. Both CSSWF and the Partner will:

1. Register with the Crosswalk partner-to-partner referral platform to receive referrals, track progress and share information within each agency's guidelines.
2. Market employability workshops to drive job seekers to the CSSWF centers, Partner Community Resource Centers or provide the MS 365 Teams link.
3. Identify and/or collaborate to develop access to wrap-around services for individuals disclosing barriers outside of each agency's service delivery model.
4. Exchange information on employment attainment and education enrollment to include GED, English for Speakers of Other Languages (ESOL) or occupational training.

IV. CONFIDENTIALITY OF RECORDS

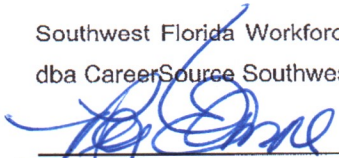
In the event that either party to this MOU obtains access to any records, files, or other information of the other party in connection with, or during the performance of this MOU, then that party shall keep all such records, files, or other information confidential, and shall comply with all laws and regulations concerning the confidentiality of such records, files or other information to the same extent as such laws and regulations apply to the other party.

V. TERM OF AGREEMENT

This Memorandum of Understanding (MOU) will be in effect until June 30, 2024, or earlier if funding is exhausted, and renewable in two-year increments. Either party may make amendments, modifications, or termination of this MOU upon a thirty (30) day written notice.

SIGNATURES

Southwest Florida Workforce Development Board, Inc.
dba CareerSource Southwest Florida



Signature

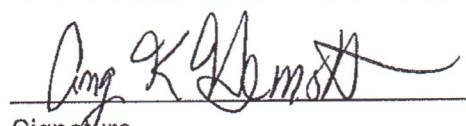
Peg Elmore, President and CEO

Name, Title

11/30/2022

Date

Goodwill Industries of Southwest Florida



Signature

Angela Hemstreet, Director Employment Services

Name, Title

11/30/22

Date



ATTACHMENT A

Employability Skills Workshops

1. Interviewing Skills
2. Resumes & Cover Letters
3. Job Search & Job Applications

Please indicate in the day of the month table cell when CSSWF staff will provide our three (3) core employability skills workshops using the presentations available in the CSSWF SharePoint > regional training materials via teams to community partners. At this time we will offer the workshops in English. As CSSWF staffing patterns evolve, we plan to offer the core employability workshops in Spanish and Haitian Creole. The minimum frequency goal of offering live TEAMS core workshops is one time per month. We can provide the YouTube links to the pre-recorded workshops if there is a need to increase in workshop frequency.

	Monday	Tuesday	Wednesday	Thursday	Friday
WEEK 1	Job Search & Applications 9am				
WEEK 2	Resume & Cover Letters 9am				
WEEK 3	Interviewing Skills 9am				
WEEK 4					

Notes and Comments:



Goodwill Industries of Southwest Florida is committed to serving people with disabilities and disadvantages by offering life-changing opportunities to achieve independence. Referrals from Partner Agencies will receive assistance with employment soft skills training, resume preparation, job placement services, digital skills training, and other services. These services are offered at no cost.

