

## MEMORANDUM OF UNDERSTANDING

Florida Department of Revenue, Child Support Program and  
CareerSource Southwest Florida

This Memorandum of Understanding (MOU) is entered into between the Florida Department of Revenue, Child Support Program (Child Support Program) and CareerSource Southwest Florida (Employment Program) referred to individually as "Party" and collectively as "Parties."

The purpose of this MOU is for the Parties to help parents who owe child support find and maintain employment, so parents can satisfy their child support obligations.

1. Under this MOU, the Child Support Program will:

- a. Refer parents to the Employment Program who consent to have their name and contact information provided to the Employment Program. Referrals will be provided through Crosswalk or other secure referral method agreed upon by both Parties.
- b. Provide information about the Employment Program on the Child Support Program's Resources for Parents internet webpage.
- c. Provide the Employment Program with general information about child support services, including how parents can contact the Child Support Program and the methods and procedures used to establish, enforce, and modify child support orders.

2. Under this MOU, the Employment Program will use its resources to assist parents referred by the Child Support Program or ordered by the court in finding and maintaining employment.

3. Each Party will comply with the confidentiality and data safeguarding requirements specified in Attachment A.

4. The persons named below are the primary points of contact for purposes of administering the MOU.

Child Support Program

Kim Clark  
Contract Manager  
2450 Shumard Oak Blvd., Building 2-4643  
Tallahassee, Florida 32399-0191  
Phone: (850)717-6609  
Email: Kim.Clark@floridarevenue.com

Employment Program

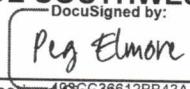
Rebecca E. Sandholdt  
Operations Director  
6800 Shoppes at Plantation, Suite 170  
Fort Myers, Florida 33912  
Phone: (239)931-8200 Ext. 1228  
Email: rsandholdt@careersourcesouthwestflorida.com

5. Each Party will notify the other Party in writing of a change in contact information within 15 days of the change.
6. This MOU becomes effective when it is executed by both Parties. The MOU terminates on April 30, 2027, unless terminated sooner. Either Party may terminate the MOU in writing by notifying the other Party of its intent to terminate at least 30 days in advance. Notice of termination may be delivered by standard email or by certified mail return receipt requested. The MOU may be renewed for an additional period of up to two years upon written approval by both Parties. Any changes to the terms and conditions set forth in this MOU or renewal of the MOU must be in writing, agreed to by both Parties, and signed by an authorized signatory for each Party.

7. Each Party bears its own costs.
8. Pursuant to section 409.2579, Florida Statutes and Title 42 C.F.R. § 303.21, the Parties agree that the information shared is confidential and shall be used solely for the intended purpose of this MOU.
9. This MOU is authorized by sections 409.25995 and 445.007, Florida Statutes.

IN WITNESS HEREOF, by the authorized signatories below, Child Support Program and CareerSource Southwest Florida agree to the terms and conditions of this three-page MOU.

