



Workforce Innovation and Opportunity Act

Local Workforce Plan

January 1, 2025 – December 31, 2028

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ORGANIZATIONAL STRUCTURE

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

(1) Chief Local Elected Official(s)

(a) Identify and list the chief local elected official(s) by name, title, mailing address, phone number and email address.

CareerSource Southwest Florida represents Charlotte, Collier, Glades, Hendry, Lee and Monroe counties. The current Chief Local Elected Officials are:

Commissioner Bill Truex, Chair, Charlotte County Board of County Commissioners
18500 Murdock Circle, Suite 536
Port Charlotte, FL 33949
941-743-1300 assistant@charlottecountyfl.gov

Commissioner Chris Hall, Chair, Collier County Board of County Commissioners
3299 Tamiami Trail East Suite 303
Naples, FL 34112
239-252-8602 chris.hall@colliercountyfl.gov or
louis.jarvis@colliercountyfl.gov (his executive coordinator)

Commissioner Tim Stanley, Chair, Glades County Board of County Commissioners
P.O. Box 1527
Moore Haven, FL 33471
863-946-6000 tstanley@myglades.com

Commissioner Emma Byrd, Chair, Hendry County Board of County Commissioners
P.O. Box 2340
LaBelle, FL 33975
863-675-5220 bocc1@hendryfla.net

Commissioner Mike Greenwell, Chair, Lee County Board of County Commissioners
2120 Main Street
Fort Myers, FL 33901
239-533-2225 srohland@leegov.com

Mayor Holly Merrill Raschein, Chair, Monroe County Board of County Commissioners
102050 Overseas Highway, Suite 234
Key Largo, FL 33037
305-453-8787 boccdis5@monroecounty-fl.gov or
abel-corie@monroecounty-fl.gov (Executive Assistant)

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

Throughout the year, the Chairpersons of the six Boards of County Commissioners (BOCC) within Local Workforce Development Area (LWDA) 24 are forwarded information pertaining to local Board activities, finances, meetings and issues. Each of these Chairpersons has signed the Interlocal Agreement establishing the Southwest Florida Workforce Development Consortium for CareerSource Southwest Florida (CSSWF). Such Chairpersons or members of their county staff periodically request meetings with the CSSWF Board Chairperson, other Board members, the President/CEO or other Board staff to better understand the role of the Local Workforce Development Board (LWDB). They may also request a meeting to discuss issues or review plans.

The DRAFT Plan was emailed to the BOCC chairpersons and county managers. All were invited to comment on the DRAFT plan. As noted below in Part (c) of this section, in most instances, although all six receive information and are provided the opportunity for input, one of the BOCC chairpersons serves as Chairperson of the Consortium and may serve as the signatory representative for all six counties comprising the Consortium. However, for this Workforce Innovation and Opportunity Act (WIOA) Local Workforce Plan, we have been directed by FloridaCommerce to request signatures from all six Chairpersons.

(c) If the chief local elected official is a consortium, identify the members of the consortium and which member(s) has authority to sign on behalf of the consortium.

Per our Fifth Amended and Restated Interlocal Agreement for the Southwest Florida Workforce Development Consortium (Attachment A), one of the six chief local elected officials (noted above) of the six respective Boards of County Commissioners, serves as the Chief Local Elected Official (CLEO) and the "signatory" representative for all six of our counties. Per the Interlocal Agreement: "The position of the Consortium Chair will rotate among its members on an annual basis as of each July 1. As of the Effective Date of this Agreement, the Chief Local Elected Official of Monroe County shall be the Consortium Chair and shall serve until June 30, 2025. The Consortium Chair will thereafter rotate alphabetically annually (Charlotte, Collier, Glades, Hendry, Lee and Monroe)."

(2) Local Workforce Development Board

(a) Identify the chairperson of the LWDB by name, title, term of appointment, mailing address, phone number and email address. Identify the business entity and industry the chairperson represents.

Michael Biskie, Human Resource Director
Term: 3/1/20 - 6/30/25
B&I Contractors
2701 Prince Street
Fort Myers, FL 33916
239-332-4646 mbiskie@bandiflorida.com
Industry represented: Construction/Specialty Trade Contractors

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

Bill Diamond, Regional Director of Operations
Term: 3/14/18 – 6/30/28
The Carlisle Naples
6945 Carlisle Court
Naples, FL 34109
239-591-2200 bdiamond@srg-llc.com
Industry represented: Assisted Living Facility

- (c) LWDB member roster which includes name, title, term of appointment mailing address, phone number and email address. Identify the business that the board member represents.**

Attachment E-1 - Board member roster

- (d) Describe how the LWDB members, including those described in Public Law 113-128 § 107(b)(2), were involved in the development, review, and approval of the local plan.**

Throughout the year, Board and Committee members discuss and make recommendations to Board staff regarding programs and services. Board staff incorporated input from the Committee members and Board members in the plan of activities and services for LWDB 24.

The Board's Career Services Committee members receive the DRAFT as they have primary responsibility for oversight and guidance for plan development. At the June 12, 2024 meeting the Career Services Committee reviewed the process, to include dates, public noticing, soliciting input from partners, Board of Directors, other committees' members, Boards of County Commissioners, county managers/administrators and local economic development offices. They discussed reviewing the DRAFT Plan, discussion to take place at their next Committee meeting, and developing a recommendation to be presented to the full Board for approval. This process was included in the agenda for the July 10, 2024 Board of Directors' meeting. In July, the DRAFT was emailed to Board members and all Committee members, which include representatives of employers and labor organizations. The involvement of the Board's Career Services Committee in the development of the Plan ensures that members had an opportunity to decide locally but within required guidelines, how programs and services are provided in LWDB 24.

The Career Services Committee members reviewed and discussed the DRAFT Plan at their August 14, 2024 meeting. Public notice of this meeting was provided and this meeting was open to the public. The Committee made a recommendation to the full Board of Directors at the September 18, 2024 meeting. The Board of Directors approved the final version of the plan in September at its meeting that is open to the public. The signed Plan was forwarded to the CLEOs for signature prior to being submitted to CareerSource Florida.

- (e) Describe how the LWDB convened or obtained input from local workforce development system stakeholders including LWDB committee members, combined state plan partners, education, industry and representatives of disability populations and those with barriers to employment to assist in the development of the local plan.**

A link to the DRAFT Local Workforce Plan was emailed to Partners and to those on the Interested Parties list. This list is maintained to ensure that information is forwarded to stakeholders, partners and the general public. The notice included information about the Career Services Committee meeting where the Plan would be discussed. As noted above, the Career Services Committee has primary responsibility for oversight and guidance for plan development. Members of the Board's Business & Economic Development Committee and Youth Committee also receive the link to the DRAFT Plan and have the opportunity to provide input. All committee meetings are open to the public in order to obtain stakeholder input. The meeting of the Board of Directors is also open to the public.

A topic of discussion at the quarterly region-wide partner meeting in August, facilitated by our One-Stop Operator, was the Plan and a request for input. Partners attending these meetings generally include representatives of the school districts' Adult Education and Literacy, school districts' career and technical education, Florida Department of Education (DOE) Division of Vocational Rehabilitation, National Industries for the Blind, Senior Community Service Employment Program (SCSEP), Job Corps, DOE Division of Blind Services, the Farmworker Career Development Program, our Planning & Grants Director (liaison to the One-Stop Operator) and our Center Supervisors.

(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)(1)(iii); 20 CFR 679.420 and 20 CFR 560(6)(14)**

CareerSource Southwest Florida is designated and serves as the local fiscal agent.

- (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).**

CareerSource Southwest Florida is designated and serves as the administrative entity.

(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. Include the effective date and end date of the current agreement in place between the LWDB and the one-stop operator. (20 CFR 678.605)**

TPMA, also known as Thomas P. Miller & Associates, was selected through a competitive process to continue as One-Stop Operator for July 1, 2024 through June 30, 2025, with three (3) one-year renewal options at the discretion of CSSWF's Board of Directors.

(b) Describe the steps taken to ensure a competitive process for selection of the one-stop operator(s) (WIOA §121(d)(2)(A) and 20 CFR 678.605).

To ensure a competitive process, a Public Notice with a link to the Request for Proposals (RFP) is posted to our website for thirty days and emailed to our Board of Directors, Committee members, Boards of County Commissioners, County Managers/Administrators, Board staff, interested parties list and the RFP vendors' mailing list.

Upon receipt of proposals by the published deadline, staff provides the proposals to a Proposal Review Panel, which is comprised of Board and Committee members. If determined necessary, staff will provide a training session for the Reviewers. After reviewers have had the opportunity to review proposals independently, a public meeting is held for the Proposal Review Panel to discuss proposals and develop a recommendation to be made to the Board of Directors. When approved by the Board of Directors, at an open publicly noticed meeting, a One-Stop Operator Notice is then forwarded to the Consortium (the Chairs of the six Boards of County Commissioners) and County Managers/Administrators. The approval process does not require signature of the Chief Local Elected Official and is deemed approved by the Consortium at the end of sixty (60) days, unless an objection or request for a meeting is received. Per the RFP and the subrecipient agreement, the Board of Directors may instruct Board staff to go out for bid annually or to renew the One-Stop Operator's subrecipient agreement for up to three additional years, based on performance, organizational strategies, and/or funding availability.

(c) If the LWDB serves as the one-stop operator, provide the last date the CareerSource Florida Board of Directors granted approval to the LWDB to serve in this capacity and provide the approved duration. ([Administrative Policy 093 – One-Stop Operator Procurement](#)).

CareerSource Southwest Florida (CSSWF) does not serve as the One-Stop Operator.

(d) Describe the roles and responsibilities the LWDB has identified and assigned to the one-stop operator. (20 CFR 678.620)

The One-Stop Operator will facilitate coordination of one-stop center partners, including, at a minimum, the following responsibilities:

- Utilize continuous process improvement methodologies to evaluate customer satisfaction and delivery of services to customers of One-Stop centers; identify deficiencies or gaps in communications, referrals and other linkages that hinder optimal, seamless service delivery; recommend strategies for improvement; and identify successes and best practices.
- Review the CSSWF Memoranda of Understanding (MOU) with One-Stop partners relating to sharing of information and implementing cross-agency referrals; identify MOU deficiencies or gaps that hinder optimal seamless service delivery; and recommend modifications.
- Identify and recommend practices that optimize services to individuals with barriers to employment, including individuals with disabilities who may require longer-term services including intensive employment, training and education services.
- Conduct at least one site visit to each of the full-service centers during the Program Year. Visits may include meeting with CareerSource Southwest Florida Center Supervisors and representatives of partner agencies.

- Provide written reports no less than quarterly to the Chair of the Board of Directors and to the staff contact person, the Planning & Grants Director. Reports should describe process improvement and information-gathering activities; document findings, including gaps, barriers, and deficiencies; give recommendations for changes in referral processes and communications systems.
- Report in person to the full Board of Directors at least annually.

(e) Provide the location (address) and type of each access point, indicating whether it is a comprehensive center⁴, affiliate site or specialized center, as described in [Administrative Policy 093 – One-Stop Delivery System and One-Stop Career Center Certification Requirements](#).

Comprehensive centers

Lee County – 6800 Shoppes at Plantation Drive, Suite 170, Fort Myers, FL 33912

Collier County - 750 South 5th Street, Immokalee, 34142

Affiliate sites

Charlotte County - 3745 Tamiami Trail, Port Charlotte, 33953

Collier County - 3050 Horseshoe Drive North, Building A, Suite 110, Naples, 34104

Glades/Hendry County – 215-B South Francisco Street, Clewiston, 33440

Hendry Counties – 921 Anvil Circle, Labelle, 33935

Monroe County – 92300 Overseas Highway, Suite 201 & 202, Tavernier 33070

Monroe County – 1111 12th Street, Unit 312, Key West 33040

(f) Identify the days and times when each access point is open to customers. Comprehensive career centers must be open to the public for walk-in service a minimum of eight hours per day during regular business days, Monday through Friday. ([Administrative Policy 093 – One-Stop Delivery System and One-Stop Career Center Certification Requirements](#))

At a minimum, the CareerSource Southwest Florida comprehensive centers are open to customers Monday through Friday, 8:00a.m.-5:00p.m., except on approved holidays. These full-service centers are frequently open evenings and weekends to accommodate employers and job seekers. The affiliate sites are also open to customers Monday through Friday, 8:00a.m.-5:00p.m., except on approved holidays but may close for a one (1) hour lunch period, if there is only one person on site.

(g) For each access point, identify how the 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). ([Administrative Policy 093 – One-Stop Delivery System and One-Stop Career Center Certification Requirements](#))

Staff use a variety of methods depending on customer need and program availability. Customers may be provided access to programs, services and activities through personal contact when physically co-located or by appointment with partners, through written communications (fax, e-mail and paper referrals), or by telephone or electronically through Internet systems/website referrals or other connections. Some programs may use state or locally created forms.

Referrals will be routinely made between programs and organizations in cases where customers served initially by one organization are deemed to be able to benefit from services provided by another organization and/or the natural continuum of service is adult education leading to postsecondary career and technical education to work readiness and ultimately employment. Partners will continue to provide cross-referral to services and training as well as possible co-enrollment options whenever appropriate and practical.

The Memorandum of Understanding (MOU) with Infrastructure Funding Agreement (IFA) for the Workforce Innovation and Opportunity Act (WIOA) One-Stop Career Center System (Attachment H) also identifies services offered.

- (h) Provide the required attestation that at least one comprehensive one-stop center in the local area meets the certification requirements contained therein. ([Administrative Policy 093 – One-Stop Delivery System and One-Stop Career Center Certification Requirements](#)).**

The CareerSource Southwest Florida centers in Fort Myers and Immokalee are comprehensive One-Stop centers and meet the certification requirement.

- (i) Describe any additional criteria (or higher levels of service coordination than required in [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)).**

Business Services has established a Professional Career Network (PCN) in response to the needs of job seekers seeking professional positions. A self-directed job search workshop offers career transition services to professionals through networking, business partnerships and job referrals. The PCN will provide opportunities for professionals from various industries to exchange contacts, experiences and possible referrals. Employers provide guest presentations within these workshops including information on applicant tracking systems. Employers have been very receptive to the CareerSource Southwest Florida staff referrals of these professionals.

Adult and Career Education programs through the School District of Lee County provides English for Speakers of Other Languages (ESOL) classes in our Fort Myers center and Collier County Public Schools provides GED classes in our Naples center.

(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. ([Administrative Policy 083-Direct Provider of Workforce Services](#))**

N/A - As the direct provider of workforce services, CareerSource Southwest Florida provides workforce services (except training services) within our local one-stop delivery system.

- (b) Provide the effective date and end date that workforce services will be provided, as defined in the current executed agreement between the LWDB and the provider of workforce services.**

N/A - As the direct provider of workforce services, CareerSource Southwest Florida provides

workforce services (except training services) within our local one-stop delivery system.

(c) Identify and describe which career services are provided by the selected one-stop operator, if any.

N/A - Workforce services are not provided by the One-Stop Operator. Roles and responsibilities assigned to the One-Stop Operator are noted above in (4) (d) of Section A., Organizational Structure.

(d) Identify and describe which career services are provided by the designated provider of workforce services (except training services).

As the direct provider of workforce services CareerSource Southwest Florida provides WIOA Adult, Dislocated Worker and Youth, Temporary Assistance for Needy Families (TANF), and Supplemental Nutrition Assistance Program (SNAP) services throughout the Local Workforce Development Area (LWDA). Wagner-Peyser employment services, Trade Adjustment Assistance (TAA) for petitions already approved, and Jobs for Veterans State Grants (JVSG)-LVER and DVOP are provided by FloridaCommerce staff, under the direction of CareerSource Southwest Florida.

(e) If the LWDB serves as the 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.

The CareerSource Florida Board of Directors granted approval on June 7, 2023, for CareerSource Southwest Florida (CSSWF) to be designated as a Direct Provider of Workforce Services for the period of July 1, 2023 through June 30, 2026 for our Local Workforce Development Area (LWDA).

(6) Youth Service Provider

(a) Provide the name of the entity or entities selected to provide youth workforce investment activities (youth program services) and, if the entity was competitively procured, the term through which the entity is contracted to provide these services ([Administrative Policy 120 Youth Service Provider Selection](#)).

N/A - CareerSource Southwest Florida is designated as the direct provider of workforce services, to include youth workforce investment activities (youth program services) for our Local Workforce Development Area (LWDA).

(b) Provide the effective date and end date that youth services will be provided, as defined in the current executed agreement between the LWDB and the provider of youth services.

N/A

(c) 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.

N/A

(d) Describe the roles and responsibilities the LWDB has identified and assigned to the youth service provider.

N/A

(e) Describe any additional criteria⁵ the LWDB has established to ensure providers are best positioned to deliver required youth program elements resulting in strong outcomes for youth participants are used, if applicable.

N/A

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

As the direct provider of workforce services, CareerSource Southwest Florida delivers the required youth program elements as described below in Part (4) (b) of Description of Strategies and Program Services.

(7) Career Center Staff

(a) List the position title and number of positions that are considered as local county or municipality employees.

N/A - none

ANALYSIS OF NEED AND AVAILABLE RESOURCES

The local 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**

As noted throughout this Plan, our Education and Industry Consortium identified four sector strategies which focus on those in-demand industries with the greatest projected growth that support diversifying our local and regional economies. They include:

- Manufacturing
- Transportation and Logistics
- Construction
- Healthcare

These reflect several of the focus industries noted in the State's Workforce Innovation and Opportunity Act (WIOA) Plan to include Manufacturing, Logistics Distribution, Life Sciences, and Aviation and Aerospace. Our Education and Consortium will also focus on the Construction industry, which is a major growth industry in Southwest Florida.

Changes to the workforce required by national and regional industries in efforts to meet consumer needs of goods and services impacted the methodology of work and employment. The newly released 2024-2025 Regional Demand Occupations Lists (RDOLs) now include occupations from a National Demand Supplemental List. This has allowed the addition of high-wage, fast-growing occupations that did not qualify for the statewide list.

For the **Manufacturing** industry sector, the Education and Industry Consortium noted over the ten-year period from 2012 - 2022, employment in Manufacturing for Southwest Florida added 6,327 jobs. After adjusting for national growth during this period and industry mix share, the part of this employment change due to local competitiveness was a gain of 5,514 jobs, meaning this industry was more competitive than its national counterpart during this period. Per FloridaCommerce Employment Projections, the **Manufacturing** industry sector shows five subsectors with projected growth rates over 20%: Textile Product Mills (37.3%); Plastic and Rubber Products (32.3%); Petroleum & Coal Products Manufacturing (28.6%); Textile Mills (25.0%) and Chemical Manufacturing (22.5%). The Manufacturing Industry provides many opportunities with its growth and LWDB 24 continues to work with industry and economic development leaders to support growth as well as expand apprenticeship opportunities.

For the **Transportation and Warehousing** industry sector, the Education and Industry Consortium noted over the ten-year period from 2012 - 2022, employment in Transportation and Warehousing for Southwest Florida added 7,488 jobs. After adjusting for national growth during this period and industry mix share, the part of this employment change due to local competitiveness was a gain of 4,363 jobs, meaning this industry was more competitive than its national counterpart during this period. Per FloridaCommerce Employment Projections, the **Transportation and Warehousing** industry sector shows a projected growth rate of 2.7% for Southwest Florida for the

2023-2031 period. However, the **Water Transportation** subsector shows a much higher projected growth rate of 28.3%, the **Transit and Ground Passenger Transport** subsector shows a projected growth rate of 20.0% and the **Air Transportation** subsector shows a projected growth rate of 13.5%. In addition, certain occupations within this industry sector are growing at faster rates. For example, Logisticians is the 2nd *Fastest-Growing Occupation* in Southwest Florida with a 31.1% growth rate.

For the **Construction** industry sector, the Education and Industry Consortium noted over the ten-year period from 2012 - 2022, employment in Construction for Southwest Florida added 36,698 jobs. After adjusting for national growth during this period and industry mix share, the part of this employment change due to local competitiveness was a gain of 24,789 jobs, meaning this industry was more competitive than its national counterpart during this period. Per the most recent Employment Projections from FloridaCommerce, the **Construction** Industry shows a projected growth rate of 11.8% for Southwest Florida for the 2023-2031 period. Not surprisingly, with great population growth throughout the region, the **Construction of Buildings** subsector ranks 11th in *Fastest-Growing Industries* with a high projected growth rate of 18.5%; more than double the statewide 8.6% growth rate. These Employment Projections show that Southwest Florida accounts for 7.7% of Florida's overall projected growth for 2023-2031, however our **Construction of Buildings** subsector accounts for 18.8% of Florida's growth in this subsector. For *Industries Gaining the Most New Jobs*, both the **Specialty Trade Contractors** subsector with 5,370 projected openings and **Construction of Building** subsector with 2,218 projected openings are included in the top ten, at 2nd and 8th respectively.

The Education and Industry Consortium found that over the ten-year period from 2012 - 2022, employment in **Health Care** for Southwest Florida added 21,320 jobs. After adjusting for national growth during this period and industry mix share, the part of this employment change due to local competitiveness was a gain of 12,106 jobs, meaning this industry was more competitive than its national counterpart during this period. The Employment Growth Rate for the **Health Care and Social Assistance** industry sector is projected to be 13.0% for the 2023-2031 period (FloridaCommerce). The subsector specific to Ambulatory Health Care Services shows an even higher rate at 14.2%. Nursing and Residential Care Facilities are projected to grow at 10%.

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

This section reviews those occupations in demand and projected to have great growth (percentage and/or numerical) that represent industry sectors and subsectors in Southwest Florida.

Manufacturing: Four subsectors within the Manufacturing industry sector are listed as *Fastest Growing Industries* (with a minimum of 370 jobs in 2023) in Southwest Florida. With 834 new jobs, these are Chemical Manufacturing at 22.5%, Machinery Manufacturing at 16.2%, Nonmetallic Mineral Product Manufacturing at 15.8%, and Wood Product Manufacturing at 14.6%.

Transportation and Logistics: Transportation and Warehousing is the subsector of the Trade, Transportation and Utilities. One subsector within this sector appears on the list of *Fastest Growing Industries* (with a minimum of 370 jobs in 2023). The Transit and Ground Passenger Transport subsector shows a growth rate of 20.0%. Other emerging subsectors with lower numbers but higher growth rates include Water Transportation at 28.3%, Air Transportation at 13.5% and Support Activities for Transportation at 11.8%.

Construction: As noted above, two subsectors within the Construction industry sector are listed as *Industries Gaining the Most New Jobs* in Southwest Florida. These are Specialty Trade Contractors with 5,370 jobs and Construction of Buildings with 2,218 jobs. The subsector Construction of Buildings is also listed as one of the *Fastest Growing Industries* at 18.5%.

Healthcare: Subsectors in the Health Care and Social Assistance sector showing on *Industries Gaining the Most New Jobs* in Southwest Florida include Ambulatory Health Care Services with 4,963 jobs and Nursing and Residential Care Facilities with 1,234 jobs. Ambulatory Health Care Services also appears on the *Fastest Growing Industries* at 14.2%.

Other Industries and/or Industry Sectors of interest for growth and stability of Southwest Florida: Although Educational Services is not one of the four industry sectors selected for focus, the shortage of teachers throughout Southwest Florida was noted as a concern and will be addressed during strategic planning.

87 of the 168 occupations on the July 2024 – June 2025 Regional Demand Occupations List (RDOL) for our six counties are directly related to these industries. Many more of the occupations on our RDOL would support these industry sectors.

(2) An analysis of the knowledge and skills, including credentials and licenses, 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)).

CareerSource Southwest Florida has an outstanding Business Services team that proactively seeks input from business and industry leaders to determine the knowledge and skills required to meet and exceed the employment needs of our in-demand industry sectors throughout the region (in demand industry sectors noted previously). Business Services has focused resources utilizing a geographic services model. This model of staff located in the Collier and Lee County centers builds better relationships and acquires detailed knowledge of industry needs locally. While team members are in local centers, the member is assigned regional industries of high growth and growth potential allowing for a centralized effort.

Business Services continues to gather information on specific occupational knowledge, skills, credentials and licenses needed from local and regional industry leaders. With this information, the team works internally with the CareerSource Southwest Florida One-Stop Leadership Team to address workforce training priorities. This information continues to be discussed with educational partners who have a positive impact with these industries and specific occupational needs.

While the preliminary Regional Demand Occupations List (RDOL) serves as a guide to in-demand occupations throughout Southwest Florida, it does not always account for emerging occupations to meet industry demands. The RDOL utilizes the projections of 80 or more annual openings within LWDA 24. Emerging occupations that meet the needs of local employers may be initially undocumented on the RDOL. CareerSource Southwest Florida seeks information from the community on occupational demands when the preliminary list is received each year. Notification is electronically forwarded to all regional partners to include our educational, economic development, business, and industry representatives. The notification is included on our website (careersourcesouthwestflorida.com/public-notice) so all in the communities are able to respond and provide documentation for occupations needed on the RDOL. The RDOL is used as a guide to fund workforce training. While knowledge and skills are assessed for emerging occupations, the abilities needed for the occupation can be helped with upskilling/skill upgrading, or quick workforce training to

meet industry current and near future needs. Employers are offered opportunities to have emerging occupations added to the RDOL.