Goodwill Community Resource Center Referral Form

Client Information:																			
Name (First, Middle Initial, Last Name) _____																			
Date of Birth (Month/Day/Year): <input type="checkbox"/> Decline to answer		Primary Spoken Language:	Secondary Spoken Language:																
Address: <input type="checkbox"/> Homeless		City:	State: _____ Zip: _____																
Email Address (please print): _____		Phone Number: _____																	
<p>Race:</p> <input type="checkbox"/> Black or African American <input type="checkbox"/> Asian/Native Hawaiian/Other Pacific Islander <input type="checkbox"/> Caucasian or White <input type="checkbox"/> Decline to answer <p>Ethnicity:</p> <input type="checkbox"/> Hispanic / Latino <input type="checkbox"/> Not Hispanic or Latino <input type="checkbox"/> Decline to answer <p>Military Status: Do you have military experience? <input type="checkbox"/> Yes <input type="checkbox"/> No Are you a direct family member of a person in or with a history of military service? <input type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p>Gender:</p> <input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Transgender <input type="checkbox"/> Decline to answer <p>Marital Status:</p> <input type="checkbox"/> Single <input type="checkbox"/> Married <input type="checkbox"/> Divorced <input type="checkbox"/> Domestic Partner <input type="checkbox"/> Separated <input type="checkbox"/> Widow <input type="checkbox"/> Decline to answer	<p>Highest level of education you have completed:</p> <table style="width:100%;"> <tr> <td><input type="checkbox"/> H.S Diploma</td> <td><input type="checkbox"/> College Degree</td> </tr> <tr> <td><input type="checkbox"/> GED</td> <td><input type="checkbox"/> AA</td> </tr> <tr> <td><input type="checkbox"/> Less than H.S</td> <td><input type="checkbox"/> BS</td> </tr> <tr> <td><input type="checkbox"/> Special Education</td> <td><input type="checkbox"/> BA</td> </tr> <tr> <td><input type="checkbox"/> Vo-Tech</td> <td><input type="checkbox"/> MS</td> </tr> <tr> <td><input type="checkbox"/> Special Certification</td> <td><input type="checkbox"/> MA</td> </tr> <tr> <td><input type="checkbox"/> Some College</td> <td><input type="checkbox"/> Doctorate</td> </tr> </table> <p>Insurance:</p> <input type="checkbox"/> Medicaid <input type="checkbox"/> Medicare <input type="checkbox"/> Marketplace <input type="checkbox"/> Employer <input type="checkbox"/> Not Insured <p>Do you have Humana?</p> <input type="checkbox"/> Yes Humana ID #: _____ <input type="checkbox"/> No	<input type="checkbox"/> H.S Diploma	<input type="checkbox"/> College Degree	<input type="checkbox"/> GED	<input type="checkbox"/> AA	<input type="checkbox"/> Less than H.S	<input type="checkbox"/> BS	<input type="checkbox"/> Special Education	<input type="checkbox"/> BA	<input type="checkbox"/> Vo-Tech	<input type="checkbox"/> MS	<input type="checkbox"/> Special Certification	<input type="checkbox"/> MA	<input type="checkbox"/> Some College	<input type="checkbox"/> Doctorate			
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<input type="checkbox"/> Special Education	<input type="checkbox"/> BA																		
<input type="checkbox"/> Vo-Tech	<input type="checkbox"/> MS																		
<input type="checkbox"/> Special Certification	<input type="checkbox"/> MA																		
<input type="checkbox"/> Some College	<input type="checkbox"/> Doctorate																		
<p>House Hold Size:</p> Adults: _____ Children: _____	<p>Household Annual Income:</p> \$: _____	<p>Source of Income:</p> <table style="width:100%;"> <tr> <td><input type="checkbox"/> Alimony/Child Support</td> <td><input type="checkbox"/> Wages</td> <td><input type="checkbox"/> SSA \$ _____</td> </tr> <tr> <td><input type="checkbox"/> Food Stamps/TANF</td> <td><input type="checkbox"/> Workers Compensation</td> <td><input type="checkbox"/> SSI \$ _____</td> </tr> <tr> <td><input type="checkbox"/> Self-Employed</td> <td><input type="checkbox"/> Unemployment</td> <td><input type="checkbox"/> SSDI \$ _____</td> </tr> <tr> <td><input type="checkbox"/> Pension</td> <td><input type="checkbox"/> Decline to answer</td> <td><input type="checkbox"/> None</td> </tr> </table>		<input type="checkbox"/> Alimony/Child Support	<input type="checkbox"/> Wages	<input type="checkbox"/> SSA \$ _____	<input type="checkbox"/> Food Stamps/TANF	<input type="checkbox"/> Workers Compensation	<input type="checkbox"/> SSI \$ _____	<input type="checkbox"/> Self-Employed	<input type="checkbox"/> Unemployment	<input type="checkbox"/> SSDI \$ _____	<input type="checkbox"/> Pension	<input type="checkbox"/> Decline to answer	<input type="checkbox"/> None				
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<input type="checkbox"/> Pension	<input type="checkbox"/> Decline to answer	<input type="checkbox"/> None																	
Services Requested: (Check all that apply)																			
<table style="width:100%;"> <tr> <td><input type="checkbox"/> ACCESS Florida</td> <td><input type="checkbox"/> Digital Navigation</td> <td><input type="checkbox"/> Financial Literacy</td> <td><input type="checkbox"/> Vouchers</td> </tr> <tr> <td><input type="checkbox"/> Application Assistance</td> <td><input type="checkbox"/> English Classes</td> <td><input type="checkbox"/> Healthcare Navigator</td> <td><input type="checkbox"/> Other: _____</td> </tr> <tr> <td><input type="checkbox"/> Citizenship Classes</td> <td><input type="checkbox"/> Employability Skills Training</td> <td><input type="checkbox"/> Resume Preparation</td> <td></td> </tr> <tr> <td><input type="checkbox"/> Computer Training</td> <td><input type="checkbox"/> Employment Search</td> <td><input type="checkbox"/> VITA Taxes</td> <td></td> </tr> </table>				<input type="checkbox"/> ACCESS Florida	<input type="checkbox"/> Digital Navigation	<input type="checkbox"/> Financial Literacy	<input type="checkbox"/> Vouchers	<input type="checkbox"/> Application Assistance	<input type="checkbox"/> English Classes	<input type="checkbox"/> Healthcare Navigator	<input type="checkbox"/> Other: _____	<input type="checkbox"/> Citizenship Classes	<input type="checkbox"/> Employability Skills Training	<input type="checkbox"/> Resume Preparation		<input type="checkbox"/> Computer Training	<input type="checkbox"/> Employment Search	<input type="checkbox"/> VITA Taxes	
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<input type="checkbox"/> Computer Training	<input type="checkbox"/> Employment Search	<input type="checkbox"/> VITA Taxes																	
Confidentiality and Facility Agreement																			
Keeping your information confidential is a top priority at Goodwill Industries of Southwest Florida, Inc. Information you provide is never sold or given to government agencies, employers, or the general public. Only Goodwill staff will have access to your information. Your honest answers will allow our staff to identify how best to help you. Goodwill will take information from your intake form and combine it with other forms to generate reports. At no time during the reporting process are you identified and your personal information released.																			