**EMPLOYMENT PROGRAM:**  
**CAREERSOURCE SOUTHWEST FLORIDA**

**SIGNED BY:**   
Authorized Signature  
4936C2861BB43A...

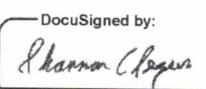
**NAME:** Peg Elmore

**TITLE:** President and CEO

**DATE:** 5/15/2024 | 5:46 AM PDT

Approved as to form and legal content  
Office of General Counsel

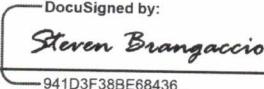
**DEPARTMENT OF REVENUE**

**SIGNED BY:**   
DocuSigned by:  
6AD339BFFF4547D...

**NAME:** Shannon C. Segers

**TITLE:** Director, Office Financial Management

**DATE:** 5/15/2024 | 9:12 AM EDT

**SIGNED BY:**   
DocuSigned by:  
941D3F38BE68436...

**DATE:** 5/9/2024 | 10:33 AM EDT

**Not valid until signed and dated by both Parties**

**Attachment A****Confidentiality and Data Safeguarding**

1. Each Party to the MOU will:
  - a. Maintain the confidentiality of information received under the MOU in accordance with state and federal law.
  - b. Establish managerial, operational, and technical safeguards to maintain confidentiality and prevent unauthorized access, use, or disclosure of the confidential information provided.
  - c. Restrict access to and disclosure of information to authorized personnel who need the information to perform official duties in connection with the purposes of the MOU.
  - d. Comply with the Florida Cybersecurity Standards in Rule Chapter 60GG-2, Florida Administrative Code, as applicable.
  - e. Take all action required by state and federal law in the event of a data breach including compliance with section 501.171, Florida Statutes. A Party that becomes aware of a suspected or known data breach will notify the other Party within 24 hours of the discovery of the breach or unauthorized disclosure of confidential information.
  - f. Ensure that all authorized personnel with access to information received under the MOU understand the confidential nature of the information and the user's responsibility for proper use and protection of the information.
2. Other Terms and Conditions:
  - a. The names and contact information provided under the MOU are confidential and exempt from Florida's open records law under section 409.2579, Florida Statutes.
  - b. Storing information received under the MOU on mobile devices is prohibited.
  - c. Information received under the MOU may only be processed and stored in the United States.
  - d. If either Party or a subcontractor uses a Cloud service provider, the provider must be certified FedRamp compliant and must comply with the security requirements in the MOU.
  - e. Unauthorized disclosure of confidential information is grounds for immediate termination of the MOU.

**Certificate Of Completion**

Envelope Id: A4B2E99E4B604F6481828095E681B1D4

Status: Completed

Subject: Contract #CG045 New Contract Career Source Southwest Florida

Source Envelope:

Document Pages: 6

Signatures: 9

Envelope Originator:

Certificate Pages: 6

Initials: 5

FDOR DocuSign Admin Team

AutoNav: Enabled

2450 Shumard Oak Blvd.

Enveloped Stamping: Enabled

Building 2 CCOC

Time Zone: (UTC-05:00) Eastern Time (US &amp; Canada)

Tallahassee, FL 32399

docusignpurchasing@floridarevenue.com

IP Address: 204.89.74.136

**Record Tracking**

Status: Original

Holder: FDOR DocuSign Admin Team

Location: DocuSign

5/8/2024 10:54:14 AM

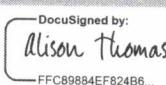
docusignpurchasing@floridarevenue.com

**Signer Events**

Alison Thomas

**Signature****Timestamp**

Alison.Thomas@floridarevenue.com



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Signature Adoption: Pre-selected Style  
Using IP Address: 204.89.74.135

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Kim Clark

Signature Adoption: Pre-selected Style  
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Laurel McCarty

Viewed: 5/9/2024 9:19:04 AM

Laurel.McCarty@floridarevenue.com

Signed: 5/9/2024 9:19:10 AM

Security Level: Email, Account Authentication (None)

Signature Adoption: Pre-selected Style  
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Natalia S. Thomas

Viewed: 5/9/2024 9:21:48 AM

Natalia.Thomas@floridarevenue.com

Signed: 5/9/2024 9:22:06 AM

Security Level: Email, Account Authentication (None)

Signature Adoption: Pre-selected Style  
Using IP Address: 204.89.74.135**Electronic Record and Signature Disclosure:**

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ID: 4f17b5ca-d36e-40df-9dfb-679776ce02a8

**Signer Events****Signature****Timestamp**

Steven Brangaccio

Steven.Brangaccio@floridarevenue.com

Chief Assistant General Counsel

Florida Department of Revenue

Signing Group: General Counsel Signature

Security Level: Email, Account Authentication (None)

**Electronic Record and Signature Disclosure:**

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*Steven Brangaccio*

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Signed: 5/9/2024 10:33:50 AM

Signature Adoption: Pre-selected Style

Using IP Address: 204.89.74.136

John Kinneer

John.Kinneer@floridarevenue.com

Purchasing Director

Florida Department of Revenue

Security Level: Email, Account Authentication (None)