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

The counties of Charlotte, Collier, Glades, Hendry, Lee and Monroe have strategically diversified economies by encouraging growth in existing and emerging industries in the regional and local areas throughout Southwest Florida. It is projected that CareerSource Southwest Florida will experience a 10.9 percent growth in jobs with 664,818 total job openings for the 2023-2031 period.

Southwest Florida continues to have a robust economy with low unemployment. The region continues to be at the same rate or lower than Florida and the United States. That is due to Lee County having lower unemployment and the majority of workers in the six-county region. The following chart reflects the most recent State of Florida Local Area Unemployment Statistics by County (not seasonally adjusted) and reflects a regional workforce that includes both full and part-time workers:

	May 2024		April 2024		May 2023		May 2022	
	Labor Force	UnEmpl Rate						
Charlotte	78,382	3.4%	78,934	3.7%	78,529	3.0%	76,049	2.6%
Collier	193,470	2.7%	195,715	2.9%	190,375	2.5%	187,933	2.1%
Glades	5,121	3.8%	5,154	4.1%	5,450	3.1%	5,462	2.4%
Hendry	15,765	4.1%	15,960	4.3%	15,625	4.1%	16,834	3.4%
Lee	376,090	3.0%	379,794	3.3%	388,267	2.8%	369,610	2.4%
Monroe	50,742	1.9%	50,480	2.0%	51,366	1.7%	49,433	1.5%
FL	11,005,000	3.0%	11,039,000	3.1%	11,022,000	2.7%	10,627,000	2.5%
U.S.	167,576,000	3.7%	167,484,000	3.5%	166,702,000	3.4%	164,157,000	3.4%

In May 2024, Monroe County had the state’s lowest unemployment rate at 1.9 percent. Hendry County’s was highest in Southwest Florida and higher than the state and national unemployment rates, as noted in the table above. We continue to collaborate with our economic development partners to attract enterprises to and fuel expansion of existing businesses of this rural area of our Region.

One factor that may affect employment and ultimately the unemployment rate per county is the education attainment of its workforce, twenty-five and older.

Attainment Level 2022	Charlotte	Collier	Glades	Hendry	Lee	Monroe	Florida	U.S.
No HS Diploma	10.6%	14.3%	25.6%	37.1%	13.0%	9.0%	12.8%	13.0%
HS graduate or equivalent	58.7%	44.1%	59.0%	47.7%	51.8%	51.0%	49.7%	48.5%
Bachelor's degree	21.6%	33.9%	INA	9.1%	26.7%	31.1%	21.4%	30.3%
Grad or Prof	2.2%	5.0%	INA	.7%	3.1%	4.1%	3.1%	3.3%

Barriers to employment include lack of housing, transportation challenges, limited childcare, no work experience and insufficient education or training. Employers continue to have job openings but are unable to hire skilled workers. For some affected by underemployment or joblessness there is a lack of workforce skills and/or those resources that support employment such as reliable transportation to the geographic areas where job openings are located; reliable and affordable childcare; and the resources for a successful job seeking experience, such as available broadband. CareerSource Southwest Florida continues to partner with community-based organizations in specific geographic areas of higher unemployment/underemployment and unskilled workforce. Partner meetings address local needs and partner of resources. These meetings are provided on-line via electronic conferencing; at our centers; or as a hybrid meeting, combining conferencing and in-person attendance.

As of July 1, 2024, Southwest Florida, Local Workforce Development Board (LWDB) 24, is comprised of a six-county area (Charlotte, Collier, Glades, Hendry, Lee and Monroe) of great diversity and talent. The counties of Charlotte, Collier, and Lee line the Gulf of Mexico and are the most populous. The counties of Glades and Hendry are interior, rural counties that are expanding workforce opportunities with new initiatives and emerging industry growth. Monroe County is the only area to show a decline in population, most likely due to the Rate of Growth Ordinance, the point system Florida uses to regulate new construction in the Florida Keys. Population estimates for the past three years are as follows:

Area	Population Estimates		
	2023	2022	2021
Charlotte County	206,134	202,582	194,934
Collier County	404,310	397,516	387,226
Glades County	12,786	12,463	12,266
Hendry County	43,333	41,391	40,215
Lee County	834,573	822,391	790,888
Monroe County	80,614	81,618	82,220
LWDB 24 - SWFL	1,581,750	1,557,961	1,507,749
Florida	22,610,726	22,245,521	21,830,708
United States	334,914,895	333,271,411	332,048,977

Lee County leads the region with 53% of the workforce and mirrors the occupational groups with great influence over this regional ranking. Occupation Groups show us where we have been during this five-year reporting period while projections of occupations forecasts where we may be in/throughout the next eight years. Effects of economic development, natural (and man-made) disasters, unforeseen financial phenomena and our local and regional initiatives impact workforce demands and development. Current initiatives to create and strengthen the rural broadband will affect workforce with remote work opportunities This initiative will positively affect growth in the Production, Transportation, and Material Moving occupation group which are related to logistics occupations in great demand and support the region's strategic industries. With the great growth in population is the great demand in Construction. Housing and building construction continue to flourish with projects slated to provide opportunities to the current and future workforce. Increase in the number of building permits supports future growth in the Construction sector. Population growth has also greatly impacted the demands of workforce in Health Care.

(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 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)).

CareerSource Southwest Florida strategically focuses resources on in-demand industries with greatest projected growth that supports diversifying the local and regional economies: Construction; Health Care; Transportation and Logistics; and Manufacturing. It is projected that the overall growth of all industries in Southwest Florida will be 10.9% for the period of 2023-2031. The intentions of CareerSource Southwest are to support the growth of occupations within these strategic industries and diversification of our local and regional economies.

Arthrex is a global medical device company located in Southwest Florida. Regional partnerships with technical colleges help to address workforce education and opportunities. The CNC Machining (computer numerical control) training through a private/public partnership between Arthrex and iTECH (Immokalee Technical College) has been an excellent example of cooperation and is recognized by the State. CareerSource Southwest Florida through our Business Services and Career Development staff provides support in the workforce education program and employment recruitment and placement.

Our Business Services team partners with educational and employer representatives to provide access to Rapid Response Services, Quick Response Training, and Incumbent Worker Training. Rapid Response targets employers in need of Layoff Aversion resources. Quick Response Training (QRT) targets new and expanding business to include those relocating to the area that may be eligible for grant dollars to assist in the payment for new employee training. Incumbent Worker Training (IWT) targets eligible for-profit small employers for reimbursement of up to seventy-five percent of training costs.

One weakness we have worked with our partners to overcome has been the lack of training in our rural areas. This has been challenging but the newest technical college, iTECH-Glades in Moore Haven, is now offering workforce education in Accounting Operations, Heavy Equipment Service Technician, Professional Culinary Arts & Hospitality, Heating, Ventilation Air Conditioning/Refrigeration (HVAC/R) 2, Practical Nursing, Nursing Assistant (Long Term), and Medical Administrative Specialist. This facility provides greatly needed workforce programs to rural

residents preparing for future jobs created by new and expanding industries.

As noted above, individuals with barriers to employment may lack skills and education needed by employers. We are able to offer classroom training and work-based training, such as On-the-Job Training (OJT). By providing referrals to partner agencies, we can assist with wraparound services such as rapid re-housing and childcare. Federal bonding can be helpful for prior justice-involved adults. Our Disability Navigator may assist persons with disabilities with Ticket to Work to re-introduce them to employment opportunities.

LOCAL WORKFORCE DEVELOPMENT BOARD STRATEGIC VISION AND GOALS

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

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

The Board of Directors met in May 2024 for strategic planning. During sessions facilitated by TPMA, they revised CareerSource Southwest Florida's mission statement, crafted a new vision statement, set strategic initiatives, and identified key results. The Board will continue to revise the vision, mission, objectives, and key results as they finalize the strategic plan. Below is the outline of the survey results utilized to develop the following SWOT (Strengths, Weaknesses, Opportunities, and Threats) Analysis.

<p style="text-align: center;">STRENGTHS</p> <ul style="list-style-type: none"> Effective partnerships with key stakeholders Strong board leadership and trust Experienced and results-driven leadership Financial stability and sound systems Access to relevant information and databases 	<p style="text-align: center;">WEAKNESSES</p> <ul style="list-style-type: none"> Inefficient and bureaucratic processes Inconsistent high-quality customer service Resistance to change Staff turnover and lack of formal succession plan Language barriers with customers
<p style="text-align: center;">OPPORTUNITIES</p> <ul style="list-style-type: none"> Rapidly increasing population Evolving technology in business and communications Expand work-based training options Increased partnerships 	<p style="text-align: center;">THREATS</p> <ul style="list-style-type: none"> Lack of affordable housing/cost of living Transportation/commute times Lack of quality, affordable childcare Political impact (unfunded mandates, dwindling formula funding)

The SWOT analysis for CareerSource Southwest Florida (CSSWF) was developed from comprehensive survey results that provided deep insights into the organization's current strengths, weaknesses, opportunities, and threats. These results highlighted the strategic positioning of CSSWF and informed the future direction of the organization. The survey responses indicated that CSSWF's primary strengths lie in its effective partnerships with key stakeholders, strong board leadership and trust, experienced and results-driven leadership, financial stability and sound systems, and access to relevant information and databases. These strengths underscore CSSWF's solid foundation and capacity to serve the workforce needs of the Southwest Florida community effectively.

Conversely, the survey identified several weaknesses that need to be addressed to improve CSSWF's operations and impact. These weaknesses include inefficient bureaucratic processes, inconsistent

high-quality customer service, resistance to change, staff turnover, lack of a formal succession plan, and language barriers with customers. Addressing these weaknesses will be crucial for CSSWF to enhance its service delivery and organizational efficiency, ensuring it remains a vital resource for both employers and job seekers in the region.

The analysis also revealed significant opportunities and threats that CSSWF must navigate to achieve its strategic goals. Opportunities such as a rapidly increasing population, evolving technology in business and communications, expanding work-based training options, and increasing partnerships offer pathways for growth and innovation. However, threats like the lack of affordable housing and high cost of living, transportation and commute challenges, lack of quality affordable childcare, and political impacts such as unfunded mandates and dwindling formula funding pose substantial challenges.

By leveraging its strengths and addressing its weaknesses, CSSWF can capitalize on these opportunities while mitigating the threats to sustain and enhance its mission of workforce development in Southwest Florida. The final vision and mission statements were determined to be:

Long-term Goal: “In 5 years, CareerSource Southwest Florida will be the go-to agency to connect employers with qualified talent.” This goal will guide their efforts in the coming years as they strive to enhance economic opportunities, foster community engagement, and drive sustainable growth across Southwest Florida.

Mission Statement: “Serve and enhance our communities by providing employment and training services to job seekers and employers.” This statement encapsulates CSSWF’s dedication to bridging employment gaps, fostering economic growth, and enhancing community well-being.

Vision Statement: Building thriving communities, one job at a time.

Below are three strategic objectives developed to align with the vision and mission of our organization:

- Increase awareness of CareerSource Southwest Florida’s capabilities, opportunities, and services.
- Engage economically disadvantaged populations.
- Diversify the delivery of services for all internal and external stakeholders.

These strategic objectives include key results, recommendations, measurements, evaluations, continuous improvement and adaptations. CSSWF will begin implementing these recommendations, which will effectively diversify service delivery methods, enhance accessibility for stakeholders, and adapt to the evolving needs of the community. These initiatives align with CSSWF’s commitment to innovation, inclusivity, and leveraging technology to maximize impact in workforce development and support.

Increasing awareness and access to schools and programs funded by CSSWF will help to prepare an educated and skilled workforce. Our Education and Industry Consortium is allowing us to work more closely with community partners to reduce gaps between employer demand and school offerings.

Initiatives also include outreach to youth and to individuals with barriers to employment, raising awareness and actively engaging these populations. Enrollment of these individuals in programs and services will boost participation rates and improve performance measures for the primary indicators of performance.

(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 combined state plan partner programs to align resources available to the local area, to achieve the strategic vision and goals described in number (1) above (20 CFR 679.560(a)(6)).

For the core partners listed below in Part (1) (a) of Description of Strategies and Program Services, partner meetings are held to discuss programs, services and procedures for best serving common customers. These meetings typically include our Center Supervisors and the decision makers with adult education, career and technical education, Vocational Rehabilitation, Blind Services, Job Corps and other partners. Originally coordinated at the Center level by the Center Supervisors, our One-Stop Operator has facilitated more recent meetings on a quarterly basis. These meetings assist with continuing to align programs and ensure employers and individual customers are aware of the full array of available services.

Core partners are active members of our committees and Board of Directors. Representatives include employers, career and technical education, community college, universities, Department of Vocational Rehabilitation, Adult Education, Department of Children & Families, economic development, housing, chambers of commerce, labor union, apprenticeship, National Industries for the Blind, Human Services (CSBG program), health department and Department of Juvenile Justice. These partners assist in developing plans and strategies and review various plans, budgets, performance and proposals. These partners evaluate Center operations and are there to advise CareerSource Southwest Florida staff and partners in creating and aligning comprehensive services. As ambassadors of CSSWF, periodically, Board members are asked to invite employers who may benefit from our services to meetings.

To address the education and skill needs of the workforce, CareerSource Southwest Florida seeks information on occupational demands from the community, to include employers and business organizations. We work with local employers to document the demand and wages of emerging or other occupations not currently listed on the Regional Demand Occupations List (RDOL). With appropriate documentation and Board approval occupations are added to the RDOL. This allows staff to then connect with approved educational institutions to explore linking their programs for inclusion on the Eligible Training Provider List (ETPL). Programs on the CareerSource Southwest Florida ETPL may then be funded with workforce dollars.

Regional partnerships with technical colleges have helped to address the workforce needs of employers. CareerSource Southwest Florida has worked with many partners in the rural area to assist in making iTECH-Glades a reality. This technical college now offers programs in the Moore Haven facility.

Our Business Services team partners with education and employers to provide access to Rapid Response Services, Quick Response Training and Incumbent Worker Training.

(3) Describe the LWDB’s strategies to work with core and combined partners to contribute to the following statewide goals:

(a) Increase local labor force participation.

The labor force participation rate is an estimate of the proportion of people in an economy who are contributing to its labor supply. It is calculated as the number of people ages 16 and over who are employed or actively seeking employment divided by the total noninstitutionalized, civilian working-age population.

Both Florida and national labor force participation rates have been declining for decades, and notably, Florida’s participation rate has always been below the national rate. Florida’s Combined Plan states this is due to persistent differences in demographic composition between Florida and the nation. Utilizing US Census data, Southwest Florida’s percent of population 65 years and over greatly exceeds Florida’s 21.7% rate in every county except Hendry County.

County	% of Population 65+
Charlotte	40.6
Collier	34.9
Glades	26.3
Hendry	13.6
Lee	29.0
Monroe	25.4

Hence, one strategy to improve the participation rate is to provide targeted outreach in partnership with the Senior Community Service Employment Program and agencies providing social services to older residents. We plan to couple this with targeted marketing to employers who may realize the benefits of older workers and the potential cost savings of employing part-time workers.

As previously mentioned, the use of the CLIFF dashboard in working with participants who are receiving public assistance can demonstrate the positive aspects of being employed.

As proven through our National Dislocated Worker Grant following Hurricane Ian strategies, we were able to place long-term unemployed in subsidized employment. As the region recovered, we were able to move these previously long-term unemployed into unsubsidized employment. This successful model will be used with Adult WIOA funding providing paid work experience to long-term unemployed.

In addition, targeted services to youth and persons of disabilities as described throughout this plan will increase these populations who have significantly lower labor force participation rates.

Although the region’s lowest labor force participation rate is in Charlotte County which has the highest percentage of population 65 and over, Glades and Hendry, our rural counties, have the second and third lowest labor force participation rates. Hendry County is poised for significant business expansion and outreach to promote training programs to prepare the workforce is another key strategy.

(b) Ensure local job seekers and employees aged 25-70 have a credential of value.

Current CSSWF Board of Directors (BOD) Chair, Mike Biskie, represents business on CareerSource Florida's Credentials Review Committee and provides valuable information to the BOD and staff on the Framework of Quality and the credentialing process.

CSSWF has several strategies to increase the number of individuals in our region who have a credential of value.

- An Apprenticeship Navigator has recently been added to our staff and is focused on increasing registered apprenticeships.
- Our Education and Industry Consortium, as well as our Business and Economic Development Committee, identify labor supply shortages which are then linked with training programs leading to credentials.
- Through our relationships with training providers, we stress the importance of tying their training programs to the Regional Demand Occupation List and the Master Credential List.
- Partnerships with community organizations, such as FutureMakers and Goodwill, who refer individuals in need of training and industry credentials to us.
- Training providers are encouraged to combine English proficiency courses with occupational training resulting in an occupational credential. This approach is being modeled after Lorenzo Walker Technical Institute's success in their Certified Nursing Program for persons who are not English proficient.

(c) Median wages greater to or equal to 75% of the median hourly wage in Florida.

The 2023 median wage in Florida is \$21.67 an hour per the FloridaCommerce Occupational Employment and Wage Statistics (OEWS). Although Southwest Florida's OEWS data is only available for our three Metropolitan Statistical Areas (county data is not reported), all are below Florida's median. Much of this can be attributed to the coastal region's high percentage of workers employed in the lower wage hospitality and retail industries.

Working closely with economic development organizations, attraction and retention of high-wage jobs is a priority. Understanding Southwest Florida must be able to supply the workforce to support economic development initiatives, CSSWF works closely sharing labor market information including talent pipeline projections with training providers, participants and others.

With unemployment low in Southwest Florida, another strategy is to support increasing the skill level of employed workers through promotion of CareerSource Florida's Quick Response and Incumbent Workers Training Funds. As skill levels increase, productivity increases enabling employers to increase wages.

(d) Increase the second quarter after exit employment rate by 10% for each of the following populations:

For all of the population noted below, increased information sharing will help to increase the second quarter after exit employment rate. As noted above, one of the three objectives developed during strategic planning was to “Increase awareness of CareerSource Southwest Florida’s capabilities, opportunities, and services.” We want partners to identify CSSWF as an important resource. Our Communications Team will research the idea of starting a Partner Page on our website. Partners would have the opportunity to include a link to their services. Our Eligible Training Providers may include a link to our training page. This would provide better access to customers and partners. Before launching the Partner Page, staff will consider factors such as maintaining up-to-date information/links, benefit to customers, benefit to partners and requesting partners include CSSWF on their websites.

When an individual has been “on the job” for six months, it can be difficult to reach them to determine services needed to retain employment. In addition to researching website changes noted above, several possible solutions to improving job retention include increasing contact by telephone with employer, contacting the employee directly and working more closely with partners who are providing wrap-around services. This may require us to reiterate the importance of communication by offering workshops, Teams meetings, staff refresher training and building front-line to front-line partnership.

a. Individuals 55 years and older

CSSWF will consider more On-the-Job Training (OJT) for individuals 55 years and older. OJTs create a great connection with employers. Because of the consistent follow-up during the training, a rapport is developed with both the employer and the participant. The resulting communication can help identify issues early on and prevent separation. After individuals complete the OJT, it is anticipated that many will be retained as permanent employees.

We will continue to work with the Senior Community Service Employment Program (SCSEP) through AARP. Individuals 55 years and older are placed in our Centers and given the opportunity to gain skills to then transition into unsubsidized employment. Having worked side by side with these individuals provides a connection for future follow-ups with them and their employer.

b. Youth

To increase the provision of information, incentives are provided for youth, age 16-24 years, for Credential, Employment, Employment Retention and Follow-up 2nd and 4th Quarter After Exit. This continued follow-up allows our Career Development Representatives (CDRs) to determine if any other services may be needed for job retention.

Increase Work-Based Training: We will continue to partner with employers to increase Work Experience for youth. The expectation is that the employer will hire them or with the newly developed skills, the youth will be better prepared for staff to provide job development to other employers.

c. Individuals receiving SNAP and TANF benefits

TANF: CDRs will provide Welfare Transition Program participants with exit surveys. This will provide valuable information regarding additional supportive services needed to retain employment. These may include childcare through the Early Learning Coalition and transportation reimbursement. Supportive Services and milestone achievement incentives may be provided for up to 24 months.

SNAP: Employment Retention Services (ERS) is an initiative being planned by the Florida Department of Children and Families in collaboration with FloridaCommerce to provide Local Workforce Development Boards (LWDBs) with “additional information, training, and resources to support participants in obtaining/retaining employment.” Once implemented, CSSWF will utilize ERS for Supplemental Nutrition Assistance Program (SNAP) participants. This will include reimbursement for costs to retain employment.

The Hope Florida – A Pathway to Promise initiative offers wrap-around services. If not available through CSSWF programs, referrals to local partners are made for supportive services needed to help participants remain in employment.

As the Direct Provider of Services, we will look more closely at ensuring participants are dual-enrolled, where appropriate, across Welfare Transition Program (WTP), Supplemental Nutrition Assistance Program (SNAP) and Workforce Innovation and Opportunity Act (WIOA). This will allow for increased services to participants and better tracking of information. For other partners with the same outcomes as ours, we will review and enhance how we are sharing information. Dual enrollment is important to ensure outcomes in one program will show/count in other programs. This will increase positive outcomes in the second and fourth quarters.

d. Individuals without a high school diploma or speakers of other languages

Once participants are employed, staff will continue to encourage and refer those individuals without high school diplomas to General Education Diploma (GED) preparation and testing with our school districts. For WIOA OSY participants attending GED preparation classes while employed, incentives can be offered even after the second quarter after exit, if completed before fourth quarter after exit. Staff will also encourage and refer speakers of other languages to English for Speakers of Other Languages (ESOL) classes. These efforts will increase retention in employment, as well as opportunities for promotions.

Our Destination Graduation Mentors work with both In-School Youth (ISY) and Out-of-School Youth (OSY). The Mentors assist ISY with staying in school, graduating and transitioning from high school to the adult world by continuing with them in our OSY program. This will increase their likelihood of success and retention in employment.

For Welfare Transitional service customers without a high school diploma, assistance with transportation and childcare will be available while completing GED preparation and testing. For speakers of other languages, there are three recognized levels of ESOL with school districts for up to 24 months. As noted throughout the Plan, referrals to partner agencies for additional assistance will be important.

e. Individuals with disabilities

The Disability Program Navigator and other staff will continue to work with the Center for Independent Living (CIL), Florida Alliance for Assistive Services and Technology (FAAST) and Division of Blind Services to assist individuals with disabilities to stay employed. These partners provide assistive technology used by individuals with disabilities to perform functions that might otherwise be difficult or impossible. This may include mobility devices such as walkers, wheelchairs, hardware, software, and peripherals that assist people with disabilities in accessing computers or other information technologies. Not only are these devices provided but FAAST and Blind Services offer detailed training on assistive technology devices. Assistive Technology is not only important when starting a new job, it can be extremely helpful for an individual applying for a promotion to a new role and may assist the employer with the expense of the accommodation.

Our staff will coordinate services with the Sally J. Pimentel Deaf & Hard of Hearing Center. The Center provides interpretive services and sign language training. In addition to making themselves available for hiring events and interviews, their staff will facilitate conversations with employers for employed deaf and hard of hearing individuals. This can be very instrumental in helping the individual maintain employment while discussing scheduling, promotions, training and/or additional accommodations needed.

(e) Increase total newly registered apprentices annually.

The Apprenticeship Navigator leads and supports local, regional and state efforts and will bring together Local Workforce Development Board (LWDB) staff, career center staff and partners in a coordinated effort to connect individual job seekers, employer and community partners to apprenticeship opportunities.

Workforce Innovation and Opportunity Act (WIOA) funds will be used, where appropriate, for Customized Training, On-the-Job Training, occupational skills training and supportive services. This will help to reduce the individuals' barriers to completing apprenticeship and pre-apprenticeship programs. Staff will collaborate with partners to develop strategies designed to make the process seamless and easier for apprentices.

CSSWF staff will conduct and/or participate in job fairs and employer accelerators to generate employer and apprentice leads. Staff will use leads generated through Apprentice Florida campaigns and CareerSource Florida to retrieve apprentice leads and engage prospective apprentices.

(f) Increase registered apprenticeship programs.

The Apprenticeship Navigator will lead and support local, regional and state efforts to develop, expand, and support Registered Apprenticeship Programs (RAPs). The Apprenticeship Navigator will work with the Florida Department of Education (DOE) Apprenticeship Training Representative (ATR) and may utilize Registered Apprenticeship Industry Intermediaries to assist with creating standards of apprenticeship where applicable. Examples of intermediaries include Manhattan Strategy Group: Supply Chain Automation Workforce Hub, and TalentGro (Division of Hamilton Ryker). Along with other staff members, the Apprenticeship Navigator will meet, educate, and work with employers or potential sponsors to begin building these standards of apprenticeship in

preparation for referral to the ATR. The Apprenticeship Navigator and other Business Services staff will optimize efforts of employer education based the LWDB's industries of focus: Manufacturing, Construction, Healthcare, and Transportation and Logistics. Business Services will connect with trade associations and industry Consortiums.

The Apprenticeship Navigator will develop and execute an outreach plan to familiarize employers, job seekers, and other stakeholders in the community about the merits of RAPs. Staff will utilize materials available from the State Leadership team of CareerSource Florida, Florida Department of Education, and FloridaCommerce to educate employers, partners, LWDB staff and apprentices about Registered Apprenticeships. Materials include Toolkits, Templates and the Brand portal. Staff will seek out and work with other potential sponsors, such as employers, trade associations, unions and education providers. Where applicable, we will consider CSSWF as a sponsor of Apprentice programs.