-Continued Agreements & Next Steps on the reverse side-

Continued Confidentiality and Facility Agreement

Goodwill is not the preparer for the official applications and bears no responsibility of the outcome. Your signature on this form acknowledges that you agree to accept full responsibility for the answers you provide on applications for government assistance including, but not limited to: Unemployment Compensation and Florida Department of Children and Families Automated Community Connection to Economic Self Sufficiency (ACCESS).

Text Message and Email Consent

- Goodwill Industries of Southwest Florida, Inc. or its representative may may not contact me by text message on a mobile phone. I understand text messages are transmitted over a public network onto a personal telephone and as such may not be secure; however, Goodwill Industries of Southwest Florida, Inc. will not transmit any information which would enable an individual client to be identified.
_____ Initial.
- By providing a valid email address, you are agreeing to receive electronic mail (email) communication from Goodwill Industries of Southwest Florida, Inc.
Goodwill Industries of Southwest Florida, Inc. may not contact me by electronic mail.

Client Signature

Date

Agency Referral Information:

Referring Agency:

Case Manager:

Contact Phone Number:

Contact Email:

Goodwill Staff Official Use Only

Date Entered into CaseWorthy:

CaseWorthy ID:

-Next Steps!-

❖ **For Voucher Purposes:**

Which Goodwill Store would you like to go to?

What items are in need?

❖ **For Services:** Where would you like to meet?

At the referring agency

Goodwill Community Resource Center: _____

(Identify location individual was referred)

❖ **Case Notes**

(Anything else you would like to share? Ex: Disabilities, Barriers or etc.)

Please send referral forms to fernandageronimo@goodwillswfl.org

ATTACHMENT C



Thank you for referring your client to Goodwill Industries of Southwest Florida. Please complete highlighted areas only. We do not take walk-in appointments.