**Electronic Record and Signature Disclosure:**

Not Offered via DocuSign

Michael Weyant

Michael.Weyant@floridarevenue.com

Security Level: Email, Account Authentication (None)

ds  
*JK*

Signature Adoption: Pre-selected Style

Using IP Address: 204.89.74.135

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Signed: 5/9/2024 10:49:20 AM

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*Michael Weyant*  
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**Electronic Record and Signature Disclosure:**

Accepted: 5/13/2024 10:22:22 AM

ID: eaf970bd-152a-45b4-9116-77d5c2dda6d0

Donna Brower

Donna.brower@floridarevenue.com

Signing Group: OA Reviewers

Security Level: Email, Account Authentication (None)

ds  
*DB*

Signature Adoption: Pre-selected Style

Using IP Address: 204.89.74.136

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Signed: 5/13/2024 10:41:46 AM

**Electronic Record and Signature Disclosure:**

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ID: 9817e069-2af1-4f97-a39f-192bde4c3531

Jill Reynolds

jill.reynolds@floridarevenue.com

Signing Group: OA Signature

Security Level: Email, Account Authentication (None)

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*Jill Reynolds*  
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Signature Adoption: Pre-selected Style

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ID: 1a005e94-d428-4782-aef4-537b12e4f3b7

Peg Elmore

pelmore@careersourcesouthwestflorida.com

Security Level: Email, Account Authentication (None)

DocuSigned by:  
*Peg Elmore*  
493CC36612BB43A...

Signature Adoption: Pre-selected Style

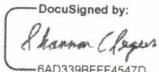
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**Electronic Record and Signature Disclosure:**

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Shannon Segers shannon.segers@floridarevenue.com Director of Financial Management FDOR Security Level: Email, Account Authentication (None)	Signature Adoption: Uploaded Signature Image Using IP Address: 204.89.74.135	
<b>Electronic Record and Signature Disclosure:</b>		
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Agent Delivery Events	Status	Timestamp
Intermediary Delivery Events	Status	Timestamp
Certified Delivery Events	Status	Timestamp
Rebecca E. Sandholdt rsandholdt@careersourcesouthwestflorida.com Security Level: Email, Account Authentication (None)	<b>VIEWED</b>	Sent: 5/13/2024 10:44:47 AM Viewed: 5/13/2024 11:57:58 AM Using IP Address: 65.144.194.130
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Notary Events	Signature	Timestamp
Envelope Summary Events	Status	Timestamps
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Payment Events	Status	Timestamps
<b>Electronic Record and Signature Disclosure</b>		

## **CONSUMER DISCLOSURE**

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If you decide to receive notices and disclosures from us electronically, you may at any time change your mind and tell us that thereafter you want to receive required notices and disclosures only in paper format. How you must inform us of your decision to receive future notices and disclosure in paper format and withdraw your consent to receive notices and disclosures electronically is described below.

### **Consequences of changing your mind**

If you elect to receive required notices and disclosures only in paper format, it will slow the speed at which we can complete certain steps in transactions with you and delivering services to you because we will need first to send the required notices or disclosures to you in paper format, and then wait until we receive back from you your acknowledgment of your receipt of such paper notices or disclosures. To indicate to us that you are changing your mind, you must withdraw your consent using the DocuSign 'Withdraw Consent' form on the signing page of a DocuSign envelope instead of signing it. This will indicate to us that you have withdrawn your consent to receive required notices and disclosures electronically from us and you will no longer be able to use the DocuSign system to receive required notices and consents electronically from us or to sign electronically documents from us.

### **All notices and disclosures will be sent to you electronically**

Unless you tell us otherwise in accordance with the procedures described herein, we will provide electronically to you through the DocuSign system all required notices, disclosures, authorizations, acknowledgements, and other documents that are required to be provided or made available to you during the course of our relationship with you. To reduce the chance of you inadvertently not receiving any notice or disclosure, we prefer to provide all of the required notices and disclosures to you by the same method and to the same address that you have given us. Thus, you can receive all the disclosures and notices electronically or in paper format through the paper mail delivery system. If you do not agree with this process, please let us know as described below. Please also see the paragraph immediately above that describes the consequences of your electing not to receive delivery of the notices and disclosures

electronically from us.