CSSWF has begun to establish partners in Monroe County to support realignment with CareerSource Southwest Florida. We will utilize the expertise of the ATRs for Region 7 and Region 9 to identify programs looking for employers, employers looking for apprentices, and further knowledge transfer regarding the RAP and the Apprenticeship Navigator role. The Apprenticeship Navigator has been in contact with representatives in Miami-Dade and Monroe County regarding programs to be added in the Florida Keys. The College of the Florida Keys is currently working with our Board staff to add the following apprenticeship programs to our Eligible Training Provider List (ETPL): Carpentry, Electrical, Plumbing, HVAC and Electronic System Technician

Staff will leverage the Apprentice Florida Leads list to identify and contact employer/apprentice leads. Staff will ensure Employ Florida is updated with activity codes and case notes for employer and apprentice leads.

The objectives in the Strategic Plan developed in May 2024 include establishing partnerships with colleges, universities, and vocational schools to promote apprenticeships and collaborate with local employers to design apprenticeships that offer sustainable employment prospects.

We will leverage organizations that are already approved providers of Related Technical Instruction (RTI), e.g. Donna J. Beasley Tri-County Apprenticeship Academy, Florida Trade Academy, TruMont Apprenticeship Program, FleetForce Truck Driver Training, Miami Joint Electrical Apprenticeship Committee (in Fort Myers), Community Connection Services, Inc., FloridaMakes, Inc., and Innovative Workforce Projects. Apprenticeship programs for these are outlined below in Section (12) of the Description of Strategies and Program Services.

CareerSource Southwest Florida (CSSWF) recently provided a letter in support of the Florida Deputy Sheriff's Association application for the Pathways to Career Opportunities Grant (PCOG) program. We will continue to support efforts like this expansion of their Registered Apprenticeship Program.

An inventory of local, regional, and statewide Registered Apprenticeship Programs (RAPs) and pre-RAPs will be compiled, using State and Federal RAP data, including programs and employers that are actively seeking new apprentices.

(g) Increase registered pre-apprenticeship programs.

The strategies noted above for increasing registered apprenticeship programs will also be utilized to increase pre-apprenticeship programs. In addition, the Apprenticeship Navigator will connect with CSSWF staff and our partners who work directly with youth for assistance in developing pre-Apprenticeships with employers. Our Destination Graduation Mentors work with In-School Youth in Hendry and Glades counties. These Mentors and other CSSWF in all of our counties assist our Out-of-School Youth population. Their experience with employers who hire younger people will be an asset to developing pre-Apprenticeships. Work-based learning is an integral part of assisting students transition to the world of work.

(h) Increase percentage of 12th grade secondary career and technical education enrollment.

Welfare Transition Program case workers refer 12th graders, to include teen parents, to Out-of-School programs. This allows them to connect with WIOA case workers for specialized experiences.

Staff will continue to attend career exploration events at high schools and will talk with 12th graders about career and technical education while still in school. This offers the opportunity to encourage continuing CTE after graduation, and possibly funding through WIOA.

The Destination Graduation Mentors will invite school representatives to be guest speakers to talk with 12th graders at the high schools in Hendry and Glades counties. Our Mentors also help students complete the Free Application for Federal Student Aid (FAFSA); not just for their cohort of DG students but for any interested 12th graders.

One of our newest Board members, representing a large healthcare employer in Monroe County, has also worked with Big Brothers Big Sisters for the last 13 years and believes there is a lot of opportunity in the Florida Keys to engage youth. His expertise will help us to assist youth by partnering with local educators to provide career exploration and career and technical educational (CTE) opportunities. Tools to be used will include the Oculus VR headsets and Transfr VR Training to help youth gain a virtual “hands-on” experience of multiple careers. This will be a first step in preparing them for CTE programs. These new tools are also being used in other areas of our Local Workforce Development Area (LWDA), as noted below in Section (4) (a) of the Description of Strategies and Program Services.

(i) Build talent pipeline for targeted new and emerging industries of focus by assisting individuals to earn credentials that directly support the sector.

CSSWF’s Business and Economic Development Committee priorities include identifying new and emerging industries. The newly formed Education and Industry Consortium complements but does not duplicate the work of the Committee by identifying related gaps between our educational system and employment needs.

Florida Gulf Coast University (FGCU) is a nationally recognized micro-credential and badging expert. Some of the advantages of micro-credentials are the speed at which a curriculum can be developed and the ability to customize the curriculum for specific industries, occupations or employers. Florida SouthWestern State College (FSW) is expanding micro-credentials and

badging opportunities as well.

Examples of CSSWF's work with new and emerging companies/industries to include e2, an expanding vertically integrated virtual utility company which needs resources to find engineers and other talent. Working with the company to identify hiring needs and skill gaps, our partnership with FGCU, FSW and the six technical colleges in the region is producing strategic solutions aligning existing traditional programs with micro-credentials and badges.

Working with a relocating aviation company seeking a customized talent solution for high tech positions, CSSWF is utilizing our community partners, including Charlotte County Public Schools system, and exploring creating a registered apprenticeship program.

A relocating aviation company has committed to hiring 125 employees by the end of 2025. They are looking to create a customized talent solution for these high-tech positions. CSSWF and the company, utilizing community partners including Charlotte County Public School's aviation program, are exploring Registered Apprenticeships.

Dialum, a Chilean glass manufacturer, has begun site work in Southwest Florida for a 100,000 square foot state-of-the-art factory. Their plans include an additional 60,000 to 80,000 square feet expansion. The local workforce will need to be trained for this new technology. CareerSource Southwest Florida will utilize our work-based training solutions coupled with the region's education system to assist.

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 core and combined state plan partners (described in Introduction Section C, above) including, but not limited to TANF, SNAP Employment and Training (E&T), JVSG, SCSEP, CSBG 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 the programs included in the system; and

- WIOA Adult, Dislocated Worker, and Youth
- Temporary Assistance for Needy Families (TANF)
- Supplemental Nutrition Assistance Program (SNAP)
- FloridaCommerce - Employment services authorized under the Wagner-Peyser Act; Disabled Veterans' Outreach Program (DVOP)
- Adult education and literacy
- Career and technical education programs at the post-secondary level
- Division of Vocational Rehabilitation
- Division of Blind Services
- Job Corps
- Migrant and seasonal farmworker (MSFW)
- Farmworker Career Development Program (FCDP)
- Senior Community Service Employment Program (SCSEP)
- Department of Children and Families
- Department of Housing and Urban Development employment and training activities
- Community Services Block Grant (CSBG)
- Trade Adjustment Assistance (TAA) activities - (if petition is already approved)
- Ticket to Work
- Access to Reemployment Assistance

Representatives of the core programs share information to develop a better understanding of each other's programs and services. This provides a seamless continuum of services for customers and will serve to reduce duplication. Ultimately the goal of the core partners is to assist customers in becoming self-sufficient and productive. Each Center Supervisor schedules staffing meetings, as necessary. Regionwide partner meetings are coordinated by our One-Stop Operator. Partner meetings generally include decision makers with discussions of policies and procedures while staffing meetings are held with front-line staff to discuss common customers. We will continue to align our programs and ensure employers and individual customers are aware of the full array of available services.

(b) How the LWDB supports the strategy identified in the state plan under 20 CFR 676.105 and [Chapter 445.003, F.S.](#)

CareerSource Southwest Florida is the administrative entity and fiscal agent for LWDB 24, comprised of Charlotte, Collier, Glades, Hendry, Lee and Monroe counties. Through the One-Stop Leadership Team (OSLT), Board staff provides oversight for our workforce delivery system while Center Supervisors provide the direct supervision and are responsible for the day-to-day operations and performance outcomes of the One-Stop Centers. As the direct provider of services, we are able to streamline processes and provide consistent and coordinated services at One-Stop centers throughout the region.

The state plan emphasizes empowering individuals. Our Career Development Representatives (CDRs) involve customers in the development of their career plan, in the form of an Individual Employment Plan (IEP), an Individual Development Plan (IDP) or an Individual Service Strategy (ISS), thus empowering them to be part of the process. These career plans will assist the individual in determining the most appropriate steps toward self-sufficiency. The career plan is an ongoing strategy, jointly developed by the customer and staff, that identifies employment goals, achievement objectives and the appropriate combination of services for the customer to achieve these goals.

(c) How the LWDB works with entities carrying out core and combined 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)).

CareerSource Southwest Florida has a history of strong partnerships with local employers, educators and other partners. Representatives of the core programs share information to develop a better understanding of each other's programs and services. This provides a seamless continuum of services for customers and will serve to reduce duplication. Ultimately the goal of the core partners is to assist customers in becoming self-sufficient and productive. We will continue to align our programs and ensure employers and individual customers are aware of the full array of available services.

As noted in Part (1) of Coordination of Services, regionwide partner meetings are facilitated by our One-Stop Operator. Center Supervisors may also hold partner meetings with decision makers to discuss policies and procedures and hold staffing meetings with front-line staff to discuss common customers.

CareerSource Southwest Florida staff assist the school districts and our state colleges with data and other information for their Comprehensive Local Needs Assessment (CLNA) requirements for the Perkins V Transition Plan.

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

(a) Provide a description and assessment of 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(6)).

Career services and resources offered to Adult and Dislocated Workers through the One-Stop

delivery system are available and provided to individuals who meet eligibility requirements for those services. Services may be offered onsite, by telephone and/or electronically. The combination of funds from Wagner-Peyser, TANF, WIOA, and funds from other One-Stop partners results in an expanded level of available services to eligible individuals. Services will primarily include:

- Eligibility determinations;
- Outreach, intake including worker profiling, and orientation to the One-Stop system;
- Initial assessment of skill levels and supportive service needs;
- Job search and placement assistance, and career counseling;
- Referrals to other programs and services and coordination of these activities;
- Provision of local labor market information to include job vacancies, demand occupations, wages, job skills needed, and opportunities for advancement;
- Provision of information on:
 - eligible training providers' programs to include performance and costs (per program),
 - eligible providers of youth workforce services and activities,
 - providers of adult education,
 - providers of career and technical education activities at the postsecondary level,
 - career and technical education activities available to school dropouts,
 - providers of vocational rehabilitation services,
 - how the local area is performing on performance accountability measures,
 - availability of supportive services or assistance and referral, as appropriate,
 - filing claims for unemployment compensation (Reemployment Assistance);
- Assistance with eligibility for non-WIOA funded financial aid for education;
- Development of individual employment plan;
- Individual counseling;
- Career planning;
- Short term pre-vocational services;
- Internships and work experiences that are linked to careers;
- Workforce preparation activities;
- Financial literacy services;
- Out-of-area job search assistance and relocation assistance;
- English language acquisition and integrated education and training programs; and,
- Follow-up services.

When determined necessary, appropriate and in compliance with the WIOA, eligible Adults and Dislocated Workers are referred to Eligible Training Providers' approved programs for occupational training. In consultation with one of our Career Development Representatives (CDRs), a participant will select the program most desired according to such factors as costs within established guidelines, geographic location, potential for successful completion, suitability, and scheduling considerations. In addition to ample training opportunities with eligible providers in LWDA 24, Individual Training Accounts are used for training with providers in other areas of the state, primarily in contiguous LWDAs.

(b) Provide 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. 20 CFR 679.560(b)(21)

Priority of service means adults who meet the criteria outlined in our Priority of Services Policy must be served before other persons for the receipt of individualized career services and training

services. WIOA focuses on serving individuals with barriers to employment and ensures access to these services on a priority basis. CareerSource Southwest Florida will give priority for the provision of individualized career and training services in the following sequential order:

1. Recipients of public assistance.
2. Low-income individuals. Payments for unemployment compensation, child support payments and old-age survivors' insurance are not excluded from income calculations for determining if an individual is low-income.
3. Individuals who are basic skills deficient.

Veterans and eligible spouses receive priority of service for all USDOL-funded job training programs, which include WIOA programs. However, when programs are statutorily required to provide priority for a particular group, such as the WIOA priority for adult funds described above, priority must be provided in the order described below. Veterans who receive priority of service must meet all WIOA adult program eligibility requirements. For income-based eligibility determinations, amounts paid while on active duty or paid by the Department of Veterans Affairs (VA) for vocational rehabilitation, disability payments, or related VA-funded programs cannot be considered income for eligibility purposes.

CareerSource Southwest Florida ensures the provision of priority of service with the following:

- All career center staff are trained to screen and identify potential covered persons. The question "Have you or a spouse ever served in the U.S. military?" is asked of every individual upon an initial visit to the career center.
- Signage notifying covered persons to identify are displayed at every intake counter in the career centers.

Priority of service must be provided to eligible WIOA adult program participants in the following order:

1. Veterans and eligible spouses who are also recipients of public assistance, other low-income individuals, including the underemployed, or individuals who are basic skills deficient.
2. Individuals who are not veterans or eligible spouses who are included in the groups given WIOA priority selection criteria, (public assistance recipient, other low-income individuals including underemployed or basic skills deficient).
3. All other veterans and eligible spouses who are not included in the WIOA priority groups (see above items 1 and 2).
4. Other individuals who do not meet the statutory priority, but who are identified as priority populations established by the Governor and/or local workforce development boards.

Priority populations established by CSSWF are individuals with a family income that does not exceed the definition of Self-Sufficiency wage level for WIOA eligibility for Adult Services as listed in the CSSWF WIOA Self-Sufficiency definition Policy.

5. Other individuals who do not meet the statutory priority and who do not meet the Governor's or local workforce development board's discretionary priority, but who do meet the WIOA adult program eligibility.

WIOA recognizes low-income individuals under statutory priority for Adult funds. A low-income individual is defined as an individual who:

- A. Receives, or has received in the past 6 months, or is a member of a family that is receiving or in the past 6 months has received, assistance through the Supplemental Nutrition Assistance Program (SNAP), or the Supplemental Security Income Program established under Title XVI of the Social Security Act, or state or local income-based public assistance.
- B. Is in a family with total income that does not exceed the higher of –
 - i. The poverty line; or
 - ii. 70 percent of the lower living standard income level (LLSIL).
- C. Is a homeless individual.
- D. Receives or is eligible to receive free or reduced-price lunch.
- E. Is a foster child on behalf of whom State or local government payments are made.
- F. Is an individual with a disability whose own income meets the low-income level for eligibility purposes but who is a member of a family whose income does not meet this requirement.

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

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

Employed and/or unemployed adults and dislocated workers, age 18 and older, who have met eligibility requirements and have received at least one "career service" and who have been determined to be unable to obtain or retain employment through career services may qualify for training services, within the Board's priority of services guideline.

After an interview, evaluation/assessment, and case management, the participant must be determined to be in need of training services and to have the skills and qualifications to successfully complete a selected training program. This information will be documented through the development of an Individual Employment Plan, Individual Responsibility Plan or Individual Services Strategy for the participant. This Plan is an ongoing strategy jointly developed by the participant and the CDR that identifies the participant's employment goals, the appropriate achievement objectives, and the appropriate combination of services for the participant to achieve the employment goals.

A selection may be made by the participant of a training program that is directly linked to the employment opportunities either in the local area or in another area to which the individual is willing

to relocate, in accordance with policy guidelines. A program of training services is one or more courses or classes that, upon successful completion, leads to a certificate, an associate degree, or baccalaureate degree, or a competency/skill recognized by employers.

The CDR is responsible for establishing an Individual Training Account (ITA) in accordance with policy and according to availability of funding. The CDR must document in the Individual Employment Plan that assessment indicates the participant is in need of the training services and has the skills and qualifications to successfully complete the selected training program. As appropriate, participants must also seek grant assistance from other sources to pay or assist with the costs of training, including Pell Grants within the guidelines of 663.320, or subsequent policy. Staff continue to diligently coordinate Pell and other education grants. Upon establishment of the ITA, a referral will be carried out by providing a voucher or certificate to the individual, to be used with the training provider.

The total value, provided funds are available, of an ITA will be the amount required for tuition, fees, books, tools, uniforms, safety equipment, and any other general requirement needed for the course of occupational skills training. The limitation will be based on the needs identified in the Individual Employment Plan. Supportive services such as childcare, transportation, and other miscellaneous non-training related expenses may not be included in the ITA. Supportive services may be available for TANF participants, according to the Welfare Transition Supportive Services Policy. An ITA is payable to the training provider. The ITA may be closed at any time it is determined that the participant is not successfully meeting training requirements.

In addition to training with eligible providers in LWDB 24, ITAs may be used for training with providers in other areas of the state, with primary consideration for training in contiguous LWDAs.

Individual Training Accounts (ITAs) are used as an agreement between the educational institution, the student and CareerSource Southwest Florida for each WIOA Adult and Dislocated Worker. When the program is not on the Eligible Training Provider List (ETPL), an Authorization for Training (Non-ITA Training Only) form may be used as a training contract for students.

ITA limitations: An ITA may be used for training for up to two years after enrollment into the core program or class. The total lifetime ITA dollar limit is established by our Board of Directors based on the availability of training funds and is currently set according to the Occupational Education Requirement Categories as defined by the Florida Department of Education:

- \$7,000 for Education Code 3 - Post Secondary Adult Vocational Certificate programs;
- \$8,000 for Education Code 4 - College Credit Certificate, Applied Technology Diploma, Associate of Applied Science, Associate Degree programs;
- \$10,000 for Education Code 5 - Bachelor Degree programs.

Exceptions to the use of ITAs: Training services may be provided through a contract for services in lieu of ITAs for the following:

- On-the-Job Training provided by an employer;
- Customized Training;

- Employed Worker Training;
- Training services of demonstrated effectiveness offered by a community-based organization or another private organization to serve a special participant population that faces multiple barriers to employment.

For Temporary Assistance for Needy Families (TANF) customers, a \$3,000 limit is placed on short-term training programs which are not on the ETPL, based on the availability of funds.

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

Classroom training is provided by approved training providers on the Eligible Training Providers List (ETPL). Initial Training Provider Agreements are executed once Training Provider Applications are reviewed by staff, recommended by the Career Services Committee, and then approved by the full Board of Directors. This process may change as FloridaCommerce implements the Employ Florida portal for training providers. These Training Provider Agreements describe the operating procedures, while the ITAs are used as an agreement between the educational institution, the student and CareerSource Southwest Florida for each WIOA Adult and Dislocated Worker student funded.

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

The Eligible Training Provider List (ETPL) is made available to One-Stop customers to encourage choice in training selection and use of Individual Training Accounts. In addition to information about the educational institution, the ETPL contains information on each program as follows: demand occupation (from the current Regional Demand Occupations List) to which the program links, program length, program cost and type of degree/credential. Performance is collected and uploaded to Employ Florida by FloridaCommerce. The information will be ample for a customer to understand the options available in choosing a program of training services. In consultation with a Career Development Representative (CDR), a participant will be allowed to select the program most desired according to such factors as costs within established guidelines, geographic location and scheduling considerations.

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

The in-demand occupations of the current workforce and those related to the emerging industries in the area are a priority for CareerSource Southwest Florida and its business and education partners. We strive to make available training programs that meet the needs of employers per occupation and the skill level as measured by the industry-recognized certification attained via the training program.

Per the Board's Guidelines for Approval of Training Providers for the Eligible Training Providers List (ETPL), eligible programs must link directly to occupations on the Regional Demand

Occupations List (RDOL). To ensure participants receive industry-recognized credentials, programs must lead to: (a) a certificate, an associate degree, baccalaureate degree, or (b) the skills or competencies needed for a specific job or jobs, an occupation, occupational group, or generally for many types of jobs or occupations as recognized by employers and determined prior to training. To keep up with the changing needs of industry, program additions may be requested throughout the year. Out-of-Region training providers may be approved to accommodate the needs of employers and job-seeking customers.

Per the Board's Guidelines for Developing a Regional Demand Occupations List (RDOL), the RDOL will be used to identify the needs of local employers and target specific occupations for training services to adults and dislocated workers. This also acts as a guideline for On-the-Job Training (OJT), Customized Training and entrepreneurship training. The guideline was developed with input from employers and industry representatives during a planning meeting. The statewide and regional demand occupations lists, which now include occupations from the National Demand Supplemental List, are released annually by FloridaCommerce and are used as a starting point in developing the RDOL. Additional resources used include Employment Projections, the Occupational Employment and Wage Statistics (OEWS) and other information from FloridaCommerce/Bureau of Workforce Statistics & Economic Research. Staff solicits feedback regarding changes to the RDOL. Public notices are posted to our website. The current RDOL is forwarded to interested parties along with criteria and instructions for requesting the addition of an occupation.

Information regarding occupational skills training programs and local and regional demands for those linking occupations is available on our CareerSource Southwest Florida website. The webpage includes our RDOL and ETPL. The ETPL includes important details such as certification/credential, program length, student costs, Pell eligibility and prerequisites. This educates the individual, allowing for more informed decisions regarding provider and program choice.

Occupations in the industry priority areas provided by our economic development partners are given priority when discussing current and future training programs. Information is readily provided to our educational partners for their own institutions' future considerations. As CareerSource Southwest Florida discusses emerging industries and in-demand occupations with employers and educational partners, all considerations for "timing" are given priority. Our educational partners require time to create curriculum that meets the industry requirements.

Career and Professional Education (CAPE) programs within the secondary education system of the school districts connect to in-demand occupations and require industry-recognized certifications to meet the needs of the employer. As the local school districts submit applications for CAPE industry certifications, CareerSource Southwest Florida provides Letters of Endorsement, indicating the specific employer demand.

CareerSource Southwest Florida staff guides customers to use the available labor market resources available through FloridaCommerce. Participants willing to relocate or those living in outlying areas of the region may use providers on the State's Eligible Training Provider list in other areas of the state.

Staff will target training for occupations that link to the local priorities listed below:

- Manufacturing
- Construction
- Transportation and Logistics
- Health Care

These priority industry sectors were determined by CareerSource Southwest Florida's Education and Industry Consortium after analyzing labor market data and projections, receiving input from its economic development, industry and education members, and existing knowledge of expanding businesses.

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

Career pathways developed for participants in our WIOA Youth, Welfare Transition Program (WTP) and Supplemental Nutrition Assistance Program (SNAP) programs frequently include work-based learning via work experience, job shadowing, internships, short-term occupational skills and on-the-job training experiences. In particular, paid Work Experience helps youth attain and/or improve work readiness skills and obtain unsubsidized gainful employment. The Work-based Track for our Youth program uses a variety of paid Work Experience to help youth attain and/or improve Work Readiness Skills and obtain unsubsidized gainful employment. See details below in Part (4) (b) of this section.

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

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

In collaboration with the school districts, our Destination Graduation program has provided intensive drop-out prevention services to WIOA-eligible, In-School Youth (ISY), with the goal of decreasing high school drop-out rates. At this time, some of our school districts have assumed the roles of mentors, allowing our staff to focus on serving more Out-of-School Youth (OSY). We continue to provide two mentors for schools in our rural areas at Clewiston, Moore Haven and LaBelle High Schools.

As a result of the successful Destination Graduation model, the Destination Career\$ offers a comprehensive mentoring program for OSY. Each youth, along with their mentor, builds an individualized plan starting with the Student Cooperative Agreement. This agreement guides the youth through their iCareer pathway to success through educational and workforce activities. This program began in July of 2016 and continues to build stronger relationships with our community and educational partners. Youth with multiple barriers, to include youth with disabilities, are provided continuous support in educational attainment and opportunities for skills training in high-demand industries and occupations. Career pathway may include work-based learning via work experience, job shadowing, internships, short-term occupational skills and on-the-job training experiences.

The iCareer program is a web-based program provided in coordination with Metrix Learning Soft Skill Cluster Courses. The program assists job seekers develop an individualized career path while Metrix includes a common curriculum of soft skill training and soft skill industry path courses specific to an industry. These may be combined with locally provided employability skills activities and workshops. The Metrix Learning My Plan Pathway work skill courses provide the opportunity to 1) select an industry path and occupation linked to a career goal; 2) complete a simple skill gap assessment; and 3) review and assign work skill courses recommended to assist with overcoming skill gaps. Both the iCareer program and the Metrix are particularly helpful with youth populations.

CSSWF staff working with youth have begun using Transfr VR Training, a tool which allows students to explore career possibilities with short accessible sessions in career exploration. Per their website, Transfr has produced “job-training simulations in virtual reality (VR) designed by each industry that teaches novices in the same manner that experts master their crafts - through trial and error.” In particular, our Destination Graduation mentors are finding the youth excited and very interested in using the Oculus VR headsets to gain a virtual “hands-on” experience of multiple careers. The Oculus VR headsets are also available in our Summer Youth program.

Incentives are paid to participants for the successful completion of expected outcomes in the participant’s Individual Service Strategy (ISS). The incentive must be linked to achievements and must be tied to training and education, work readiness skills, and/or an occupational skills attainment goal as identified in the ISS. Such achievements are documented on a locally developed Incentive Request Checklist and in the participant’s file as the basis for an incentive payment. Incentive payments are awarded in the form of a gift card.

To fulfill the need for work-based training activities for the youth participants, CSSWF hosts Career Exploration and Summer Employment in our region.