Today's Date: _____

Client Name: _____

Appointment Date: _____

Day of the week: Mon Tue Wed Thurs Fri

Appointment Time: 10am 11am 12pm 1pm 2pm 3pm Appointment is: Fee Non Fee

Type of Suiting: Interview Apparel (prepare for interview) Employment Apparel (have a job)

Goodwill Industries of SWFL
Please call or visit our website for
GWI locations.
<https://goodwillswfl.org/Locations>

Please be sure clients understand that this may take as long as one hour to two hours and thirty minutes to complete the process. It is important that clients must:

- 1. Arrive on time 2. Arrive alone. No children or visitors are allowed 3. Have a positive attitude**

PART 1: REFERRAL INFORMATION

Agency Name: CareerSource Southwest Florida

Agency Address: Select

Staff Contact Name: Select

Contact Phone: Select

Contact Email: _____

PART 2: CLIENT INFORMATION

Name: _____

Home Address: _____ Apt #: _____

City: _____ State: _____ ZIP: _____

Home Phone: _____

Cell Phone: _____ E-mail: _____

Circle suit size: 0 2 4 6 8 10 12 14 16 18 20 22 24 26 28 3X 4X-up

Circle shoe size: 5 5½ 6 6½ 7 7½ 8 8½ 9 9½ 10 10½ 11 11½ 12 (not positive on shoes)

PART 3: EMPLOYMENT INFORMATION

Company: _____ Position: _____

Interview Date: _____
Time: _____

Part 4: Client Acknowledgement of Receipt

I have received: Interview Apparel (prepare for interview) Employment Apparel (have a job)

Client Signature: _____ Date: _____

Goodwill Industries of SWFL Staff Signature: _____ Date: _____

Initials _____ No Show



SUITING CHECKLIST Office Use Only

Client: _____ Interview Employment

<u>Item</u>	<u>Quantity</u>	<u>Item</u>	<u>Quantity</u>
Dress	_____	Suit	_____
Skirt	_____	Jacket	_____
Pants	_____	Sweater	_____
Blouse/Cami	_____	Scarf	_____
Shoes	_____	Jewelry	_____
Handbag	_____		
_____ Client Signature		_____ (Partner staff) Signature	

Attach to Invoice; Submit to the CSSWF referring staff member by 15th of the month following the month the clothing was provided.



ATTACHMENT D

Authorization for Training
Non-ITA Training only

MODIFICATION/DATE:

Participant Name: EF/OSST I.D.:

Program Year: Effective Date of WIOA/Other Program Sponsorship:

The participant named above is eligible to receive funding for training services through the workforce program identified in this voucher; Temporary Assistance for Needy Families (TANF), Supplemental Nutritional Assistance Program (SNAP), Workforce Innovation & Opportunity Act (Out of School youth program only), Trade Adjustment Act (TAA) or other special grants. CareerSource Southwest Florida (CSSWF) duly authorized representatives have approved the costs associated with the training specified below and has agreed to pay the Training Provider for costs incurred by participant for the approved training.

The following program funding has been approved: TANF SNAP TAA WIOA/OSY Other

Training Provider:

Address:

Approved Program: Credential Type:

Program Start Date: Projected End Date:

Costs Approved: Tuition Books Supplies Uniforms Other:

Total Amount of Authorization: \$

IF APPLICABLE:

Pell Grant Award: \$ PELL amount released by CSSWF to participant: \$

The provisions of this Authorization for Training shall become effective upon the date the voucher is signed by duly authorized CareerSource Southwest Florida representatives.

Participant Printed Name Participant Signature Date

Select

CDR Printed Name CDR Signature Date

Choose a Supervisor

Center Supervisor Printed Name Center Supervisor Signature Date

TERMINATION: CSSWF reserves the right to automatically terminate this Authorization for Training if 1) participant drops-out of training, 2) program eligibility ends, 3) fraud has been committed by any party involved, or 4) Training Provider fails to invoice CSSWF within sixty (60) days of participant's last day of attendance. CSSWF will not be responsible for payment on individual(s) permitted to register without a completed Authorization for Training form. Authorization for Training is contingent upon the availability of program funds.

Funding End Date: De-obligation Amount: \$ CDR Initials:

CareerSource SWFL Contact Information: Select

www.careersourcesouthwestflorida.com

An Equal Opportunity Employer/Program. Auxiliary aids and services are available upon request to individuals with disabilities.

All voice telephone numbers on this document may be reached by persons using TTY/TDD equipment via the Florida Relay Service at 711.