**How to contact Carahsoft OBO Florida Department of Revenue:**

You may contact us to let us know of your changes as to how we may contact you electronically, to request paper copies of certain information from us, and to withdraw your prior consent to receive notices and disclosures electronically as follows:

To contact us by email send messages to: [terry.goodwin@floridarevenue.com](mailto:terry.goodwin@floridarevenue.com)

**To advise Carahsoft OBO Florida Department of Revenue of your new e-mail address**

To let us know of a change in your e-mail address where we should send notices and disclosures electronically to you, you must send an email message to us at [terry.goodwin@floridarevenue.com](mailto:terry.goodwin@floridarevenue.com) and in the body of such request you must state: your previous e-mail address, your new e-mail address. We do not require any other information from you to change your email address..

In addition, you must notify DocuSign, Inc. to arrange for your new email address to be reflected in your DocuSign account by following the process for changing e-mail in the DocuSign system.

**To request paper copies from Carahsoft OBO Florida Department of Revenue**

To request delivery from us of paper copies of the notices and disclosures previously provided by us to you electronically, you must send us an e-mail to [terry.goodwin@floridarevenue.com](mailto:terry.goodwin@floridarevenue.com) and in the body of such request you must state your e-mail address, full name, US Postal address, and telephone number. We will bill you for any fees at that time, if any.

**To withdraw your consent with Carahsoft OBO Florida Department of Revenue**

To inform us that you no longer want to receive future notices and disclosures in electronic format you may:

- i. decline to sign a document from within your DocuSign session, and on the subsequent page, select the check-box indicating you wish to withdraw your consent, or you may;
- ii. send us an e-mail to [terry.goodwin@floridarevenue.com](mailto:terry.goodwin@floridarevenue.com) and in the body of such request you must state your e-mail, full name, US Postal Address, and telephone number. We do not need any other information from you to withdraw consent.. The consequences of your withdrawing consent for online documents will be that transactions may take a longer time to process..

**Required hardware and software**

Operating Systems:	Windows® 2000, Windows® XP, Windows Vista®; Mac OS® X
Browsers:	Final release versions of Internet Explorer® 6.0 or above (Windows only); Mozilla Firefox 2.0 or above (Windows and Mac); Safari™ 3.0 or above (Mac only)
PDF Reader:	Acrobat® or similar software may be required to view and print PDF files
Screen Resolution:	800 x 600 minimum
Enabled Security Settings:	Allow per session cookies

\*\* These minimum requirements are subject to change. If these requirements change, you will be asked to re-accept the disclosure. Pre-release (e.g. beta) versions of operating systems and browsers are not supported.

**Acknowledging your access and consent to receive materials electronically**

To confirm to us that you can access this information electronically, which will be similar to other electronic notices and disclosures that we will provide to you, please verify that you were able to read this electronic disclosure and that you also were able to print on paper or electronically save this page for your future reference and access or that you were able to e-mail this disclosure and consent to an address where you will be able to print on paper or save it for your future reference and access. Further, if you consent to receiving notices and disclosures exclusively in electronic format on the terms and conditions described above, please let us know by clicking the 'I agree' button below.

By checking the 'I agree' box, I confirm that:

- I can access and read this Electronic CONSENT TO ELECTRONIC RECEIPT OF ELECTRONIC CONSUMER DISCLOSURES document; and
- I can print on paper the disclosure or save or send the disclosure to a place where I can print it, for future reference and access; and
- Until or unless I notify Carahsoft OBO Florida Department of Revenue as described above, I consent to receive from exclusively through electronic means all notices, disclosures, authorizations, acknowledgements, and other documents that are required to be provided or made available to me by Carahsoft OBO Florida Department of Revenue during the course of my relationship with you.