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

The 14 program elements are made available to youth in our WIOA Youth programs. The program design for the WIOA Youth program includes OSY services provided by our Destination Career\$ staff located in the CareerSource Southwest Florida centers and ISY services provided by our Destination Graduation staff located in high schools. Destination Graduation staff also provide services to OSY. Youth programs and activities are promoted widely throughout our counties. A checklist of the 14 program elements is included on the Objective Assessment & Individual Service Strategy (ISS) form, which is reviewed in detail with WIOA youth customers. During the development plan process, the Case Manager and the youth review the 14 program elements and potential providers for these elements and identify which are in the best interest of the youth participant. Youth investment activities support youth and young adults through an integrated service delivery system that includes occupational skills exploration, pre-employment/work maturity skills training, counseling, opportunities for academic skill building, GED preparation, job development, work experience, summer youth employment, on-the-job training, job placement, and follow-up. Program activities are provided in collaboration with our local partners.

- 1. Tutoring, study skills training, instruction, and evidence-based dropout prevention** services are provided by our Career Development Representatives (CDRs) in collaboration with our educational providers to assist students with completing their education. For our high

school students, this may include onsite tutoring by our Destination Graduation Mentors and/or school staff. For OSY, our Destination Career\$ staff and CDRs assist with tutoring for students engaged in post-secondary education. Youth are provided the tools and support to develop strategies for learning and apply their learning to real-world situations.

2. **Alternative secondary school services**, or dropout recovery services are provided through referrals to guidance counselor or other school district official for possible placement in alternative secondary school. Our staff makes presentations to school staff and youth to potentially enroll students for work readiness and employment-related services. Staff will also encourage and refer speakers of other languages to English for Speakers of Other Languages (ESOL) classes.
3. **Paid and unpaid work experiences** may include summer opportunities, other employment opportunities throughout the school year, pre-apprenticeship, internships, job shadowing and on-the-job training (OJT) opportunities. CDRs and Business Services staff have established relationships with local employers and continue to develop worksites in our youths' career fields of interest and within demand industries. Work experience opportunities are made available through a robust Summer Youth Employment program, and through year-round activities. OJTs are coordinated for OSY with the anticipated goal of permanent placement with employers.
4. **Occupational skill training** may be provided for training that leads to recognized postsecondary credentials and that is aligned with in-demand industry sectors or occupations in the local area. This can include programs on our Eligible Training Provider List (ETPL) or short-term training not on the ETPL. Training is focused on obtaining employment.
5. **Education offered concurrently with workforce preparation for a specific occupation** is offered with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster. Staff works with local educators to ensure youth are able to complete academic skills, soft skills, hands-on training, and workforce preparation (resume' writing, interviewing skills) within a reasonable timeframe.
6. **Leadership development opportunities** are identified and youth are encouraged to participate in and outside school and with local organizations e.g. Rotary Club and Kiwanis. Citizenship training and civic engagement activities are provided to ISY to promote leadership development.
7. **Supportive services**, such as transportation, childcare, tools and uniforms are provided to assist youth in completing WIOA programs and reaching their goals. Supportive services may be paid for with WIOA funds after it has first been determined and documented that other partner agencies' services are not available.
8. **Adult mentoring** is provided for the period of participation and a subsequent period, for a total of not less than 12 months. CDR will not be the mentor but will assist youth in how to secure a mentor.
9. **Follow-up services** are provided for all youth, for not less than 12 months after the completion of participation. These will include regular contacts to ensure success in education and employment goals. Depending on individual needs, follow-up may include coaching, career counseling and employment assistance.

10. **Comprehensive guidance and counseling** are made available by referral to partner programs and may include drug and alcohol abuse counseling, and mental health counseling.
11. **Financial literacy education** is offered in partnership with local banks to introduce personal financing related to budgeting, credit, checking accounts, savings accounts, credit reports and other banking services.
12. **Entrepreneurial skills training** information is made available to youth who may be considering starting or operating a small business. Entrepreneurship workshops are available to our youth through our Goodwill partners.
13. **Services that provide labor market information are included in discussions about in-demand industry sectors and occupations** in the local area. These include career awareness, career counseling, and career exploration services. Youth are also assigned tasks in Employ Florida as a part of Work Readiness activities, to include exploring labor market trends through O*Net.
14. **Post-secondary preparation and transition activities** provided to help youth with this transition include field trips to local colleges, universities and trade schools. CDRs and Mentors help youth explore postsecondary education options, including technical training schools, colleges, universities and Registered Apprenticeship programs.

ISY and OSY with disabilities are offered the same services and activities. All youth are assessed and accommodations are provided on an individual basis. Most often identified are youth with learning disabilities. Staff may utilize the iCareer service delivery model to assist youth in designing a career path and acquiring in-demand skill sets in an occupation of interest and identify future career ladder opportunities

The enrollment process includes eligibility determination, an objective assessment where an Individual Services Strategy is completed, and then determining an appropriate track or tracks for the youth. The Youth Tracks for Destination Career\$ and Destination Graduation are:

Education Track – for youth in need of General Education Diploma (GED). Services may include but are not limited to:

- Tutoring;
- Study Skills instruction;
- TABE assessment;
- GED classes;
- Successfully obtaining GED or high school diploma.

Work-based Training Track – uses a variety of paid Work Experience to help youth attain and/or improve Work Readiness Skills and obtain unsubsidized gainful employment.

- Career exploration and assessment
 - work skills assessment
 - interest inventory
 - labor market information search;
- Employment Preparation
 - iCareer Life Skills and Metrix Learning Soft Skill Cluster Courses

- Work Experience – Can be in conjunction with GED. Currently for OSY – 480 hours @ the prevailing wage for that occupation. Depending on the economic climate the hours and wages may be adjusted to coincide with labor market as closely as possible to ensure youth are exposed to real life work experience.
- On-the-Job Training (OJT). Reimbursement to employer up to 75%
- Other subsidized employment.
- Successfully gains unsubsidized employment or entrance into military.

Credentialing Track – training for industry-recognized credentials linked to demand occupations

- Career exploration
 - Interest inventory
 - Labor market information search
 - TABE testing
 - Job shadowing
- Enrollment in training program
 - Financial aid steps completed
 - Registration completed
 - Classes scheduled
- Earn certificate or credential

The development of the Individual Service Strategy (ISS) is the foundation for serving WIOA Youth. The ISS is an ongoing strategy, jointly developed by the youth and staff, that identifies employment goals, achievement objectives and the appropriate combination of services for the youth to achieve these goals.

Staff may utilize the iCareer (Individualized Career) service delivery model detailed above in Part (4) (a) of this Section, as well as, the program activity guide for Metrix Learning Soft Skill Cluster Courses to assist youth in designing a career path and acquiring in-demand skill sets in an occupation of interest and identify potential future career laddering opportunities.

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

Per our Youth Local Operating Procedures, "Deficient in basic literacy skills" is defined as "an individual who computes or solves problems, read, writes or speaks English at or below grade 8.9." Any assessment instrument used to determine an individual's basic literacy skills must be approved by the NRS (National Reporting System for Adult Education) and must provide results in (or can be converted to) a grade/year and grade/month format. For those individuals where recent assessment scores are not available, the TABE will be utilized to determine basic literacy skill levels.

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

Youth enrolled in the program are provided the Test of Adult Basic Education (TABE). A youth who TABE-tests as academically deficient (below a 9th grade level for Math and/or Reading) is

considered “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.”

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

Requires Additional Assistance to complete an educational program or to secure and hold employment includes any student who has difficulty functioning in the regular school program and therefore had a high probability of not succeeding. The Regional Workforce Barriers for CareerSource Southwest Florida are defined as:

In-School Youth (ISY)

- Is at risk of dropping out of High School due to grades/credits/attendance/not passing proficiency exam
- Has a currently incarcerated parent(s)/guardian
- Have been referred to or are being treated by an agency for a substance abuse related problem
- Have serious emotional, medical, or psychological problems as documented by a qualified professional
- Youth who is a Migrant Seasonal Farmworker (MSFW) or a member of a family considered to be MSFWs or relationship to an MSFW family

Out-of-School Youth (OSY)

- Youth who has not held a full-time job for more than three consecutive months and lacks work readiness skills necessary to obtain and retain employment as documented by the youth objective assessment
- Has neither the work experience nor the credential required for an occupation in demand for which training is necessary and will be provided
- Has never held a job
- Has been fired from a job within the 12 months prior to application

(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:

CareerSource Southwest Florida follows Federal and State policies to determine who is eligible to receive program services and directs which program benefits and funding can issue for a participant who is enrolled in training or other allowable activities. LWDB 24’s “self-sufficiency” guidelines are:

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

For Adults, the definition of Self-Sufficiency is the same for unemployed individuals and employed workers. The Poverty Guidelines as determined and adjusted annually by the United States Department of Labor is used. Those individuals determined to be eligible for program funded services may not have income that exceeds 250% of the Federal Poverty Level which is calculated to reflect their family size. A provision for a waiver from the President/CEO may be granted for individuals with certain circumstances that warrant participation.

(b) Dislocated Workers (WIOA § 134(c)(3)(A)(xii)).

For Dislocated Workers the following definition of Self-Sufficiency is used: Dislocated Workers who have become re-employed in "income maintenance" jobs may be served if the wage earned does not exceed 80% of the pre-layoff wage. Self-sufficiency affects only eligibility determination at the training level for employed individuals.

(c) 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.

Self-sufficiency is not defined differently for other programs or populations served in the local area.

(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](#).

As Career Development Representatives (CDRs) assess the needs of participants, it is determined what supportive services are necessary to reduce the participants’ barriers to successfully completing the workforce program in which they are enrolled. Caps are placed on support service spending. These caps are reviewed annually and may be adjusted as deemed necessary based on budgets.

Supportive services may be paid with Workforce Innovation and Opportunity Act (WIOA) funds after it has first been determined and documented that other partner agencies’ services are not available. For WIOA customers, the total supportive services provided to a customer per program year, July through June, will not exceed \$3,000. There are two divisions of these funded services:

- \$2,000 per program year for transportation expenses, i.e., gas cards, bus passes (cards), transport services, and childcare.
- \$1,000 per program year for support services, i.e., car repairs, auto liability insurance (6-month lifetime cap), vehicle registration, work clothing, tools, books, etc.

Per our WIOA Supportive Services Local Operating Procedure (LOP), other supportive services may be allowed within the \$3,000 cap. The LOP also details the process for requesting a waiver in the event of “extraordinary need.”

For Temporary Assistance for Needy Families (TANF) customers, the total supportive services provided to a customer per program year, July through June, will not exceed \$2,000, based upon the availability of resources, and excluding the cost of childcare. Childcare services will be coordinated with the Early Learning Coalition (ELC). Referrals may be provided to the ELC based upon the availability of resources. The providers of the ELC are responsible for determination of eligibility and authorizing actual childcare service. Note: As noted above in (3) (a) of this section, a \$3,000 limit is placed on short-term training programs not on the Eligible Training Provider List (ETPL), based on the availability of funds.

For special grants, supportive services will be provided based on available funding.

Referral of any participants to programs and services within the Centers occur in person and by telephone. For programs and services outside the Centers referrals may be prearranged by telephone, through online referrals, or through written communications e.g. fax, e-mail and paper referrals. Steps are taken to ensure the most economic path is taken to obtaining supportive services.

(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.

With a Disability Program Navigator (DPN), the Centers are better prepared to assist individuals with disabilities in accessing the services they need. The DPN will field regional customer inquiries from staff, partners, the Social Security Administration's Ticket to Work Program and community agencies. Designated center staff may serve as a triage point between the centers and the DPN. The Regional Training Manager, the Senior Program Manager, and the DPN coordinate annual training opportunities with community partners to ensure staff are better able to assist persons with disabilities. Assistive technology devices have been made available to include additional licenses and upgrades for Zoom text/JAWS and UbiDuo, a dual keyboard with LCD monitor. Staff is more knowledgeable and able to work with the customer in identifying specific needs, barriers, resources, and accommodations to create an effective Individual Work and/or Employment Plan.

As described in Part (2) LWDB Strategic Vision and Goals, our One-Stop Operator facilitates partner meetings on a quarterly basis. These meetings include representation from Florida Department of Education (DOE)/Vocational Rehabilitation, DOE/Blind Services, AARP's Senior Community Service Employment Program (SCSEP), Job Corps, school districts' adult education programs, and technical colleges.

The Equal Opportunity (EO) Officer investigates all grievances regarding and allegations of discrimination based on race, color, sex, national origin, disability, age, citizenship, political affiliation, beliefs, genetic information or marital status. If an individual has a complaint regarding the level of services or customer service, our policy is to try and resolve the issue at the lowest level. As per policy, a complaint will first be entertained to the Center Supervisor level and if not mutually resolved to the customer's satisfaction, the customer is afforded the opportunity to submit the grievance in writing to the Director of Operations for further investigation. To better meet the needs of other protected groups, curriculum has been developed that includes interpretive services, complaint procedures, reasonable accommodations and social media guidelines. The training is provided during onboarding to ensure new staff is aware of the proper procedures regarding grievances and complaints. The EO Officer will provide information to the Training Manager regarding the different avenues in which a grievance or complaint may be filed.

As individuals are released from the Florida Department of Corrections, Center staff assists with navigating the services available at our Centers and with partners. Staff also assist justice-involved youth referred by the Florida Department of Juvenile Justice or other local organizations

The Contact Us form, discussed in Part (1) of Coordination of Services, allows customers to connect directly with Center staff via our website and assists individuals with disabilities in accessing our services. Inquiries requesting services are directed to the Disability Program Navigator (DPN). There are also designated staff at each of our centers to "triage" customers and refer to them to the DPN for follow-up questions or appointments for assistance.

(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(c) and 20 CFR 679.560(b)(3)(iv)).

Staff members responsible for administering the Reemployment Services and Eligibility Assessment (RESEA) program receive training on process updates as needed. Staff set up events and letters in Employ Florida and manage pools for RESEA. The goal of the RESEA program is to provide the information and resources needed to help claimants become reemployed as rapidly as possible. A staff person receives the RESEA list weekly which includes information on unemployment insurance claimants most likely to exhaust their unemployment compensation benefits prior to securing employment. Claimants are contacted and scheduled for a group RESEA Orientation and workshop which are scheduled weekly.

The group RESEA Orientation and workshop offer information on internet sites available for unassisted job search, our website for hiring events, available partner services and basic information on occupational training opportunities. Those selected for RESEA will receive, at a minimum, an objective assessment and an Employability Development Plan (EDP). More intensive reemployment services are provided as needed on a one-to-one basis. Following are descriptions of some of the reemployment services:

- Orientation: An informational session to explain services available, which includes an overview of required and optional activities.
- Initial Assessment/Objective Assessment: This includes an evaluation of the jobseeker's history, education, interests and skills and that result in the identification of employment goals, barriers to employment and services needed to obtain goals. It also includes completion and review of the application; standardized testing; and interviews. Assessment includes joint development with the claimant of an Individual Service Strategy.
- Labor Market Information (LMI): Information provided relative to jobs in demand and other labor market information based on job experiences, skills and interests. Per RESEA requirements, LMI will be specific and unique to the customer.
- Employability Development Plan (EDP): With the claimant, the development of a plan which incorporates information from the initial assessment to determine what the next step should be in finding employment or recommending training. The EDP will focus on "occupational goals" instead of "educational goals" to meet RESEA program requirements.
- Work Search Activities: May include counseling, job search workshops (labor market information, application/resume writing skills, interviewing techniques), referrals to jobs and referrals to educational and/or training.

Documentation is made in Employ Florida (EF) indicating attendance of RESEA activities and case notes, as necessary. This information is then available to any Center staff to assist these individuals in securing services and employment. These reemployment efforts help to reduce the duration of unemployment claims. Information regarding a job applicant's refusal to accept a referral to a job, refusal to accept employment, failure to report for an interview or failure to report as directed for reemployment services is documented in EF.

Staff in all CareerSource Southwest Florida centers assist the general claimant population in registering for work and in becoming quickly reattached to the workforce. New claimants are provided an EmployFlorida Step-by-Step Guide to get them started. The guide steps them through setting up an account, building a resume, and starting a job search. Services offered will include job preparation, employment workshops, provision of industry-specific labor market information, occupational training and direct referral to employers. A dedicated telephone line is available in the resource rooms of all centers, to accommodate claimants in contacting Reemployment Assistance. Services at the CareerSource Southwest Florida centers are well integrated. Staff is either prepared to directly assist claimants in accessing Workforce Innovation and Opportunity Act (WIOA), Welfare Transition Program (WTP), Supplemental Nutrition Assistance Program (SNAP) and other program services or will rapidly refer claimants to other staff specialized in these service areas.

Rapid Response activities are included below in Part (3) of Coordination of 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.

Veterans and Covered Persons are identified at the point of entry at each Center and given an opportunity to take full advantage of priority of service for the full array of employment, training, and placement services available under priority of service. Veterans are made aware of their entitlement to priority of service, the full array of employment, training, and placement services available under priority of service, and any applicable eligibility requirements for those programs and/ or services.

Staff will work closely with Disabled Veterans’ Outreach Program (DVOP) staff, when it is determined the customer is a Veterans with significant barriers to employment (SBEs) and requires more intensive case management.

(10) Entities Carrying Out Core Programs and Combined State Plan Partner Programs: Describe how the LWDB works with entities carrying out core and combined state plan partner programs to:

(a) Expand access to employment, training, education and supportive services for eligible individuals, particularly eligible individuals with barriers to employment; (20 CFR 679.560(b)(2)(i))

As noted below in Part (8) of Coordination of Services, Adult Education activities are provided by our school districts either through referral to the school campus or onsite at the CareerSource Southwest Florida centers. The School District of Lee County provides English for Speakers of Other Languages (ESOL) classes in our Fort Myers center and Collier County Public Schools provides GED classes in our Naples center. These include General Education Diploma (GED) preparation classes and English for Speakers of Other Languages (ESOL).

The Hope Florida – A Pathway to Promise initiative requires collaborative activities with local partners. CSSWF’s Hope Navigator oversees referral intake and joint case management processes with the Department of Children and Families (DCF). Referrals to local partners are

made for supportive services needed but not available through the CSSWF programs. The Hope Navigator supports the delivery of services to help Hope Florida program participants find jobs, enroll in training, and launch new career pathways that lead to self-sufficiency and economic prosperity. More detail is included below in Section (9) (b) of Coordination of Services.

Partners carrying out core programs often use space in each other's offices/centers to assist customers. This is particularly helpful for customers who may benefit from services from two or more core program providers. Our staff meets groups of potentially WIOA-eligible students at school campuses to provide a general orientation or specific information regarding program eligibility.

Staff uses Unite Us, a referral system which creates an interactive network of agencies. The system offers the ability to track and receive responses from other agencies; noting whether the agency received the referral and results

(b) Facilitate the development of career pathways and co-enrollment, as appropriate, in core programs; (20 CFR 679.560(b)(2)(ii) and

A list of short-term (less than one year) non-ITA training programs has been developed for use by WTP, SNAP and OSY. These are courses with approved training providers and vendors which offer an industry-recognized credential in areas such as information technology, public safety, education, specialty trades, healthcare and manufacturing.

As detailed in Section (9) (c) of Coordination of Services, staff is also using a locally-developed program activity guide for Metrix Learning which includes soft skills training for WT, SNAP, and WIOA TANF-Eligible ISY to assist customers in designing a career pathway, reinforcing foundational skills, acquiring in-demand job skills, securing High Skill/High Wage employment and identifying career ladder opportunities.

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

Our Eligible Training Provider List (ETPL) has been modified to include the industry-recognized credential associated with each program. Florida's Master Credential List will be used, along with other locally established criteria, to determine which programs to include on the ETPL. Letters of endorsement have also been provided to the school districts for CAPE certifications to assist in securing approval by the Florida Department of Education for these programs in the region's high schools.

For the 3rd Quarter Performance report (Program Year 2023-2024) of the Primary Indicators of Performance, CareerSource Southwest Florida met the Credential Attainment Rate for WIOA Adult and exceeded the Credential Attainment Rate for Dislocated Workers and Youth. We will continue to work with our local educators to make recognized credentials available and more accessible to all customers.

As noted above in (4) (b) of this section, the enrollment process for WIOA Youth includes determining an appropriate track or tracks for the youth. Among these is the Credentialing Track, which provides training for industry-recognized credentials linked to demand occupations through

career exploration, enrollment in a training program and earning a certificate or credential. Center goals and expectations include Increase Credential at Exit for WIOA Adults, Dislocated Workers and Youth.

(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; (20 CFR 679.560(b)(3(i)) and

CareerSource Southwest Florida and its Business Services staff engage employers in a team approach. Staff shifts geographic areas as employers' labor needs require. As an example, staff members knowledgeable in Logistics Industry skill sets may meet with the employer in Naples, Port Charlotte or Clewiston to ensure an accurate assessment of employers' needs. Meetings in-person, via video-conferencing and/or telephone are scheduled to best suit the employers' needs. The Business Services Director, under the guidance of the President/CEO and the Leadership Team, sets immediate and short-term priorities based on industry/occupation needs that best stabilize and grow the regional economies. Employers in industry sectors with high skilled/high wage jobs and a high growth rate are a priority. The size of the employer may be secondary since the growth of the industry allows for a number of opportunities throughout Southwest Florida and qualified job seekers are scattered throughout the region.

Employers frequently use conference rooms or other office space at the CareerSource Southwest Florida centers for conducting job interviews. Center staff provides assistance with scheduling, screening and testing. Center staff may provide recruitment assistance at the employer's place of business, if deemed appropriate.

The mentoring of qualified highly skilled job seekers falls under the Professional Career Network (PCN). This initiative provides those job seekers with additional services and support from our Business Services staff. The feedback from these job-seeking customers about the group coaching activities and workshops has been excellent. Employers have been very receptive to the CareerSource Southwest Florida staff referrals and pleased with CareerSource staff referrals and services.

(b) Support a local workforce development system that meets the needs of businesses in the local area. (20 CFR 679.560(b)(3(ii))

A single, region-wide approach to business, media and community outreach has created greater coordination of services to employers and the business community by reducing duplication of services i.e. reducing the instances of multiple contacting of employers and business organizations with same or similar objectives. The local online Contact Us form was developed, per request of committee members representing employers. This allows employers to direct potential employees to eligibility assessment. The completed form is directed to an email contact and distributed to the appropriate Center and then to a Career Development Representative so individualized contact is made.

As noted earlier under Part (2) of Coordination of Services, Business Services continues to work with key partners to meet the current needs of local employers. Coordination includes assisting new businesses by providing information on current labor force availability, meeting with the employers, working with educators to better prepare the workforce, and working with schools and employers to develop specific programs to meet employer recruiting needs.

CareerSource Southwest Florida has representation on the following boards and committees:

- Horizon Council
- DJJ Advisory Committee
- Lee County Society for Human Resource Management (SHRM)
- Early Learning Coalition of SWFL, Board of Directors
- Early Learning Coalition, Human Resources Committee
- Farmworker Career Development Program
- Immokalee Technical College Advisory Committee
- Immokalee Technical College Center for Manufacturing Excellence
- Southwest Florida Regional Planning Council
- Hendry County Economic Development Council
- Charlotte County Economic Development Partnership
- Charlotte County Community Action Agency Advisory Board
- Immokalee Community Redevelopment Area (CRA) Board
- Immokalee Interagency Council
- Charlotte County Transportation Disadvantaged
- Punta Gorda Housing Authority
- SWFL Tech
- Southwest Regional Manufacturers Association of Florida
- Florida SouthWestern State College Advisory Board
- Florida Gulf Coast University President's Advisory Circle
- Naples Chamber Talent and Innovation Advisory Council
- Immokalee Chamber of Commerce
- FutureMakers
- Southwest Florida Career Consortium
- Lee County Homeless Coalition Board of Directors

Committee Activities specific to the Disability Program Navigator (DPN) include representation and/or meeting attendance on:

- Transportation Disadvantaged Committees
 - Metropolitan Planning Organizations for Charlotte, Lee, and Collier Counties (Collier-Assistant Chair)
 - Heartland Regional Transportation Planning Organization for Hendry and Glades Counties
- Aging, Disabled Adults and Veterans Ad Hoc Committee – Charlotte County
- Lee County Homeless Coalition
- Lee County Community Action Agency/Neighborhood District Committee Advisory Board (CAA/NDC)
- The ADA Advisory Council of Southwest Florida - Lee, Collier, and Hendry Counties
- Collier Disaster Alliance – Long Term Recovery Team
- Working Aged Adults with Unique Abilities – Future Makers ESE Advisory Committee
- Project Transition Interagency Council-Lee County
 - Project 10: Transition Education Network
- Glades-Hendry Community Transition Council
- Collier County Partners in Transition (PIT)

(c) Utilize community-based information related to educational programs and industry needs contained in the quarterly reports submitted to the LWDB by the local area's education and industry consortium. (CareerSource Florida Strategic Policy 2023.09.19.A.2)

The Education and Industry Consortium began meeting February 2024 and quickly focused on analyzing industries and related occupations which are included in our industry sector strategies. These industries include Construction, Healthcare, Transportation and Logistics, and Manufacturing. The consortium has begun to identify existing educational programs and then will compare them to industry needs which include future projections. As gaps between supply and demand are identified, our Business Services team will increase outreach efforts to educate employers about internships, customized training, work-based training including apprenticeships, and on-the-job training (OJT) opportunities for eligible individuals.

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, [U.S. Chamber of Commerce Foundations' Talent Pipeline Management](#), 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.

Our Business Services staff continues outreach efforts to educate employers about Internships, Customized Training, work-based training and On-the-Job Training (OJT) opportunities for eligible individuals. The Board also recognizes the need for workplace soft skills/fundamental skills/living skills as reported in meetings, surveys and focus group activities. CareerSource Southwest Florida centers, in concert with community partners, continue to provide workshops to encourage worksite appropriate behavior, communication and dress along with the elements of teamwork. Industry focus group discussions have also challenged training providers and educators to include or emphasize fundamental skills to students in the classroom, laboratory and clinical curricula. This emphasis of workplace skills during training demonstrates the effectiveness of partnership response.

As the direct provider of services, improved coordination has resulted in more focused outreach to employers. Business Services has successfully operated a family relocation assistance program to help relocated spouses and partners find work in Southwest Florida. Services include job referrals, networking through the Professional Career Network (PCN), career support, résumé critique, career counseling, seminars and workshops. The program has opened doors to employers we've never worked with before.

(12) Enhancing Apprenticeships: Describe how the LWDB enhances the use of registered apprenticeships to support the local economy and comply with [CareerSource Florida Strategic Policy 2019.02.13.A.1 – Registered Apprenticeship Strategic Policy](#). Describe how the LWDB and apprenticeship navigators work with industry representatives, education partners, and local businesses to develop registered apprenticeships, in collaboration with apprenticeship training representatives from the Florida Department of Education and other partners.

Our Eligible Training Providers List includes the following State and Nationally Registered Apprenticeship Program (RAPs):

Donna J. Beasley Tri-County Apprenticeship Academy, Inc.	Electrician – Apprenticeship Heating Air Conditioning Installer/Service Apprenticeship Fire Sprinkler Fitter Pipefitter Apprenticeship Plumber Apprenticeship Electrician – Pre-Apprenticeship Heating Air Conditioning Installer/Service Pre-Apprenticeship Plumber Pre-Apprenticeship
Miami Joint Electrical Apprenticeship Committee (in Fort Myers)	Electrician Apprenticeship
Fleetforce Truck Driver Training - Fort Myers and Venice campuses	CDL Registered Apprenticeship Program
FloridaMakes, Inc.	Industrial Manufacturing Technician Apprenticeship Quality Control Technician Apprenticeship
Innovative Workforce Projects	Medical Assisting Apprenticeship
Community Connection Services, Inc.	Child Care Development Specialist Apprenticeship Child Care Development Specialist Pre-Apprenticeship
Trumont, LLC	Registered Nurse Resident - Apprenticeship

Board staff will continue to work toward adding apprenticeship sponsors and programs to the ETPL to include Lee Health’s Registered Nurse Resident Apprenticeship program and the Florida Deputy Sheriff’s Association’s Law Enforcement Apprenticeship program.

Workforce Innovation and Opportunity Act (WIOA) dollars may be used to fund these apprenticeship and pre-apprenticeships programs. Although little or no workforce funding may be needed for some apprentice programs, inclusion on the ETPL brings awareness to staff and to participants seeking training and/or employment.

A representative of the Miami Joint Electrical Apprenticeship Committee, affiliated with the International Brotherhood of Electrical Workers (IBEW), serves on our Board of Directors and our Business and Economic Development Committee. The Donna J. Beasley Tri-County Apprenticeship Academy, Inc. has representation on the Board’s Youth Committee. Their participation in CSSWF activities and decision making is important and offers the opportunity for increased interaction with our staff and other Board/Committee members.

Describe strategies and operations that promote and support statewide apprenticeship goals that include, but are not limited to:

(a) Increasing total number of new apprentices and pre-apprentices per year

In addition to the strategies identified above in Section (3) (e) of the Local Workforce Development Board Strategic Vision and Goals, the Apprenticeship Navigator will work with our Communications team to feature more content on the CSSWF website and social media posts to attract potential apprentices. The Apprenticeship Navigator will share information on useful materials, e.g. Apprenticeship Job Finder available on the Apprenticeship.gov website sponsored by the U.S.

Department of Labor.

Internally, we will enhance understanding of the Apprenticeship Navigator's role, Registered Apprenticeships and Registered Pre-Apprenticeships through various staff training. Training or meetings may occur in person or virtually, and may include joint webinars/trainings between CareerSource Florida, Florida Department of Education (DOE) and Florida Commerce. Trainings may include WorkforceGPS - Technical assistance/Training on RAP and Safal Partners - Center of Excellence. Our front-line center staff (Customer Service Representatives) will be encouraged to refer potential apprentices to the Apprenticeship Navigator.

(b) Increasing total number of registered apprenticeship programs and program occupations

CSSWF will leverage organizations that are approved providers of related technical instruction, such as those included on our ETPL. This will include RAPs and Pre-RAPs, as well as other approved training providers, to determine interest in apprenticeships. The Apprenticeship Navigator will network with other Regional Apprenticeship Navigators during CSSWF program development and after the program has been established with the goal of continuous improvement.

Staff will meet with employers face-to-face to gain insight into their specific occupations as well as their short-term, intermediate and long-term hiring needs. It will be determined if they are a good fit for Apprenticeship by comparing needs against the CareerSource Florida Business Readiness Apprenticeship Checklist.

CSSWF staff will engage with potential community partners to establish and expand Registered Apprenticeships. Examples include economic development offices, non-profits, faith-based organizations, chambers of commerce, associations, unions and local industry intermediaries.

The Apprenticeship Navigator will work with our Communications team to feature more content on the CSSWF website and social media posts to attract employers. The Communications team updated our website's Contact Us form to include Registered Apprenticeships and Apprenticeship Navigator contact details. Staff will coordinate with the Communications team regarding utilization of the Career Source Florida Brand Portal.

Staff will review CSSWF job orders to identify potential employer candidates for developing apprenticeships. We will utilize CSSWF Business Services, Local Veterans' Employment Representative (LVER), Disability Navigator and Youth Program staff to refer employers to the Apprenticeship Navigator. This will also facilitate increasing the types of occupations for apprenticeship program development.

(c) Increasing total number of registered pre-apprenticeship programs

In addition to the strategies identified above in Section (3) (f) and (g) of Local Workforce Development Board Strategic Vision and Goals, staff will open up more conversations with high school staff and students to educate them on available apprenticeship programs and pre-apprenticeship programs and to help determine the types of apprenticeships and pre-apprenticeships students may be seeking. For employers using pre-apprenticeships in conjunction with other sponsors offering full apprenticeship programs, these pre-apprenticeships may serve as a method to determine interest in establishing their own apprenticeship program.

(d) Expanding registered apprenticeships and pre-apprenticeships into healthcare, advanced manufacturing, aviation and aerospace, information technology, and other emerging industries.

Where an employer appears to be a good fit for a Registered Apprenticeship Program (RAP), we will review existing statewide RAPs for employer-specific occupations with the employer. We will work closely with the Apprenticeship Training Representative (ATR) to confirm if any RAPs exist which may be a good fit for an employer. The Apprenticeship Navigator attends virtual meetings with other Apprenticeship Navigators around the state and with the ATRs for our area.

We will work with apprenticeship sponsors to identify a Registered Apprenticeship Program Employer Champion for the development of additional programs.

CSSWF will focus on industries noted above and the LWDB's selected industries: Manufacturing, Construction, Healthcare, and Transportation and Logistics. Our Apprenticeship Navigator is working to expand registered apprenticeship and pre-apprenticeship programs in our region by:

- conducting outreach to employers in those industries to include Lee Health, NCH Healthcare System, Physicians' Primary Care, Shaw Development, The School District of Lee County (for information technology) and Aviation Precision Technology, Inc.
- providing education sessions for individual employers and employer groups
- presenting information at our Education and Industry Consortium meeting, which includes representatives from Manufacturing and Healthcare
- partnering with the Building Talent Foundation, a local non-profit organization, to promote apprenticeships and pre-apprenticeships to small businesses in the area
- partnering with Junior Achievement to promote pre-apprenticeships
- speaking with employers at job fairs and educating on the benefits of apprenticeships and pre-apprenticeships

The Apprenticeship Navigator is attending conferences, such as the annual Workforce Professional Development Summit, which included sessions and roundtable discussions on apprenticeships/pre-apprenticeships.

(e) Supporting apprentices with WIOA services to support the on-the-job learning, related instruction and supportive services.

CSSWF will utilize funding available to support the various components of apprenticeships. This will include Work Experience, On-the-Job Training (OJT), Customized Training, and Individual Training Accounts (ITAs). State grants including Incumbent Worker Training and Quick Response Training will also be utilized. CSSWF will identify apprentices in need of supportive services and provide such services as appropriate to remove barriers to completing apprenticeships, thereby supporting a successful outcome. Supportive services may be funded through CSSWF or coordinated with community partners.

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)).

The One-Stop system is designed to enhance access to services and improve long-term employment outcomes for individuals seeking assistance. Workforce services and resources offered through the one-stop delivery system are available to all individuals who meet eligibility requirements for those services. Services may be offered onsite at the One-Stop centers, by telephone and/or electronically. Career services, including staff-assisted services, are provided. Many services are universally provided to users of the One-Stops. The combination of Wagner-Peyser, TANF, WIOA and funds from other One-Stop partners will result in an expanded level of available services.

Each respective partner provides vital services to one-stop customers. Resources provided by one-stop partners include knowledgeable staff, equipment (computers) and access to services. Many are shared resources, such as computers and Internet access in resource rooms

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

The following required WIOA partners are included in the one-stop delivery system:

- Job Corps
- Migrant and seasonal farmworker (MSFW) programs to include the Farmworker Career Development Program (FCDP)
- Florida Department of Education/Division of Vocational Rehabilitation
- Florida Department of Education/Division of Blind Services
- Adult Education and Family Literacy Act (AEFLA) activities
- Career and Technical Education programs at the post-secondary level
- Senior Community Service Employment Program (SCSEP)
- Employment and training activities under Community Service Block Grant (CSBG) carried out by the Department of Housing and Urban Development
- Department of Children and Families

And those administered at the local level by CareerSource Southwest Florida:

- WIOA Adult, Dislocated Worker, and Youth Programs
- Employment services authorized under the Wagner-Peyser Act
- Trade Adjustment Assistance (TAA) activities authorized under chapter 2 of title II of the Trade Act of 1974 for petitions already approved
- Jobs for Veterans State Grants programs authorized under chapter 41 of title 38, U.S.C. (LVER and DVOP programs administered by FloridaCommerce)
- Reemployment Programs authorized under state unemployment compensation laws (Florida's Reemployment Assistance Program operated by FloridaCommerce)
- Temporary Assistance for Needy Families (TANF) authorized under part A of title IV of the Social Security Act (unless exempted by the Governor under §678.405(b) of the draft WIOA rule
- Supplemental Nutrition Assistance Program (SNAP)

There are currently no partners in our local workforce development area for:

- YouthBuild
- Native American Programs
- Programs authorized under sec. 212 of the Second Chance Act of 2007

The draft of this Local Workforce Plan was forwarded to the core partners for input. The draft was also forwarded to the required partners, non-required partners, economic development partners, Board members, the Board's committee members and other interested parties and was posted for public comment. The partners will continue to craft the Plan and work toward implementation.

(b) Identify any optional/additional partners included in the local one-stop delivery system and how their inclusion in the local system achieves state and local strategies, operations and performance outcomes.

- Rural Neighborhoods, Immokalee: With a mission of, "providing shelter, a simple decent place to live for working families – especially migrant and seasonal farm workers, to eliminate substandard housing, overcrowding and to make rents affordable," they are a great referral source for low-cost housing and home ownership to include workforce housing initiatives.
- Center for Independent Living (CIL) of Gulf Coast: The CIL serves individuals with disabilities in fulfilling their goals of independence and self-sufficiency.
- Agency for Persons with Disabilities (APD): The Disability Program Navigator has developed a close relationship with the APD to help identify the service needs of people with disabilities and connect individuals with partners offering these services.
- Small Business Development Center (SBDC) through Florida Gulf Coast University (FGCU): Our Business Services staff refer potential entrepreneurs and business starters to the SBDC for assistance with developing business plans.

(2) Customer Access: Describe actions taken by the LWDB to fully implement [CareerSource Florida Strategic Policy 2021.09.15.A.1 – Availability of Services to Floridians](#) and 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)).

The designated Equal Opportunity Officer guides the Region to ensure implementation of and compliance with equal opportunity and nondiscrimination regulations. Outreach and other printed materials include the following taglines: "Equal opportunity employer/program," "Auxiliary aides and services are available upon request to individuals with disabilities," and "All voice telephone numbers in this document may be reached by persons using TTY/TDD equipment via the Florida Relay Service at 711." Flyers announcing an event held at a Center include a CareerSource Southwest Florida logo and EEO tagline. Staff training will be provided on a continuing basis.

Notices outlining reasonable accommodation request procedures are posted in each one-stop

career center near the accessible workstations and at entrances. All one-stop career center locations have accessible entrances. Signs posted at accessible entrances indicate that the entrances are accessible. These signs also include telephone contact information to request reasonable accommodations.

All Centers offer accessibility to individuals with disabilities in accordance with the Americans with Disabilities Act and Equal Opportunity guidelines. Due to the efforts of our Disability Program Navigator (DPN), the Centers are better prepared to assist individuals with disabilities in accessing the services they need. Assistive technology devices have been made available to include additional licenses and upgrades for Zoom text/JAWS and UbiDuo, a dual keyboard with LCD monitor. The Center for Independent Living of Gulf Coast is specialized in assisting individuals with more significant barriers and advises CareerSource Southwest Florida staff on providing the most appropriate services, technology and materials, based on an individual's needs. Their equipment loan program allows for assistive technology devices to be borrowed for a short period of time.

The DPN has developed strong relationships with partner agencies that serve persons with disabilities. These collaborations improve the employability, employment and career advancement of adults and youth with disabilities through leveraging resources and integrating service delivery. This building process has produced information sharing and cross-referrals for services to help each individual customer overcome barriers to employment.

The DPN has previously coordinated training sessions to educate One-Stop staff and partners on the numerous resources available to assist persons with disabilities. With the number of newer staff around the region, it would be beneficial to schedule new training. Many of our community partners serving persons with disabilities offer training to employers and partner agencies as part of their grant requirements. Utilizing these resources will benefit both us and our partners. The Training Manager, Senior Program Manager and DPN will coordinate annual training opportunities with community partners to ensure staff are better able to assist persons with disabilities.

Ticket to Work addresses the re-introduction of those with disabilities to sustainable employment. A designated Board staff along with designated Center staff provides employment services with the reliance of partners. Those partners include, but are not limited to:

- Division of Vocational Rehabilitation
- Division of Blind Services
- Adult Education
- Florida Relay Services
- Center for Independent Living of Gulf Coast
- Agency for Persons with Disabilities
- Goodwill Industries of Southwest Florida
- Senior Friendship Centers
- Lee Tran
- Partners in Transition Council
- United Cerebral Palsy of Southwest Florida
- Visually Impaired Persons of Southwest Florida
- Good Wheels
- Blind Association of Southwest Florida
- National Industries for the Blind

- Deaf Services of Southwest Florida
- Epilepsy Services of Southwest Florida
- Interpretive services for languages other than English

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

Center facilities and services are designed to be used by all customers. Facility Accessibility Surveys have been completed for each Center to ensure structural barriers are removed. The Interpretive Services flyer (for speakers of other languages) is posted in all centers. Assistive technology devices are available and help to ensure that persons with disabilities will have the same access to materials and digital resources as persons without disabilities. Staff offers options to customers to listen to or read materials and may present information in multiple formats. Monitoring found that employees “are sensitive to the needs of customers with disabilities.”

(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) and 20 CFR 560 (b)(5)(ii)).

The local workforce system is comprised of the One-Stop centers noted above in Part (4) (e) of Organizational Structure. These centers, including three in rural areas, provide a range of services to meet specific needs of the communities. Centers can meet the needs of employers and job seekers during evenings and weekends by appointment.

Employers are assisted with the use of Employ Florida (EF) for listing job openings. Job seekers are encouraged to visit our website for information on hiring events, training and upcoming employability workshops and to self-register in EF to more readily access job vacancies and labor market information.

The local online Contact Us form was developed, per request of committee members representing employers. Through the Partner meetings, the Contact Us form has gone through revisions to make it more user-friendly and to provide more specific information. The Contact Us form allows customers to connect directly with Center staff via our website. Schools and employers direct potential students or employees to the Contact Us form. The completed online inquiry populates an excel spreadsheet which allows supervisors to assign the inquiry to the appropriate staff based upon the needs of the customer. This process allows leadership the ability to track and trend the outcomes for each inquiry.

Assistive technology devices have been made available to include additional licenses and upgrades for Zoom text/JAWS and UbiDuo, a dual keyboard with LCD monitor.

(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)).

Services at the CareerSource Southwest Florida centers are well integrated. Staff is either prepared to directly assist customers or will rapidly refer them to other staff specialized in these service areas. Staffing levels developed locally for front-line staff allow Career Development Representatives (CDRs) to progress along a career ladder based on their knowledge, skills and performance from CDR I to

CDR IV. This has allowed for greater integration of services. Integrated program staff has been cross trained to administer Workforce Investment and Opportunity Act (WIOA), Welfare Transition (WT), Supplemental Nutrition Assistance Program (SNAP) and other programs. This integration of the program staff reduces duplication of services and simplifies the process of delivering services provided with by workforce development programs. Programmatic cross-training among partners will be a continuous process in order to offer a more integrated plan of service and understanding of referral methods. Partner agency staff is knowledgeable about workforce service programs and other resources available within the one-stop system and refers individuals to partners as deemed appropriate and necessary.

Centers have progressed with electronic document management processes. With document scanners and e-signature capability, intake and case management generate less paper and more accessible information. Scanned documents are uploaded to the FloridaCommerce information management system, Employ Florida (EF). The local electronic document management process has been implemented with the WIOA programs, WTP and SNAP and has greatly assisted with case coordination. Farmworker Career Development Program (FCDP) staff with Immokalee Technical College (iTECH) and CareerSource Southwest Florida center staff in Immokalee and Clewiston are now better equipped to assist participants through the use of the shared database system (Employ Florida).

The Disability Program Navigator (DPN) developed strong relationships with partner agencies that serve persons with disabilities. These collaborations improved the employability, employment and career advancement of adults and youth with disabilities through leveraging resources and integrating service delivery. This building process has produced information sharing and cross-referrals for services to help each individual customer overcome barriers to employment.

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

Procurement of services by a competitive solicitation of \$250,000 and above shall be publicly advertised and a formal request for bids, proposals, or quotations shall be issued. The Board will ensure all prequalified lists of persons, firms, or products which are used are current and potential bidders will not be precluded during the solicitation process. Previous proposers, as well as entities which have asked to be included on the proposer/bid list for various types of goods and services, shall be notified that the Board is seeking service providers. Legal notices will be posted on the Board's website and shall be advertised throughout the five-county area.

Upon receipt of proposals by the published deadline, Board staff provides the proposals to a Review Panel. Cost analysis information may be provided by Fiscal staff during the review process. If determined necessary, staff will provide a training session for the Reviewers. A Bidders' Conference may be provided to ensure potential proposers have the information necessary to write a competitive proposal. Otherwise, additional information, updates and Questions & Answers will be provided through email and/or on our website.

A Review Panel meeting will be held to discuss proposals and develop recommendations. At this meeting, the Review Panel may invite prospective providers to explain their proposals as needed. The Review Panel completes the review sheets and determines final recommendations for providers(s). Review sheet totals do not necessarily determine the outcome but serve as a tool for reviewers to formulate ideas for discussion. The Review Panel may forward its recommendations directly to the full Board or to the Career Services Committee, who in turn, forwards its recommendations to the

Board for final award and funding level approval. In some instances, the Career Services Committee may serve as the Review Panel and bring its recommendation directly to the Board.

(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)).

Board staff conducts monitoring of all programs through computer desk audits and on-site visits. Cases will be continuously monitored by Center staff utilizing a multiple layer approach; peer reviews, supervisory review and a management review in accordance with the contract and performance benchmarks. The Board's contracted monitoring consultant will review the accuracy of case management throughout the year. In addition to reviewing documentation in case files (paper and electronic) staff will monitor the overall flow of services in the One-Stops, compliance issues and customer satisfaction. As deemed necessary, Board staff and/or the contracted monitoring consultant may require responses and corrective actions from staff. As noted previously in the Board's goals and priorities, the Career Services Committee provides oversight and monitors all programmatic services. The Youth Committee also assists staff in reviewing youth activities on a regular basis.

Performance information is requested from schools through FloridaCommerce for programs on the Eligible Training Providers List (ETPL). The Career Services Committee is tasked with monitoring occupational training programs included on the ETPL to assure that those skills attained from the training curriculum meet or exceed the local employers' workforce needs.

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. 20 CFR 679.560.**

Programmatic cross-training among partners will be a continuous process in order to offer a more integrated plan of service and understanding of referral methods. Partner agency staff is knowledgeable about workforce service programs and other resources available within the one-stop system and refers individuals to partners as deemed appropriate and necessary. CareerSource Southwest Florida program staff has been cross trained to administer Workforce Investment and Opportunity Act (WIOA), Welfare Transition (WT), Supplemental Nutrition Assistance Program (SNAP) and other programs. This integration of the program staff reduces duplication of services and simplifies the process of delivering services provided with by workforce development programs.

CareerSource Southwest Florida coordinates activities with the Adult Education and Literacy programs offered through our school districts. To avoid duplication, CareerSource Southwest Florida and adult education programs may share career planning information.

The Florida Department of Education's, Division of Vocational Rehabilitation (VR) and Division of Blind Services assist individuals with disabilities who are determined eligible for vocational rehabilitation services. Services include evaluation, counseling, guidance, developing job seeking skills, physical and psychological restoration, training, rehabilitation engineering, assistance in securing equipment and licenses, job placement and follow-up activities. Persons with disabilities are assisted by all staff in the CareerSource Southwest Florida centers. WIOA case management orchestrates service delivery and would therefore avoid duplication. Cross-referrals between Center staff and VR may occur in person, through online processes, by telephone or by email.

These partners are included in the Memorandum of Understanding (MOU) which outlines responsibilities and helps to eliminate duplication. In some instances, no formal agreement or MOU exists, however, information sharing and cross-training of staff, potential clients and community members occurs at interagency/community meetings, agency staff meetings or one-on-one as requested.

Regionwide partner meetings are facilitated by our One-Stop Operator. These meetings include our Center Supervisors and representation from Vocational Rehabilitation, Blind Services, AARP's Senior Community Service Employment Program (SCSEP), Job Corps, school districts' adult education programs, and school districts' technical colleges. Each partner presents changes, updates, successes and needs. These may relate to programs, staffing or systems. Information on upcoming events is shared. Recommendations for improved service delivery are discussed, to include cross referral procedures.

Referrals between partners for services and programs may be made in-person, by telephone, through written communications (fax, e-mail and paper referrals), or electronically through Internet systems or other connections. Certain programs use state or locally created forms. Resource rooms provide information in hard copy and electronically. CareerSource Southwest Florida staff shares an automated online system with Department of Children and Families staff. Partners will continue to

provide cross-referral to services and training as well as possible co-enrollment options whenever appropriate and practical. Agency referrals are based on self-disclosure, customer choice, personal interview and the significance of known impairment. The quarterly partner meetings have had a very positive effect on shared information. Core program representatives continue to discuss quicker solutions for sharing information to include providing hard copies to customers, who can then provide information to other agencies.

The locally developed online Contact Us form allows customers to connect directly with Center staff via our website. Schools and employers direct potential students or employees to the Contact Us Form for eligibility assessment. The completed form is directed to an email contact and distributed to the appropriate Center and then to a Career Development Representative so individualized contact is made.

(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)).

Economic development goals are aligned with our partner economic development offices (EDOs). Board and Center staff works with local economic development organizations to assist new and growing businesses throughout the LWDA. Representatives of our local economic development organizations participate in industry-specific focus groups and surveys conducted by CareerSource Southwest Florida and are active members of our Board and Committees.

Our Board of Directors formed a Regional Economic Development Ad hoc Committee which included representatives of our county economic development organizations, as well as, our Business Services staff. The work of this committee was determined to be important enough to merit becoming a permanent “Business Services” Committee of the Board. This Committee has now become the Business and Economic Development Committee and meets to discuss common concerns and solutions, and to exchange information on emerging industries in their specific communities. Other attendees and presenters may include education partners.

CareerSource Southwest Florida partners with Florida Gulf Coast University's Small Business Development Center (SBDC), which provides microenterprise services, entrepreneurial workshops and assistance to small business operators or to those wishing to open new businesses in the area. Our Business Services staff also refers individuals to Goodwill Industries of Southwest Florida' MicroEnterprise program, which is designed to “help individuals with low to moderate income levels and other disadvantages to start or stabilize their own business.”

Our Business Services staff continues to work with key partners including economic development entities to meet the current and future workforce needs of local employers. Coordination with economic development includes meeting with prospects, assisting new and expanding businesses with recruiting and hiring events, as well as, providing information on current labor force availability, wages, training programs and training funds available locally and/or through CareerSource Florida's Florida Flex program.

(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](#).

The Business Services Director serves as the Local Rapid Response Coordinator and is the first point of contact for CareerSource Southwest Florida (CSSWF) for Worker Adjustment and Retraining Notifications (WARNs). In addition to providing information to these employers, preemptive measures are employed by the Local Rapid Response Coordinator and other CSSWF staff. During any onsite visits/meetings with employers, staff provides materials, to include the “Fact Sheet for Rapid Response Services for Businesses” from FloridaCommerce, the Helping Businesses Grow & Succeed” flyer from the Small Business Development Center (SBDC), as well as other information on available Rapid Response services and layoff aversion methods. Business Services staff uses Econovue, licensed through CareerSource Florida and other databases to help determine local employers under stress through economic indicators. This allows our staff to contact employers and potentially mitigate layoffs. These proactive measures help to prevent potential layoffs. Programs discussed include Short Time Compensation, Incumbent Worker Training and Customized Training. Employers will be connected with support services and other local assistance programs as needed, to include the Small Business Development Center (SBDC) operated through Florida Gulf Coast University.

Upon receipt of a Worker Adjustment and Retraining Notification (WARN) or upon learning of a dislocation event, contact is made with the employer. Employers not meeting the requirements of WARN may also be offered information sessions. Staff explains what assistance and services can be made available and then schedule informational sessions for employees. If necessary, multiple information sessions are scheduled at the convenience of the dislocated workers and are held at the employer’s site. Information for affected employees may include:

- Survey of affected workers to determine specific reemployment service needs;
- Provision of information on Reemployment Assistance/unemployment compensation benefits, comprehensive One-Stop system services, current business trends and opportunities, financial counseling, and employment and training activities;
- Provision of guidance and/or financial assistance in establishing a labor-management committee voluntarily agreed to by labor and management, or a workforce transition committee comprised of representatives of the employer, the affected workers, and the local community;
- Provision of emergency assistance adapted to the particular closing, layoff or disaster.
- After the information sessions most activities will take place at Centers. Center staff is made aware of the mass layoff or closure so that they may anticipate and prepare for the arrival of the dislocated workers at the Center. The dislocated workers will have access to resource rooms, workshops, and staff to assist them in completing their work search activities. Services are customized based on individual needs.

If workers are already off the job before the WARN is received, staff make every effort to contact these individuals to offer services available to them as Dislocated Workers.

Business Services staff also participate in statewide meetings of Local Rapid Response Coordinators, Florida Commerce and CareerSource Florida.

(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. Describe how:

(a) Selected industries or sectors are driven by high-quality data (cite data source used);

CareerSource Southwest Florida utilizes labor market data from FloridaCommerce and the U.S. Department of Labor (USDOL) in the projection of workforce and industry demands of the LWDA. This data is organized in a manner similar to tables in Part (1), Analysis of Need and Available Resources, so the Board and Committee members may discern which industries employ Southwest Floridians. Annual projections of industry and occupation growth are reviewed along with reports from partners such as the local and regional chambers of commerce and Florida Gulf Coast University's Regional Economic Research Institute.

(b) Sector strategies are founded on a shared, regional vision;

The President/CEO, Business Services Director, and Communications Director are key liaisons between regional industry, education and community leaders. CareerSource Southwest Florida utilizes the vast backgrounds of the Board of Directors and its committee members to guide the One-Stop Centers and partners through the regional sector strategies.

Services delivered to business leaders and job seekers are strategically provided to meet future demands. Strong relationships with economic development professionals throughout the region are reinforced with a shared focus on targeted industries. Additionally, information is regularly shared with post-secondary education providers.

(c) The local area ensures that sector strategies are directed by industry;

Priority industry sectors below were determined by CareerSource Southwest Florida's Education and Industry Consortium after analyzing labor market data and projections, receiving input from its economic development, industry and education members, and existing knowledge of expanding businesses.

- Manufacturing
- Construction
- Transportation and Logistics
- Health Care

(d) The local area ensures that sector strategies are aimed at strategic alignment of service delivery systems;

Our Education and Industry Consortium identified four sector strategies which focus on those in-demand industries with the greatest projected growth that support diversifying our local and regional economies. They include Manufacturing, Transportation and Logistics, Construction and Healthcare. Details of the selection process are included above in Section (1) (a) of Analysis of Need and Available Resources.

The Career Services Committee of the Board reviews annual industry and workforce projections, demand occupations lists, and regional workforce occupational training offerings to strategize industry driven changes to services. This committee also reviews occupations eligible for workforce training and recommends eligible training providers of the region. This assures that one committee aligns sector strategies, regional targeted occupations and available workforce training programs. This committee's actions require a quorum and majority votes before taken to Board for discussion and majority votes.

Both the Committee and the Board of Directors have employer representation. Those industries and/or industry sub-sectors that are projected to have the greatest growth in Southwest Florida are reviewed and representatives invited to join committees (Career Services Committee, Business Services Committee or Youth Committee) to ensure adequate representation in these industries.

(e) The local area transforms services delivered to job seekers/workers and employers through sector strategies; and

As noted in Section (11) (b) of Description of Strategies and Program Services, CareerSource Southwest Florida has representation on local area boards and committees to include the Southwest Regional Manufacturers Association of Florida and Charlotte County Transportation Disadvantaged. Manufacturing and Transportation and Logistics are two of our targeted industry sectors. CSSWF and SWFLTech co-sponsor the annual TECHmatch event held at Florida Gulf Coast University. This event brings together employers seeking technology professionals, educators, job seekers and students for an evening of recruiting and networking. Business Services staff coordinate annual manufacturing hiring events within our One -Stop Centers in partnership with the SRMA. In addition, the SRMA hosts their monthly roundtable within our One-Stop Centers bringing together manufacturers and educators.

The preliminary Regional Demand Occupations List (RDOL) received from FloridaCommerce is forwarded to Board members, committee members, economic development offices, chambers of commerce, educators and other interested parties. This offers an opportunity to request the addition of an occupation to the RDOL. Employers submit letters documenting the demand for specific emerging occupations to meet the demands of industry sectors.

(f) The sector strategies are measured, improved and sustained.

CareerSource Southwest Florida and its local and regional partners strive to meet the future workforce needs of each of the region's industry sectors by providing a highly skilled workforce that fulfills employers' demands. The Education and Industry Consortium has begun reviewing the priority industry sectors (Manufacturing, Construction, Transportation and Logistics and Health Care and will be determining needs and education offerings. The reports provided a structured layout, including a Spotlight Summary for key findings, an Industry Snapshot for detailed analysis, and sections on Staffing Pattern, Geographic Distribution, Drivers of Employment Growth, Employment Distribution by Type, Establishments, GDP & Productivity, Supply Chain: Top Suppliers, Postsecondary Programs, Award Gaps by Occupation, Real-Time Intelligence (RTI) Job Postings, Southwest Florida Regional Map, Data Notes, Region Definition, and FAQ. Every other quarter the committee will get updated industry spotlight reports. The consortium members will focus on one sector per meeting, starting with health.

CareerSource Southwest Florida staff continue to provide Labor Market Information, Industry Projections, and other Labor Market Statistics Center (LMS) products to the industry partners. Reports from FloridaCommerce are shared as information becomes available. Partners provide valuable feedback to staff concerning their company's (and respective industry) future growth and/or demands.

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

Coordination with education partners is strong. Career and Professional Education (CAPE) and Career/Adult Education are key partners in the success of local systems. CareerSource Southwest Florida works on an ongoing, as needed basis with the secondary educators. Our President/CEO has provided letters of endorsement for hundreds of CAPE certifications to assist in securing approval by the Florida Department of Education for these programs in the region's high schools / school districts. These programs offer industry-recognized certifications/credentials. Secondary students are able to attain a multitude of certifications as they navigate through their high school education. This allows students to graduate high school with a diploma and a portfolio of certifications as they enter the world of work and continue their post-secondary education.

The school districts partner with CareerSource Southwest Florida to offer high-demand occupational skills training programs through their technical colleges/centers and other post-secondary programs. The Regional Demand Occupations List (RDOL) is used as a guide as we partner to meet local and regional employer demands. The referral system to/from centers and post-secondary program providers allows for efficient services to our customers without duplication of efforts. Our Career Development Representatives (CDRs) provide orientation and eligibility determination onsite at our Eligible Training Provider campuses on an as-needed basis.

Our Eligible Training Provider List (ETPL) includes the industry-recognized credential(s) associated with each program. Florida's Master Credential List is used, along with other locally established criteria, to determine which programs to include on the ETPL. The Chair of our Board of Directors, Mike Biskie, serves on the Florida Credentials Review Committee, and provides insight into the process.

In collaboration with the school districts our Destination Graduation program has provided intensive drop-out prevention services to WIOA-eligible In-School Youth. Some school districts are assuming the roles of mentors, allowing our staff to focus on serving more Out-of-School Youth (OSY). We will continue to provide mentors for three schools in our rural areas.

(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)).

As described above in Part (6) of Description of Strategies and Program Services, gas cards, bus passes and contracted transport services by community partners, may be issued to Workforce Innovation and Opportunity Act (WIOA) customers to assist with transportation expenses. Emergency car repairs necessary to make the vehicle safe to operate, auto liability insurance and vehicle

registration may also be offered, as well as, work clothing and tools. Per our WIOA Supportive Services Local Operating Procedure (LOP), other supportive services may be allowed, particularly ones necessary for attending training.

Childcare services may be covered for WIOA customers under supportive services, unless the individual is eligible for assistance with childcare, as determined by the Early Learning Coalition (ELC). Referrals may be provided to the ELC based upon the availability of resources.

Referral of participants to programs and services within the Centers occur in person and by telephone. For programs and services outside the Centers referrals may be prearranged by telephone, through online processes or through written communications e.g. fax, e-mail and paper referrals. Steps are taken to ensure the most economic path is taken to obtaining supportive services.

(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)).

Activities and services are coordinated and integrated into a seamless process for the benefit of the customers. Customer groups are identified through informal assessments used throughout the Centers to determine the most appropriate direction for customers. An initial assessment by the Receptionist/Greeter may identify the reason for the visit and directs customers to appropriate areas. In the Customer Service area, staff details Center services and assistance to determine a customer's next steps. Orientations to Center services are provided.

For WIOA applicants, a self-assessment form is used to gather information regarding the applicant's career preferences and potential need for training. On-going assessments by a CDR or other Center staff will guide customers to a self-directed path, group sessions, or one-on-one assistance. Interest surveys may be used to determine interest and suitability for WIOA programs. The Welfare Transition Program (WTP) assessment form identifies needs, skills and abilities, which allows for quick referral to appropriate services. The Supplemental Nutrition Assistance Program (SNAP) program has specific programmatic tools which include a comprehensive assessment of knowledge, skills and abilities and interests.

Although these assessments will assist in determining which services may be needed on an individual basis, there may be certain needs common to targeted populations. Dislocated workers and older workers may benefit from the direct placement services provided by Wagner-Peyser staff with some assistance with résumés. Customers with an interest in training for non-traditional employment may need additional testing and interest inventories to assess current interests and skill levels and then determine appropriate training. Persons with disabilities may need assistance with certain accommodations to return to the workforce.

We assess walk-in customers for military service at point of entry to refer appropriately. Veterans are asked to complete the FloridaCommerce Veteran's Initial Intake form which enhances efforts to give priority to those with significant barriers to employment (SBEs). Veterans with SBEs and requiring more intensive case management may be referred to Disabled Veterans' Outreach Program (DVOP) staff. Resources most needed by Migrant and Seasonal Farm Workers (MSFWs) and public assistance recipients include job referrals and supportive services such as transportation. Displaced homemakers generally need employability workshops (job search, interviewing skills, etc.) and will need additional assessment to determine transferable skills. People with limited English-speaking

proficiency may need referrals to English for Speakers of Other Languages (ESOL) classes.

Workforce services are provided to targeted populations in a variety of ways. Services are available at the Centers but outreach to targeted populations ensures a stronger connection. Staff visits homeless shelters, abuse shelters, and other community organizations to educate their staff and participants on services available through the CareerSource Southwest Florida centers. Attendance at ex-offender/re-entry meetings helps to keep information flowing in both directions, regarding the needs and assistance available for this population. MSFWs are contacted by the MSFW Outreach Workers to offer information and assistance. Veteran staff performs outreach and attend Stand Down activities annually. CareerSource Southwest Florida staff will continue outreach to community-based organizations, faith-based organizations and other local groups serving low-income individuals, older workers, homeless, ex-offenders and other hard-to-serve individuals such as those with limited English-speaking abilities.

Wagner-Peyser staff is included in the one-stop cross-training from the standpoint of sharing information on these programs as well as learning the basics of the array of programs offered through the Centers and outside the Centers. Programmatic cross-training is a continuous process in offering a more integrated plan of service. Training will include information on WIOA, WTP/TANF, SNAP, Job Corps, Business Services, resource rooms, workshops, MSFWs, Veterans, and Wagner-Peyser programs. For the purpose of referring participants to other support services, training will also include information on vocational rehabilitation, GED programs, ESOL, childcare and transportation. To avoid duplication, outreach is coordinated by the one-stop delivery system partners.

(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)).

General Education Diploma (GED) preparation classes are provided by our school districts either through referral to the school campus or onsite at the CareerSource Southwest Florida centers. The Test for Adult Basic Education (TABE) are generally administered through the local school systems. Per WIOA requirements, a CareerSource Southwest Florida staff person reviews Adult Education and Family Literacy Act (AEFLA) grant applications for the six-county area. These reviews require a determination that the application is fully aligned, partially aligned or not aligned with the local area Plan. In some cases, local MOUs or agreements may be sought. Wherever activities are provided, every effort is made to maintain a seamless process for individuals to access needed services.

Procedures for the provision of services to individuals with limited English proficiency include participant referrals to English for Speakers of Other Languages (ESOL) through our school districts' adult education programs, technical schools and Literacy of America.

(9) Reduction of Welfare Dependency: Describe how the LWDB coordinates workforce investment activities to reduce welfare dependency, particularly regarding how services are delivered to TANF/Welfare Transition and SNAP E&T participants, to help individuals become self-sufficient. This description must include:

(a) How the CLIFF suite of tools is used to support the case management of participants, consistent with CareerSource Florida Strategic Policy 2023.06.07.A.5;

The customer is provided the Florida CLIFF Dashboard link. Delivery may occur independently by the customer, with program staff, in a group classroom session within the Fort Myers Center or via TEAMS. If medically deferred, and not able to complete independently or in a classroom environment, the customer may be provided one-on-one virtual services to complete the CLIFF Dashboard. The CLIFF Dashboard Outcomes are uploaded to the customer's document folder in Employ Florida MyTess.

(b) Information and data on activities related to initiatives in the local area that support the self-sufficiency of public benefit recipients (i.e., Hope Florida); and

Through Hope Florida – A Pathway to Promise, CSSWF's Hope Navigator supports the delivery of specialized services and programming to help Hope Florida program participants find jobs, enroll in training, and launch new career pathways that lead to self-sufficiency and economic prosperity. The Hope Navigator is located in the Fort Myers Center and serves the six-county region. Program outcomes include all core Workforce Innovation and Opportunity Act (WIOA) performance measures, including employment after exit, average wages, credentials, and measurable skills gains. Data in our SharePoint system for Hope Florida participants show:

- Participants served: 25
- Receiving public assistance and/or served by other DCF initiatives: 24 receiving SNAP services
- Specialized services and programming: 25
- Supportive service referrals: 13
- Referrals to other agencies: 13
- Job search services: 16
- Post-secondary education: 8
- WIOA training services: 8

The Hope Florida program requires collaborative activities with the Department of Children and Families (DCF) and other local partners. Services provided through partners or other CSSWF programs are carefully coordinated to avoid duplication. Crosswalk is the CSSWF referral system to receive and communicate DCF HOPE Florida referrals. The Crosswalk system will help to support efficient referral, coordination, and delivery of applicable wrap-around services. With the assistance of Business Services representatives, the HOPE Navigator will engage employers to promote and support employment opportunities for HOPE participants.

(c) Strategies and services 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.

The locally-developed iCareer (Individualized Career) service delivery model, identified in Part (4) (a) of Description of Strategies and Program Services, is utilized with Welfare Transition Program

(WTP) and Supplemental Nutrition Assistance Program (SNAP) participants. This model assists participants with designing career pathways and acquiring in-demand skills. This may include strengthening foundational skills, work-based training, acquiring a short-term certificate/credential, occupational/vocational certificate or college degree. Our well-integrated staff will plug these customers into WIOA activities as needed.

A program activity guide has recently been developed locally for Metrix Learning Soft Skill Cluster Courses to include a common curriculum of soft skill training, as well as, pathway courses specific to an industry. The guide was originally used by our staff for WTP, SNAP and WIOA In-School Youth (ISY) who are TANF eligible but is available to all customers. The Metrix Learning Soft Skills Training is combined with locally provided employability skills activities and workshops. The Metrix Learning My Plan Pathway work skill courses provide the opportunity to 1) select an industry path and occupation linked to a career goal; 2) complete a simple skill gap assessment; and 3) review and assign work skill courses recommended to assist with overcoming skill gaps.

PERFORMANCE & EFFECTIVENESS

The local workforce plan must include:

- (1) The local levels of performance negotiated with the Governor and chief local elected official(s) with WIOA § 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))

Below are the most recent negotiated local levels of performance. *(Updates forthcoming)*

Measures	LWDB 24 PY 2022-2023 and 2023-2024 Performance Goals
Adults:	
Employed 2nd Qtr After Exit	88.1%
Median Wage 2nd Quarter After Exit	\$7,815
Employed 4th Qtr After Exit	88.4%
Credential Attainment Rate	80.2%
Measurable Skills Gains	72.1%
Dislocated Workers:	
Employed 2nd Qtr After Exit	87.5%
Median Wage 2nd Quarter After Exit	\$8,904
Employed 4th Qtr After Exit	88.1%
Credential Attainment Rate	78.6%
Measurable Skills Gains	77.9%
Youth:	
Employed 2nd Qtr After Exit	81.6%
Median Wage 2nd Quarter After Exit	\$4,005
Employed 4th Qtr After Exit	78.2%
Credential Attainment Rate	69.3%
Measurable Skills Gains	80.0%
Wagner Peyser:	
Employed 2nd Qtr After Exit	71.8%
Median Wage 2nd Quarter After Exit	\$5,674
Employed 4th Qtr After Exit	67.9%

Regarding performance of the local fiscal agent, CareerSource Southwest Florida is the fiscal agent and the direct provider of workforce services. Performance and effectiveness are assured by internal monitoring, contracting with independent firms for auditing and monitoring services and by state-level FloridaCommerce staff reviews.

An independent Certified Public Accounting firm provides audit services. The objective of the audit is to provide an opinion on the financial statements taken as a whole. Audit services will include examination of financial statements in accordance with accounting principles in the United States of America and preparation of audit reports in accordance with the Government Auditing Standards.

The LWDB contracts with a firm for independent fiscal and programmatic monitoring services. This includes:

Administrative/Fiscal Monitoring: The scope of administrative and fiscal monitoring includes tests, where appropriate, of whether our LWDB and sub-recipients receive, disburse, safeguard and account for funds in compliance with the terms and conditions of the sub award, applicable federal and state statutes and regulations, and local policies and procedures. Administrative monitoring also includes tests for compliance with administrative requirements governing activities such as procurement, property management and reporting. In addition to compliance testing in these areas, monitoring encompasses examination of CSSWF and sub-recipients' procedures and practices to determine the extent to which, in the monitor's opinion, such practices are efficient and effective.

Programmatic Monitoring: The scope of programmatic monitoring includes tests to determine whether our LWDB and sub-recipients, including the One-Stop Operator, are providing services and achieving program outcomes in accordance with the terms and conditions of the sub-award, applicable federal and state statutes and regulations, and local policy and procedures. Programmatic monitoring also includes tests of compliance with program regulations governing participant eligibility determination and documentation, service delivery, recordkeeping, data entry and case management.

In addition to compliance testing in these areas, monitoring encompasses examinations of procedures and practices to determine the extent to which, in the monitor's opinion, such practices are efficient and effective.

Additional information on monitoring is provided above in Part (5) of Section E., Description of the Local One-Stop Delivery System, to include performance of schools on the Eligible Training Providers List (ETPL).

(2) Actions the LWDB will take toward becoming or remaining a high-performing board, consistent with the factors developed by the state board pursuant to WIOA §101(d)(6).

The Board of Directors, Committee members, Board staff and partners will continue to strengthen partnerships with community-based organizations, educational institutions, faith-based groups, and government agencies. This will allow more coordinated efforts to better serve employers and jobseekers. As noted above in Section (1) of Local Workforce Development Board Strategic Vision and Goals, the strategic planning sessions in May 2024 identified actions in the SWOT (Strengths, Weaknesses, Opportunities, and Threats) Analysis and the discussions that followed.

A One-Stop Leadership Team, comprised of Board staff, provides additional oversight for our workforce delivery system while Center Supervisors provide the direct supervision and are responsible for the day-to-day operations and performance outcomes of the One-Stop Centers. The Leadership Team

meets at least every other month with the Center Supervisors to work on improving processes.

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

The following tools are designed to collect customer feedback about CareerSource Southwest Florida services. All feedback is received by the appropriate Director and/or Supervisor for review. Issues are reviewed by the Leadership Team to determine what changes or improvements to processes or services may need implemented to enhance overall customer satisfaction:

- A Customer Feedback form, located on the www.careersourceSWFL.com website is available to the public. All responses are forwarded directly to the Operations Director for review and collaboration with relevant centers and/or staff.
- A “Contact Us” form, located on every page of the www.careersourceSWFL.com website is available to the public. All inquiries are received and filtered into a tracking system and reviewed by the Operations Director as well as designated center supervisors who will direct or assign each inquiry to the appropriate staff member to address.
- A Business Services Survey located on the www.careersourceSWFL.com website under the Business Section is available to the public with responses forwarded directly to the Business Services Director for review.
- Business Services sends Customer Service surveys to participating employers immediately following hiring/outreach events to evaluate customer satisfaction.
- Static signs are located on the front doors exiting all centers to invite customers to ‘Scan a QR Code’ to take a brief Customer Satisfaction Survey. All responses are forwarded directly to the Operations Director for review.

(4) Actions the LWDB took to implement and assess the use and effectiveness of the following WIOA waiver(s) in effect for Florida, if applicable.

- (a) Waiver associated with the requirement at WIOA § 129(a)(4)(A) and 20 CFR 681.410 that State and local areas expend 75 percent of local formula youth funds on out-of-school youth. The response should include programmatic outcomes including the increase of:**

Not applicable (N/A) as we expend 75% or more on out-of-school youth.

- a. Youth that attained a measurable skill gain;**

N/A

- b. Youth that attended post-secondary education;**

N/A

- c. Youth that participated in occupational skills training;**

N/A

d. ISY who participated in work experience opportunities; and

N/A

e. Youth that earned an industry-recognized credential.

N/A

(b) Waiver of 20 CFR 681.550 to allow WIOA individual training accounts (ITAs) for in-school youth (ISY). The response should include programmatic outcomes including:

Not applicable (N/A) as we have not issued any ITAs for ISY.

a. Improved response of the LWDB and youth providers to the workforce needs of ISY;

N/A

b. Increased number of youth that utilized an ITA to pursue an industry-recognized post-secondary credential;

N/A

c. Increased access to and engagement of ISY in need of post-secondary education, training and support to succeed in the labor market; and

N/A

d. Increased number of prepared youth candidates who are ready to fill high growth industry demand in the State and local area.

N/A

REGIONAL PLAN REQUIREMENTS

CareerSource Southwest Florida (CSSWF) is not yet part of a Regional Planning Area.

Note: During the May 14, 2024 training webinar for local and regional plan instructions, FloridaCommerce staff noted every Local Workforce Development Board (LWDB) will be required to become part of a regional planning area. However, those LWDBs with new Local Workforce Development Area (LWDA) designation as a result of the realignment will not submit a Regional Plan at this time and should simply note that they are not yet part of a planning area. Our LWDB is one of the realigned areas, which now includes Monroe County, therefore no Regional Plan is included here.

**Workforce Innovation and Opportunity Act (WIOA)
Local Workforce Development Area 24**

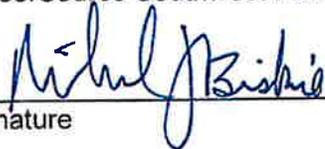
**Local Workforce Plan
January 1, 2025 – December 31, 2028**

This Local Workforce Plan represents the efforts of CareerSource Southwest Florida to implement the Workforce Innovation and Opportunity Act (WIOA) in the following counties:

- Charlotte
- Collier
- Glades
- Hendry
- Lee
- Monroe

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

Michael Biskie, Workforce Development Board Chair
CareerSource Southwest Florida Board



Signature

9/24/24

Date

**Workforce Innovation and Opportunity Act (WIOA)
Local Workforce Development Area 24**

**Local Workforce Plan
January 1, 2025 – December 31, 2028**

This Local Workforce Plan represents the efforts of CareerSource Southwest Florida to implement the Workforce Innovation and Opportunity Act (WIOA) in the following counties:

- Charlotte
- Collier
- Glades
- Hendry
- Lee
- Monroe

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

Bill Truex, Chair
Board of County Commissioners of Charlotte County

Signature



Date

9-10-2024

Attest:

Roger D. Eaton, Clerk of the
Circuit Court and Ex-officio
Clerk of the Board of County
Commissioners

By: Kimberly Walsh Deputy Clerk

AGR 2024-157

Approved as to Form
and Legal Sufficiency

Janette S. Knowlton
Janette S. Knowlton, County Attorney
2024-06-28

**Workforce Innovation and Opportunity Act (WIOA)
Local Workforce Development Area 24**

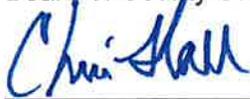
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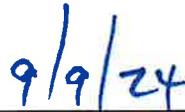
- Charlotte
- Collier
- Glades
- Hendry
- Lee
- Monroe

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

Chris Hall, Chair
Board of County Commissioners of Collier County



Signature



Date

**Workforce Innovation and Opportunity Act (WIOA)
Local Workforce Development Area 24**

**Local Workforce Plan
January 1, 2025 – December 31, 2028**

This Local Workforce Plan represents the efforts of CareerSource Southwest Florida to implement the Workforce Innovation and Opportunity Act (WIOA) in the following counties:

- Charlotte
- Collier
- Glades
- Hendry
- Lee
- Monroe

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

Tim Stanley, Chair
Board of County Commissioners of Glades County



Signature

11/12/24
Date

**Workforce Innovation and Opportunity Act (WIOA)
Local Workforce Development Area 24**

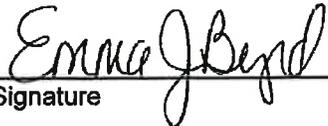
**Local Workforce Plan
January 1, 2025 – December 31, 2028**

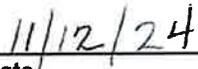
This Local Workforce Plan represents the efforts of CareerSource Southwest Florida to implement the Workforce Innovation and Opportunity Act (WIOA) in the following counties:

- Charlotte
- Collier
- Glades
- Hendry
- Lee
- Monroe

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

Emma J. Byrd, Chair
Board of County Commissioners of Hendry County


Signature


Date

**Workforce Innovation and Opportunity Act (WIOA)
Local Workforce Development Area 24**

**Local Workforce Plan
January 1, 2025 – December 31, 2028**

This Local Workforce Plan represents the efforts of CareerSource Southwest Florida to implement the Workforce Innovation and Opportunity Act (WIOA) in the following counties:

- Charlotte
- Collier
- Glades
- Hendry
- Lee
- Monroe

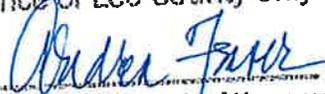
We will operate in accordance with this plan and applicable federal and state laws, rules and regulations.

Mike Greenwell, Chair
Board of County Commissioners of Lee County


Signature

9/17/24
Date

Approved as to Form for the
Reliance of Lee County Only

By: 
Office of the County Attorney

**Workforce Innovation and Opportunity Act (WIOA)
Local Workforce Development Area 24**

**Local Workforce Plan
January 1, 2025 – December 31, 2028**

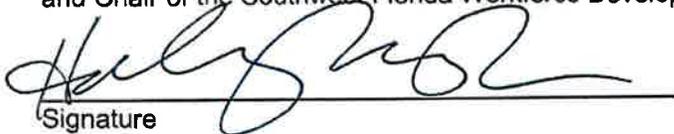
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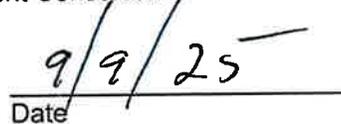
- Charlotte
- Collier
- Glades
- Hendry
- Lee
- Monroe

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

Holly Merrill Raschein, Mayor

Board of County Commissioners of Monroe County
and Chair of the Southwest Florida Workforce Development Consortium


Signature


Date

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 and regional plan:

- A. Executed interlocal agreement that defines how parties carry out roles and responsibilities of the chief local elected officials (if the local area includes more than one unit of general local government in accordance with WIOA § 107(c)(1)(B).**

Attachment A – Fifth Amended and Restated Interlocal Agreement for the Southwest Florida Workforce Development Consortium. Effective July 1, 2024 through June 30, 2029.

- B. Executed agreement between the chief local elected official(s) and the LWDB.**

Attachment A is the executed agreement.

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

Attachment A, The Fifth Amended and Restated Interlocal Agreement for the Southwest Florida Workforce Development Consortium, on page 10, section 11., a. notes, "CSSWF is hereby designated as such grant recipient and the Fiscal Agent for the Programs in the LWDA."

Attachment H, The Memorandum of Understanding (MOU) with Infrastructure Funding Agreement (IFA) for the Workforce Innovation and Opportunity Act (WIOA) One-Stop Career Center System, on page 2 notes, "The Southwest Florida Workforce Development Board, Inc., dba CareerSource Southwest Florida has been designated by the chief elected official as the administrative entity, grant recipient and fiscal agent." The MOU/IFA is signed by our Chief Elected Official and all required partners.

- D. Current by-laws established by the chief local elected official(s) to address criteria contained in 20 CFR 679.310(g) and [Administrative Policy 110 – Local Workforce Development Area and Board Governance](#).**

Attachment D – Bylaws of Southwest Florida Workforce Development Board, Inc., a Florida Not-for-Profit Corporation d/b/a CareerSource Southwest Florida. Effective July 1, 2024.

- 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.**

Attachment E-1 – LWDB 24 Local Board Membership Roster

Attachment E-2 – Minutes from September 18, 2024 Board meeting

F. Organizational chart that outlines the organizational structure of the local area including the local workforce development board staff, one-stop operator, direct provider of workforce services, youth service provider and jointly managed FloridaCommerce staff. The organizational chart should identify specific roles defined in the Grantee-Subgrantee Agreement to include:

- (a) Regional Security Officer.**
- (b) Chief Ethics Officer.**
- (c) Custodian for purchased property and equipment.**
- (d) Personnel Liaison.**
- (e) Public Records Coordinator.**
- (f) Equal Opportunity Officer.**
- (g) Person who promotes opportunities for persons with disabilities.**

Attachment F-1 – Organizational Chart – CareerSource Southwest Florida (CSSWF)

Attachment F-2 – Organizational Chart – CSSWF Centers

CareerSource Southwest Florida (CSSWF) is the direct provider of workforce services, to include youth services, therefore these attached organizational charts do not include notations for these. The three Regional Security Officers are abbreviated RSO. The Equal Opportunity Officer is abbreviated EO. The Person who promotes opportunities for persons with disabilities is the Disability Prog. Navigator/Promoter.

G. 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.

Attachment G - Request to Extend Designation as a Direct Provider of Workforce Services

CareerSource Southwest Florida (CSSWF) does not serve as the One-Stop Operator. CSSWF does serve as local fiscal agent and direct provider of career services. Attachment G describes how local board staff carry out these responsibilities. This Request to Extend Designation as a Direct Provider of Workforce Services describes the firewall and includes assurances that our Leadership Team provides oversight while the Center Supervisors are responsible for the day-to-day operations and performance outcomes, which has proven an effective means of separating oversight from operational activities. The Leadership Team meets at least every other month with the Center Supervisors to work on improving processes. The Board of Directors provides oversight of the local workforce system and ensures appropriate reviews and monitoring of One-Stop activities. Programs are also monitored three times per year by the Board's monitoring contractor. Designation effective July 1, 2023 through June 30, 2026.

H. Executed Memoranda of Understanding for all one-stop partners (Section III(b)(2) of the State of Florida WIOA Unified Plan).

Attachment H-1 – **Memorandum of Understanding (MOU) and Infrastructure Funding Agreement (IFA)** for the Workforce Innovation and Opportunity Act (WIOA) One-Stop Career Center System Partners of the American Job Center Network is signed by all required partners. Effective July 1, 2023 through June 30, 2026.

Attachment H-2 – Memorandum of Understanding (MOU) for Monroe County. Effective July 1, 2024 through June 30, 2026.

I. Executed Infrastructure Funding Agreement with all applicable WIOA required partners (Section III(b)(2) and Section IV(a)(1)(d) of the State of Florida WIOA Unified Plan).

Attachment H-1 – Includes MOU and IFA.

J. 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.

See Attachment H-1 – Memorandum of Understanding (MOU) with Infrastructure Funding Agreement (IFA) for the Workforce Innovation and Opportunity Act (WIOA) One-Stop Career Center System includes all mandatory partners. In addition to the MOU/IFA, other agreements include:

Attachment J-1 – **Farmworker Career Development Program (FCDP) MOU** – Promotes greater collaboration and a cross-referral process to ensure farmworkers receive all services under the WIOA from both the CareerSource Southwest Florida and the FCDP program serving Hendry, Glades, Lee and Collier counties. The FCDP program provides career and training services, TABE testing, KUDOR testing, English language and basic education classes, and coordination with community agencies for supportive services. CareerSource Southwest Florida provides job application, résumé and interviewing skills workshops, career assistance for non-English speaking customers, assistance with enrollment into approved training linked to the Regional Demand Occupations List (RDOL), job referral and placement assistance. Effective July 1, 2024 through June 30, 2026.

Attachment J-2 – MOU with the **Housing Authority of the City of Fort Myers, Florida** – Creates a working relationship between both parties for the Jobs Plus Program. This program addresses poverty among public-housing residents by incentivizing and enabling employment through earned income disregards for working residents and sets of services designed to support work including employer linkages, job placement counseling, educational advancement and financial counseling. Effective January 30, 2024 through June 30 2027.

Attachment J-3 – Memorandum of Agreement with the **Healthy Start** Coalition of Southwest Florida – A community-based organization that assists pregnant women and babies up to age 3 who are at-risk for poor birth or developmental outcomes. Their Coordinated Intake & Referral (CONNECT) program is used to help families receive the best services for their needs as well as to minimize duplication of services, ensure effective use of local resources, and collectively track what happens to each family. Effective April 27, 2022 and evergreen with annual evaluations.

Attachment J-4 – MOU with the **Florida Department of Revenue, Child Support Program** – Help parents who owe child support find and maintain employment, so parents can satisfy their child support obligations. Effective May 15, 2024 through April 30, 2027.

Attachment J-5 – MOU with the **Punta Gorda Housing Authority** – Mutually promote the Employment Program for the public housing residents. Effective November 30, 2023 for a minimum of three years.

Attachment J-6 – MOU with the **Department of Defense/ Headquarters, U.S. Military Entrance Processing Command** – Use of One-Stop Centers for the administration of the Armed Services Vocational Aptitude Battery (ASVAB) in support of aptitude and qualification testing for the Tampa Military Entrance Processing Station. Effective June 1, 2024 through June 30, 2026.

As noted below in Part (8) of Coordination of Services, Adult Education activities are provided by our school districts either through referral to the school campus or onsite at the CareerSource Southwest Florida centers. These may include General Education Diploma (GED) preparation classes, TABE testing and English for Speakers of Other Languages (ESOL).

- K. 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. The LWDB must make information about the plan available to the public on a regular basis through electronic means and open meetings.**

Attachment K – Public Comment Process

- L. Planning Region Agreements** between the participating LWDBs of the planning region and agreements between the planning region and regional partners to include cooperative service agreements, memoranda of understanding, regional policies, etc.

N/A - CareerSource Southwest Florida (CSSWF) is not yet part of a planning area.

Note: During the May 14, 2024 training webinar for local and regional plan instructions, FloridaCommerce staff noted every Local Workforce Development Board (LWDB) will be required to become part of a regional planning area. However, those LWDBs with new Local Workforce Development Area (LWDA) designation will not submit a Regional Plan at this time and should simply note that they are not yet part of a planning area. Our LWDB is one of the realigned areas, which now includes Monroe County, therefore no Regional Plan is included here.

**FIFTH AMENDED AND RESTATED
INTERLOCAL AGREEMENT
FOR THE
SOUTHWEST FLORIDA WORKFORCE
DEVELOPMENT CONSORTIUM**

THIS FIFTH AMENDED AND RESTATED INTERLOCAL AGREEMENT (this "**Agreement**") is made and entered into as of the Effective Date (defined below), by and between **CHARLOTTE COUNTY**, a charter county and a political subdivision of the State of Florida ("**Charlotte**"); **COLLIER COUNTY**, a political subdivision of the State of Florida ("**Collier**"); **GLADES COUNTY**, a political subdivision of the State of Florida ("**Glades**"); **HENDRY COUNTY**, a political subdivision of the State of Florida ("**Hendry**"); **LEE COUNTY**, a charter county and a political subdivision of the State of Florida ("**Lee**"); **MONROE COUNTY**, a political subdivision of the State of Florida ("**Monroe**"); and **SOUTHWEST FLORIDA WORKFORCE DEVELOPMENT BOARD, INC.**, a Florida not-for-profit corporation d/b/a **CAREERSOURCE SOUTHWEST FLORIDA** ("**CSSWF**"). Charlotte, Collier, Glades, Hendry, Lee and Monroe are sometimes referred to herein as the "**Counties**". The Counties together with CSSWF are sometimes referred to individually herein as a "**Party**" or collectively as the "**Parties**".

WHEREAS, CSSWF is a local workforce development board created under Section 445.004, Florida Statutes and is subject to Chapters 119 and 286, Florida Statutes, as well as Section 24, Article I of the State Constitution; and

WHEREAS, as of the Effective Date (defined below), Charlotte, Collier, Glades, Hendry, Lee and Monroe collectively comprise a local workforce development area ("**LWDA**") under the Workforce Innovation and Opportunity Act of 2014, 29 U.S.C. §3101 - §3361, United States Public Law 113–128 ("**WIOA**"), and Chapter 445, Florida Statutes, known as the "Workforce Innovation Act of 2000" ("**Workforce Innovation Act**"), and which implements WIOA (collectively referred to herein as the "**Authority**"); and

WHEREAS, the Authority establishes a program to prepare youth and unskilled adults for entry into the labor force and to afford job training to those economically disadvantaged individuals and other individuals facing serious barriers to employment, who are in special need of such training to obtain productive employment; and

WHEREAS, the Authority creates a partnership among state and local governments, and the private sector, with primary emphasis upon the coordination of workforce development programs operating within the LWDA and that are administered by CSSWF (the "**Programs**"); and

WHEREAS, WIOA requires the designation of local workforce development areas to promote the effective delivery of workforce development programs; and

WHEREAS, WIOA requires that where a local workforce development area is comprised of more than one unit of local government, those various governmental units must enter into an agreement that specifies the respective roles of the individual chief elected officials of each general-purpose unit of government; and

WHEREAS, the Counties have been designated by the Governor as the LWDA for the Southwest Florida Region pursuant to 29 U.S.C. §3121; and

WHEREAS, Section 163.01, Florida Statutes, provides for local governmental units to make the most efficient use of their powers by enabling them to cooperate with other localities on a basis of mutual advantage to provide services and facilities pursuant to forms of governmental organization that will accord best with geographic, economic, population, and other factors influencing the needs and development of local communities through an Interlocal agreement; and

WHEREAS, the Parties previously entered into that certain Fourth Amended and Restated Interlocal Agreement dated as of July 1, 2022 ("**Prior Agreement**"); and

WHEREAS, the Parties desire to amend and replace the Prior Agreement with this Agreement.

NOW THEREFORE, in consideration of the mutual promises and the conditions herein set forth, and pursuant to Section 163.01, Florida Statutes, the Parties agree as follows:

1. **Recitals/Definitions**. The foregoing recitals are true and correct and incorporated herein by reference. Except as otherwise expressly provided herein, any capitalized term not otherwise defined herein shall have the definitions set forth in 29 U.S.C. §3102, which are hereby adopted and incorporated by reference herein.

2. **Purpose**. The purpose of this Agreement is to establish the authorities and responsibilities of the Parties required for the implementation of Programs in accordance with the Authority and such other workforce federal, state, and other non-governmental workforce grants and revenues which may be awarded to any entities created under this Agreement or providing goods or performing services under this Agreement, and to ensure compliance with the rules and regulations applicable to such Authority, grants, and awards. Upon the Effective Date of this Agreement, this Agreement shall supersede and replace, in its entirety, the Prior Agreement.

3. **Identification of Parties to this Agreement and Notice**. Except as otherwise provided in this Agreement, any notice required or permitted to be given hereunder shall be in writing from the Party giving notice and sent/delivered as follows: (i) hand delivered; (ii) sent by next-business day commercial courier or delivery service; (iii) email; or (iv) regular U.S. mail, addressed to the other Parties at the addresses set forth below (or to such other place as any party may by notice to the others specify from time to time). All notices sent to the Counties shall also be copied to County Manager or County Administrator, as applicable.

The Parties and their addresses for notice purposes are more particularly described as follows:

Charlotte:

Charlotte County, Florida
Attn: Hector Flores, County Administrator
18500 Murdock Circle, Suite 536
Port Charlotte, FL 33948
Email: (Email addresses for the current Chief
Local Elected Official and County Administrator)
(County Administrator's email is currently
hector.flores@charlottecountyfl.gov)

Collier:

Collier County, Florida
Attn: Amy Patterson, County Manager
3299 Tamiami Trail East, Suite 303
Naples, FL 34112
Email: (Email addresses for the current Chief
Local Elected Official and County Manager)
(County Manager's email is currently
Amy.Patterson@colliercountyfl.gov)

Glades:

Glades County, Florida
Attn: June Fisher, County Manager
P.O. Box 1527
Moore Haven, FL 33471
Email: (Email addresses for the current Chief
Local Elected Official and County Manager)
(County Manager's email is currently
CountyManager@mvglades.com)

Lee:

Lee County, Florida
Attn: David Harner, County Manager
2115 Second St., 4th Floor
Fort Myers, FL 33901
Email: (Email addresses for the current Chief
Local Elected Official and County Manager)
(County Manager's email is currently
DHarner@leegov.com)

Hendry:

Hendry County, Florida
Attn: Jennifer Davis, County Administrator
P.O. Box 2340
LaBelle, FL 33975
Email: (Email addresses for the current Chief
Local Elected Official and County Administrator)
(County Administrator's email is currently
JDavis@hendryfla.net)

Monroe:

Monroe County, Florida
Attn: Roman Gastesi, County Administrator
1100 Simonton St., Suite 205
Key West, FL 33040
Email: (Email addresses for the current Chief
Local Elected Official and County Administrator)
(County Administrator's email is currently gastesi-roman@monroecounty-fl.gov)

CSSWF:

Southwest Florida Workforce Development
Board, Inc. d/b/a CareerSource Southwest Florida
Attn: Peg Elmore, President and CEO
6800 Shoppes at Plantation Drive, Suite 170
Fort Myers, FL 33912
Email: pelmore@careersourcesouthwestflorida.com

with a copy of notices to:

Coleman, Yovanovich & Koester, P.A.
Attn: Gregory L. Urbancic, Esq.
4001 Tamiami Trail North, Suite 300
Naples, FL 34103
Email: gurbancic@cvklawfirm.com

4. **LWDA - Geographical Area to be Served under this Agreement.** The LWDA is comprised of the geographical area of the Counties, each of which is legally described in Chapter 7, Florida Statutes, which legal descriptions are incorporated herein by reference. This geographical area represents the area to be served under this Agreement.

5. **Continuation/Establishment of the Consortium.**

a. **Acceptance of Designation.** Consistent with the Prior Agreement, the Counties agree to accept the Governor's designation of the six-county local area as LWDA for Southwest Florida for purposes of Programs promulgated under the Authority.

b. Continuation/Establishment of Consortium. The Counties further agree to continue the board to be known as the “**Consortium**”, which had been previously established pursuant to the Prior Agreement and which shall collectively constitute, and act as, the chief elected official pursuant to the Authority. The Consortium shall be comprised of six (6) members, which members shall be the chief local elected official from each County (each, the “**Chief Local Elected Official**”). The Chief Local Elected Official from each County will be the Chair of the Board of County Commissioners, or the designee of such Chair, who shall be an elected County Commissioner. To the extent a County Commissioner other than the Chair will serve as the chief local elected official for the County, the County shall provide written notice to the Parties.

6. **Consortium Procedures.**

a. Chair of the Consortium. One of the six (6) Chief Local Elected Officials on the Consortium will serve as the Chair of the Consortium (“**Consortium Chair**”). The Consortium Chair will have such duties as set forth in this Agreement. The position of the Consortium Chair will rotate among its members on an annual basis as of each July 1. As of the Effective Date of this Agreement, the Chief Local Elected Official of Monroe shall be the Consortium Chair and shall serve until June 30, 2025. The Consortium Chair will thereafter rotate alphabetically annually (with the Chief Local Elected Official of Charlotte being next) in the following repeating order: Charlotte, Collier, Glades, Hendry, Lee and Monroe.

b. Meetings. The Consortium will endeavor to meet at least once per fiscal year of CSSWF (July 1st through June 30th). The Consortium Chair shall preside over Consortium meetings and shall perform all duties incident to that office. In the absence of the Consortium Chair, the chair pro tempore shall be the Chief Local Elected Official next in line to become the Consortium Chair under the annual rotation described above and such person shall exercise the duties of the Consortium Chair. Except as otherwise provided herein, meetings shall be held at the discretion of the Consortium Chair. Meetings shall be noticed and declared public meetings, open to the public, in accordance with the Government in the Sunshine Law, Section 286.011, Florida Statutes. A quorum at any Consortium meeting shall consist of any three (3) members. A quorum is required to transact Consortium business. At all meetings of the Consortium at which a quorum is present, all matters shall be decided by the majority vote of said members.

7. **Consortium Duties and Responsibilities.**

a. Generally. Sections 107, 108, and 121 of WIOA (codified as 29 U.S.C. § 3122, § 3123 and § 3151), as may be amended from time to time, are hereby incorporated within this Agreement as if set out herein. Any reference herein to a provision or section of the Authority or any other applicable law shall be deemed to include a reference to the applicable successor provision, section or law that may be adopted from time to time.

b. Specific Duties. Acting as the chief elected official pursuant to the Authority, the Consortium shall have the following authority, duties, and responsibilities:

- i. Requesting LWDA designation from the State of Florida (“**State**”).
- ii. Requesting certification from the State that CSSWF shall be the local workforce development board pursuant to WIOA.
- iii. Appoint and reappoint representatives of the private sector as members of CSSWF pursuant to the provisions of Section 8, below, within ninety (90) days after a CSSWF member has resigned, been removed pursuant to the bylaws of CSSWF or otherwise removed for cause so as to

maintain the minimum number of business members required by the bylaws of CSSWF and the Authority. The Consortium may request any change in the number of members of CSSWF that will represent each county, identify which sector they will represent and request certification from the Governor should any changes to the current representation be required, ensuring that board membership of CSSWF meet the requirements of Section 107 of WIOA.

iv. Remove appointed members of CSSWF for cause. “For cause” shall have the meaning set forth in Section 445.002, Florida Statutes.

v. Provide oversight of the Programs necessary to ensure the effective and efficient delivery of all services as required by the Authority.

vi. Select a grant recipient and Fiscal Agent (defined herein) to administer WIOA and other applicable statutes/programs/funds. As used herein, “**Fiscal Agent**” means the individual or entity designated with the responsibilities and functions described in 20 CFR § 679.420. CSSWF is designated as such pursuant to Section 11, below.

vii. Together with CSSWF, review and approve the Four-Year Local Plan required under WIOA (the “**Local Plan**”), modifications thereto, and submit to the Governor pursuant to the procedures in Section 11, below.

viii. Together with CSSWF, review and approve the One-Stop Operator (defined herein) required under WIOA pursuant to the procedures in Section 11, below. As used herein, the “**One-Stop Operator**” means the single entity or consortium of entities described in 20 CFR § 678.600.

ix. Approve Memorandum of Understanding and Infrastructure Funding Agreements between CSSWF and One-Stop partners pursuant to the procedures in Section 11, below.

x. Approve CSSWF’s annual budget for carrying out its duties pursuant to the procedures in Section 11, below.

xi. In coordination with CSSWF, negotiating and reaching agreement on local workforce development board local performance measures with the State.

xii. In coordination with CSSWF, establishing bylaws and codes of conduct for the members of CSSWF, the Executive Director and staff of CSSWF.

xiii. Establish rules for the conduct of Consortium business.

xiv. Perform any other appropriate duties necessary for the accomplishment, and consistent with the purposes, of this Agreement, WIOA and Florida’s workforce development initiative.

xv. Accept responsibility for compliance and accountability for State and Federal funds.

xvi. Take prompt corrective action deemed necessary and appropriate in their reasonable discretion to comply with the Authority or to assure that performance standards are met.

xvii. Maintain communication with CSSWF necessary to carry out the objectives of this Agreement.

xviii. Exert every necessary and reasonable effort to resolve disagreements between the Counties and CSSWF.

8. **CSSWF - Composition, Selection of Members, and Term.**

a. **Composition.** As provided in 29 U.S.C. §3122, and subject to any additional criteria established by the Governor of the State and CareerSource Florida (“**CSFL**”), CSSWF shall be composed of members meeting the following criteria:

i. **Business Representatives.** A majority (51%) of the members of CSSWF shall be representatives of business in the LWDA (each, a “**Business Representative**”), who:

(a) Are business owners, chief executives or operating officers of businesses, or other business executives or employers with optimum policymaking or hiring authority;

(b) Represent businesses, including small businesses, or organizations representing businesses that provide employment opportunities that, at a minimum, include high-quality, work-relevant training and development in in-demand industry sectors or occupations in the LWDA; and

(c) Are appointed from among individuals nominated by local business organizations and/or business trade associations.

ii. **Labor/Training Representatives.** Not less than twenty percent (20%) of the members of CSSWF shall be representatives of the workforce within the LWDA (each, a “**Labor/Training Representative**”), who:

(a) Shall include representatives of labor organizations who have been nominated by local labor federations; if no employees in the LWDA are represented by labor organizations, other representatives of employees;

(b) Shall include a representative, who shall be a member of a labor organization or a training director, from a joint labor-management apprenticeship program; if no such joint program exists in the LWDA, a representative of an apprenticeship program in the LWDA, if such a program exists;

(c) May include representatives of community-based organizations that have demonstrated experience and expertise in addressing the employment needs of individuals with barriers to employment, including organizations that serve veterans or that provide or support competitive integrated employment for individuals with disabilities; and

(d) May include representatives of organizations that have demonstrated experience and expertise in addressing the employment, training, or education needs of eligible youth, including representatives of organizations that serve out-of-school youth.

iii. **Educational Representatives.** Include representatives of entities administering education and training activities in the LWDA (each, an “**Educational Representative**”), who:

(a) Shall include a representative of eligible providers administering adult education and literacy activities under WIOA;

(b) Shall include a representative of institutions of higher education providing workforce investment activities, including community colleges; and

(c) May include representatives of local education agencies, and of community-based organizations with demonstrated experience and expertise in addressing the education or training needs of individuals with barriers to employment.

iv. Government/Economic Development Representatives. Shall include representatives of governmental and economic and community development entities serving the LWDA (each, a “**Government/Economic Development Representative**”), who:

(a) Shall include a representative of economic and community development entities;

(b) Shall include an appropriate representative from the State employment service office under the Wagner-Peyser Act (29 U.S.C. § 49 et seq.) serving the LWDA;

(c) Shall include an appropriate representative of the programs carried out under title I of the Rehabilitation Act of 1973 (29 U.S.C. § 720 et seq.), other than section 112 or part C of that title (29 U.S.C. § 732, 741), serving the LWDA;

(d) May include representatives of agencies or entities administering programs serving the LWDA relating to transportation, housing, and public assistance; and

(e) May include representatives of philanthropic organizations serving the LWDA.

v. The members of CSSWF may include such other individuals or representatives of entities as the Consortium may determine from time to time to be appropriate.

b. Selection of Business Representatives. Each Chief Local Elected Official shall be responsible for making his/her County’s Business Representative appointment(s) from nominations received pursuant to this subsection to be members of CSSWF in accordance with WIOA. The nomination process for an appointment as a Business Representative to be a member of CSSWF shall be as follows:

1. A Business Representative shall be selected from among individuals nominated by a local business organization or business trade association (i.e. Economic Development organization, Chamber of Commerce, or similar entity) after consulting with and receiving recommendations from other business organizations in the LWDA.

2. Nominations, and any individual selected from such nominations as a Business Representative, shall reasonably represent the industrial and demographic composition of the business community.

Each appointee proposed by the Chief Local Elected Official shall be presented to, and approved by, the Board of County Commissioners of his/her County prior to being seated as a member of CSSWF.

c. Selection of Labor/Training Representatives. A nominee meeting the criteria for a Labor/Training Representative shall be presented by CSSWF to the Consortium Chair for approval by the Consortium Chair prior to being seated as a member of CSSWF.

d. Selection of Educational Representatives. A nominee meeting the criteria for an Educational Representative shall be presented by CSSWF to the Consortium Chair for approval by the Consortium Chair prior to being seated as a member of CSSWF.

e. Selection of Government/Economic Development Representatives. A nominee meeting the criteria for a Government/Economic Development Representative shall be presented by CSSWF to the Consortium Chair for approval by the Consortium Chair prior to being seated as a member of CSSWF.

f. Applicable Term and Term Limits.

i. A member of CSSWF shall be appointed for fixed and staggered terms. No member of CSSWF shall serve for more than eight (8) consecutive years, unless such member is a representative of a governmental entity. The staggering of terms shall be initially established by the Board of Directors of CSSWF. Pursuant to Section 445.007(2)(a), Florida Statutes, service as a member of CSSWF prior to July 1, 2021 shall not count toward the eight (8) consecutive year limitation.

ii. The members of CSSWF will serve as its Board of Directors. The Board of Directors of CSSWF shall make all policy decisions for CSSWF pursuant to the authorizing legislation under which grants are made available and awarded to CSSWF as grantee recipient and Fiscal Agent for the Programs.

iii. The members of CSSWF will appoint a Chair pursuant to the bylaws of CSSWF. As required by the Authority, the Chair of CSSWF shall be a representative of business in the LWDA and shall be selected by the members of the CSSWF to serve for a term of no more than two (2) years and shall serve no more than two (2) terms.

9. CSSWF Powers, Duties and Responsibilities. In addition to other powers, duties and responsibilities specified by CSFL or applicable, law, the powers, duties and responsibilities of CSSWF shall include, without limitation, the following:

a. Employ personnel to carry out the effective and efficient operation of the Programs, as defined in the Local Plan, and to provide necessary technical assistance to any sub-grantees providing services under the oversight of the CSSWF.

b. Hire an Executive Director (“**Executive Director**”) who shall be of sufficient competence and experience to organize and train personnel as necessary to conduct the functions and operations of CSSWF as provided in this Agreement.

c. Adopt a committee structure consistent with the Authority and policies established by the CSFL.

d. Adopt procedures and administrative rules to effectively carry out CSSWF’s policies and decisions in a manner that does not conflict with the Authority and other applicable federal and State laws, rules, and policies.

e. As the Fiscal Agent, perform accounting and funds management including the following functions:

i. Receive Program funds.

- ii. Ensuring sustained fiscal integrity and accountability for expenditures of Program funds in accordance with Office of Management and Budget (OMB) circulars, WIOA, corresponding federal regulations, State law, and State policies.
 - iii. Ensure an independent audit is performed annually of all Programs.
 - iv. Responding to any audit financial findings.
 - v. Maintaining proper accounting records and documentation.
 - vi. Preparing applicable financial reports.
 - vii. Providing technical assistance to any sub-recipients regarding fiscal issues.
 - viii. Procure necessary contracts or written agreements relating to the Programs.
 - ix. Conduct financial monitoring of any service providers.
- f. Develop, submit, ratify, or amend the Local Plan pursuant to the Authority, subject to the procedures in Section 11, below.
- g. Develop an annual budget for the purpose of carrying out the duties of CSSWF as enumerated in this Section and the Authority, subject to the approval of the Consortium pursuant to the procedures in Section 11, below. Submit the annual budget for review to the CSFL no later than two (2) weeks after the Consortium approves the budget.
- h. Select the One-Stop Operator for the LWDA subject to procedures in Section 11, below.
- i. Conducting workforce research and regional labor market analysis.
- j. Convening local workforce development system stakeholders to assist in the development of the Local Plan and identify expertise and resources to leverage support for workforce development activities.
- k. Leading efforts to engage a diverse range of employers and other entities in the region.
- l. Leading efforts to develop and implement career pathways.
- m. Leading efforts in the local area to identify and promote proven and promising strategies and initiatives for meeting the needs of employers, workers, and jobseekers.
- n. Conducting oversight of the Programs and the entire workforce delivery system, ensure the appropriate use and management of WIOA funds, and ensure the appropriate use, management, and investment of funds to maximize performance outcomes.

o. In coordination with the Consortium, negotiating and reaching agreement on local workforce development board local performance measures with the State;

p. In coordination with the Consortium, establishing bylaws and codes of conduct for the members of CSSWF, the Executive Director and staff of CSSWF.

q. Establishing additional monitoring and reporting requirements if one entity fulfills multiple functions to ensure CSSWF is compliant with WIOA, final rules and regulations, OMB circulars, and the State's conflict of interest policy.

r. To do all acts and things necessary or convenient for the conduct of its business in order to carry out the powers and duties provided in this Agreement.

10. **Meetings of the Board of Directors of CSSWF.**

a. All meetings of the Board of Directors of CSSWF shall be subject to requirements of, and in compliance with, Chapter 286, Florida Statutes, and Section 445.007(1), Florida Statutes.

b. The Chair, or Vice Chair in the absence of the Chair, shall preside over meetings of the Board of Directors of CSSWF.

c. A quorum at any meeting of the Board of Directors of CSSWF shall consist of at least one-third (1/3) of the CSSWF members.

d. Except as otherwise required by law, matters coming before the Board of Directors of CSSWF shall require the affirmative vote of at least a majority of the voting members present. However, prior to entering into any contracts with an organization or individual represented on the Board of Directors of CSSWF, the contract must be approved by a two-thirds (2/3) vote of the Board of Directors of CSSWF, and the CSSWF director that could benefit financially from the transaction must abstain from voting on the contract in accordance with applicable law.

11. **Specific Provisions Relating to CSSWF and the Consortium.**

a. Fiscal Agent. CSSWF is hereby designed as such grant recipient and the Fiscal Agent for the Programs in the LWDA.

b. Four-Year Local Plan Approval Process. Pursuant to WIOA and in accordance with the requirements established by the Governor of the State, CSSWF shall develop and present the Local Plan to the Consortium for review and approval pursuant to this subsection. Upon approval and execution of the Local Plan when required by the Authority, CSSWF will submit the Local Plan to the CSFL and the Florida Department of Economic Opportunity. Approval of the Local Plan or modification of the Local Plan described under Section 108 of WIOA for the Southwest Florida Region shall follow the following procedure. CSSWF shall prepare and adopt the proposed Local Plan (or modification, as applicable) as required by the Authority and transmit the same to the Consortium for its approval prior to submission of the Local Plan to the Governor pursuant to the Authority and Florida law. Transmission of the Local Plan shall be by sending or delivering a copy of the Local Plan to both the Chair and the county administrator or county manager, as applicable, for each of the Counties. The Local Plan submitted to the Consortium for approval under this section shall be deemed approved by the Consortium at the end of the sixty (60) day period beginning on the date upon which the proposed Local Plan is received by the Consortium ("**Local Plan Review Period**") unless one or more members of the Consortium notifies CSSWF in writing prior to the expiration of the Local Plan Review Period of either an objection to the Local Plan or that it has

requested a meeting of the Consortium to review the Local Plan. If any member of the Consortium provides such written notice to CSSWF, a meeting of the Consortium shall be called for the purpose of reviewing the Local Plan within thirty (30) days after the Consortium member's correspondence ("**Requested Plan Review Period**"). In the event the Consortium does not take action to approve or disapprove the Local Plan for any reason prior to the expiration of the Requested Plan Review Period, the Local Plan shall be deemed approved by the Consortium.

c. **Annual Budget Approval Process.** Approval of the annual budget of CSSWF for purposes of carrying out the duties of CSSWF pursuant to Section 108 of WIOA shall follow the following procedure. CSSWF shall prepare and adopt an annual budget as may be required by law and transmit the same to the Consortium for its approval. Transmission of the budget shall be by sending or delivering a copy of the budget to both the Chair and the county administrator or county manager, as applicable, for each of the Counties. The budget submitted to the Consortium for approval under this section shall be deemed approved by the Consortium at the end of the sixty (60) day period beginning on the date upon which the proposed budget is received by the Consortium ("**Budget Review Period**") unless one or more members of the Consortium notifies CSSWF in writing prior to the expiration of the Budget Review Period of either an objection to the budget or that it has requested a meeting of the Consortium to review the budget. If any member of the Consortium provides such written notice to CSSWF, a meeting of the Consortium shall be called for the purpose of reviewing the budget within thirty (30) days after the Consortium member's correspondence ("**Requested Budget Review Period**"). In the event the Consortium does not take action to approve or disapprove the budget for any reason prior to the expiration of the Requested Budget Review Period, the budget shall be deemed approved by the Consortium. During any period of review of the budget by the Consortium and until approval of the budget by the Consortium, CSSWF can continue its operations consistent with the budget that was most recently approved by the Consortium. Any material modification to any budget approved by the Consortium hereunder shall be approved by the Consortium in accordance with the foregoing procedure. For purposes of this section, the addition into CSSWF's budget of mid-year, program specific earmarked funds from the state or federal government shall not be deemed to be a material modification to CSSWF's budget.

d. **MOU Approval Process.** Approval of a memorandum of understanding with one-stop partners concerning the operation of the one-stop delivery system in the Workforce Development Area ("**MOU**") pursuant to Section 121 of WIOA shall follow the following procedure. CSSWF shall prepare and adopt the MOU as may be required by law and transmit the same to the Consortium for its approval. Transmission of the MOU shall be by sending or delivering a copy of the MOU to both the Chair and the county administrator or county manager, as applicable, for each of the Counties. The MOU submitted to the Consortium for approval under this section shall be deemed approved by the Consortium at the end of the sixty (60) day period beginning on the date upon which the proposed MOU is received by the Consortium ("**MOU Review Period**") unless one or more members of the Consortium notifies CSSWF in writing prior to the expiration of the MOU Review Period of either an objection to the MOU or that it has requested a meeting of the Consortium to review the MOU. If any member of the Consortium provides such written notice to CSSWF, a meeting of the Consortium shall be called for the purpose of reviewing the MOU within thirty (30) days after the Consortium member's correspondence ("**Requested MOU Review Period**"). In the event the Consortium does not take action to approve or disapprove the MOU for any reason prior to the expiration of the Requested MOU Review Period, the MOU shall be deemed approved by the Consortium.

e. **One-Stop Operator Approval Process.** Approval of a one-stop operator or the termination for cause of a one-stop operator pursuant to Section 108 of WIOA ("**One-Stop Operator Action**") shall follow the following procedure. In the event CSSWF shall require One-Stop Operator Action, CSSWF shall provide notice of the same ("**One-Stop Operator Notice**") to the Consortium for its approval. Transmission of the One-Stop Operator Notice shall be by sending or delivering a copy of the

notice to both the Chair and the county administrator or county manager, as applicable, for each of the Counties. The One-Stop Operator Action submitted to the Consortium for approval under this section shall be deemed approved by the Consortium at the end of the sixty (60) day period beginning on the date upon which the proposed One-Stop Operator Action is received by the Consortium (“**One-Stop Action Review Period**”) unless one or more members of the Consortium notifies CSSWF in writing prior to the expiration of the One-Stop Action Period of either an objection to the One-Stop Operator Action or that it has requested a meeting of the Consortium to review the One-Stop Operator Action. If any member of the Consortium provides such written notice to CSSWF, a meeting of the Consortium shall be called for the purpose of reviewing the One-Stop Operator Action within thirty (30) days after the Consortium member’s correspondence (“**Requested One-Stop Action Review Period**”). In the event the Consortium does not take action to approve or disapprove the One-Stop Operator Action for any reason prior to the expiration of the Requested One-Stop Action Review Period, the One-Stop Operator Action shall be deemed approved by the Consortium. CSSWF may serve as the One-Stop Operator if permitted by applicable law and approved by the Consortium.

12. **Financial Responsibility for the Programs.** No funds will be provided from the treasuries of any of the Counties for implementation of the Programs, it being the intent hereof that all funding of the Programs shall be accomplished entirely by grants pursuant to the WIOA and any other available State or Federal grants. Notwithstanding the same, as provided in WIOA, the Counties through the Consortium, as the chief elected official pursuant to the Authority, are not relieved of liability for the misuse of grant funds by the designation of CSSWF as grantee and Fiscal Agent as provided herein. However, as authorized by WIOA, to provide assurances to and protection for the Counties and the Consortium, CSSWF agrees to the following:

a. **Indemnification.** Unless determined to be contrary to applicable law, CSSWF shall indemnify, defend, and hold harmless the Consortium and the Board of County Commissioners of each of the Counties, from all claims, suits, judgments or damages caused by CSSWF, its agents or employees’ negligent act or omission in the performance of its obligations under this Agreement. CSSWF shall not, however, indemnify, defend or hold harmless the Board of County Commissioners of each of the Counties from any claims, suits, judgments or damages resulting solely from the negligence of any tortfeasor County, its agents and employees.

b. **Disallowed Cost Liability.** In the event CSSWF is determined to be responsible for any disallowed costs, through whatever means, CSSWF and the Counties will mutually work to resolve all such disallowed costs. In the event that repayment of funds is demanded by the funding source, CSSWF will have first responsibility for repayment, through its insurance, and grant or non-grant funds such as unrestricted funds as allowed by the Authority. If such insurance, grant or non-grant funds are insufficient for the demanded repayment, then any repayment obligation shall be determined as provided by the Authority.

13. **Term and Termination.**

a. **Term.** This Agreement shall become effective and commence as of July 1, 2024 (the “**Effective Date**”), and shall continue through June 30, 2029, unless otherwise terminated as provided herein. This Agreement shall automatically renew for additional one-year terms commencing on July 1 and ending in June 30 of each year, unless any party provides written notice of its intent not to renew on or before March 1 of any extension period.

b. **Termination for Convenience.** The Counties or CSSWF may terminate this Agreement, without cause, by giving one hundred eighty (180) days prior written notice of the termination.

c. Termination for Default. Each of the following shall constitute an Event of Default:

i. The failure or refusal by any of the Parties to substantially fulfill any of its obligations in accordance with this Agreement; provided, however, that no such default shall constitute an Event of Default unless and until one of non-defaulting Parties has given prior written notice specifying that a default or defaults exist which will, unless corrected, constitute a material breach of this Agreement, and the defaulting Party has either not corrected such default or has not cured the defaults, as determined by the non-defaulting Parties within thirty (30) days from the date of such notice or within such longer period of time, not exceeding an additional sixty (60) days, as may be reasonably necessary to cure such default if the defaulting Party is diligently and with continuity of effort pursuing such cure and the default is susceptible of cure within an additional sixty (60) day period.

ii. The written admission by CSSWF that it is bankrupt, or the filing of a voluntary petition under the Federal Bankruptcy Act, or the consent by CSSWF to the appointment by a court of a receiver or trustee or the making by CSSWF of any arrangement with or for the benefit of its creditors involving an assignment to a trustee, receiver or similar fiduciary regardless of how designated, of all or a substantial portion of CSSWF's property or business, or the dissolution or revocation of its corporate charter.

Upon the occurrence of an Event of Default, the non-defaulting Parties shall have the right to immediately terminate this Agreement upon written notice to the Parties in default.

d. Termination of Funding. In the event that sufficient budgeted federal formula funds are not available for a new fiscal period, the Counties shall notify CSSWF of such occurrence, and the Agreement shall terminate on the last day of the current fiscal period without penalty or expense to the Counties.

14. Modification. This Agreement may be modified in writing by the mutual consent of the Parties, consistent with the Authority and any applicable regulations or rules promulgated thereunder. Any alterations, amendments, modifications or waivers in the terms and conditions of this Agreement shall not be effective unless reduced to writing, approved by all Parties, signed by their duly authorized representatives and filed with the Clerks of the Circuit Courts of the Counties.

15. Resolution of Disagreements. To facilitate the timely and effective resolution of any controversy or dispute that may arise under this Agreement, the Chair of CSSWF and the County Manager or County Administrator, as applicable, of each of the Counties shall undertake negotiations to resolve the matter. To the extent the controversy or dispute cannot, after good faith effort, be resolved, any of the Parties may refer the matter to non-binding mediation. The dispute will be mediated by a mediator chosen jointly by CSSWF and the Counties within thirty (30) days after written notice demanding non-binding mediation. None of the Parties may unreasonably withhold consent to the selection of a mediator, and the Parties will share the cost of the mediation equally. The Parties may also, by mutual agreement, replace mediation with some other form of non-binding alternate dispute resolution procedure. In the event that any claim, dispute, or demand cannot be resolved between the Parties through negotiation or mediation as provided herein within sixty (60) days after the date of the initial demand for non-binding mediation, then any of the Parties may pursue any remedies as provided by law.

16. Severability. In the event any terms or provisions of this Agreement or the application to any of the Parties hereto, person, or circumstance shall, to any extent, be held invalid or unenforceable, the remainder of this Agreement, or the application of such terms or provision to the Parties, persons or

circumstances other than those held invalid or unenforceable, shall not be affected thereby and every other term and provision of this Agreement shall be valid and enforced to the fullest extent permitted by law.

{Remainder of page intentionally left blank. Signatures commence on the next page.}

IN WITNESS WHEREOF, the parties have executed this Agreement as indicated on the attached pages.

PASSED AND DULY ADOPTED THIS 5th DAY OF December 2023.

ATTEST:
KEVIN C. KARNES
CLERK OF CIRCUIT COURT

By: *Michelle Butler*
Deputy Clerk

BOARD OF COUNTY COMMISSIONERS
OF LEE COUNTY, FLORIDA

By: *[Signature]*
VICE Chairman

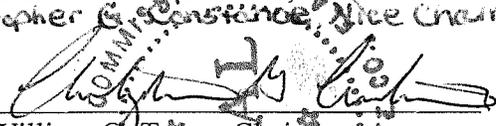


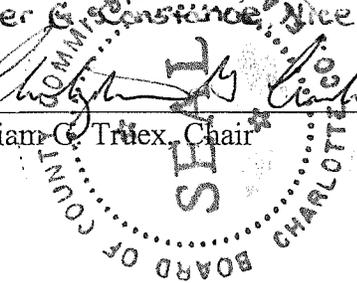
APPROVED AS TO FORM FOR THE
RELIANCE OF LEE COUNTY ONLY

Andrew R. Fisher
County Attorney's Office

PASSED AND DULY ADOPTED THIS 12th DAY OF December, 2023.

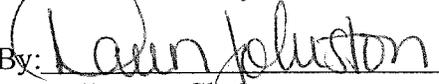
BOARD OF COUNTY COMMISSIONERS
OF CHARLOTTE COUNTY, FLORIDA
Christopher G. Considine, Vice Chairman

By: 
FOR: William G. Truex, Chair

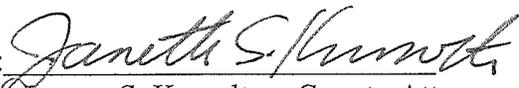
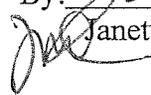


Attest:

Roger D. Eaton, Clerk of the Circuit
Court and Ex-officio Clerk of
the Board of County Commissioners

By: 
Deputy Clerk
A.AGR 2005-029

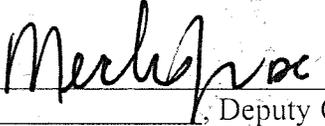
APPROVED AS TO FORM AND
LEGAL SUFFICIENCY

By: 
 Janette S. Knowlton, County Attorney

PASSED AND DULY ADOPTED THIS 9th DAY OF January, 2024.

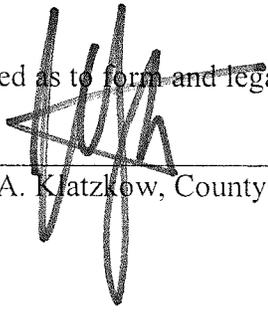
Attest:
CRYSTAL K. KINZEL, Clerk

BOARD OF COUNTY COMMISSIONERS
OF COLLIER COUNTY, FLORIDA

By: , Deputy Clerk

By: 
Chris Hall, Chairman

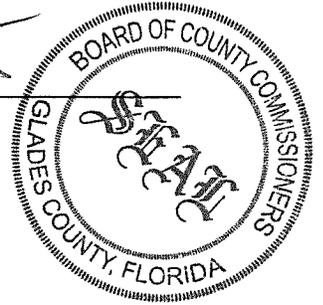
**Attest as to Chairman's
signature only**

Approved as to form and legality:

Jeffrey A. Klatzlow, County Attorney

PASSED AND DULY ADOPTED THIS 12 DAY OF March, 2024.

BOARD OF COUNTY COMMISSIONERS
OF GLADES COUNTY, FLORIDA

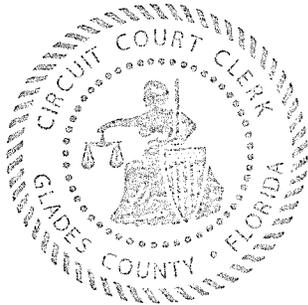
By: [Signature]
Tim Stanley, Chairman



Attest:

TAMI PEARCE SIMMONS,
Glades County Clerk of Court

By: [Signature]
Tami Pearce Simmons



APPROVED AS TO FORM AND
LEGAL SUFFICIENCY

By: [Signature]
Richard Pringle, County Attorney

PASSED AND DULY ADOPTED THIS 12 DAY OF December, 2023.

BOARD OF COUNTY COMMISSIONERS
OF HENDRY COUNTY, FLORIDA

By: Emma J Byrd
Emma Byrd, Chairperson

Attest:

By: Kimberley Barrineau
Kimberley Barrineau, Clerk

APPROVED AS TO FORM AND
LEGAL SUFFICIENCY

By: [Signature]
Matt Raulerson, County Attorney



PASSED AND DULY ADOPTED THIS 13th DAY OF December, 2023.

Attest: KEVIN MADOK, CLERK

By: _____

Kevin Madok
As Deputy Clerk

BOARD OF COUNTY COMMISSIONERS
OF MONROE COUNTY, FLORIDA

By: _____

Holly Merrill Raschein
Holly Merrill Raschein, Mayor

APPROVED AS TO FORM AND
LEGAL SUFFICIENCY

By: _____

Pedro J. Mercado, Sr.
Pedro J. Mercado, Sr. Asst. County Attorney

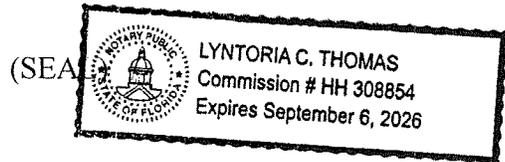
PASSED AND DULY ADOPTED THIS 10th DAY OF January, 2024.

SOUTHWEST FLORIDA WORKFORCE
DEVELOPMENT BOARD, INC.,
a Florida not-for-profit corporation
d/b/a CAREERSOURCE SOUTHWEST
FLORIDA

By: Mike Biskie
Mike Biskie, Chair

STATE OF FLORIDA)
) ss.
COUNTY OF LEE)

The foregoing instrument was acknowledged before me by means of () physical presence or () online notarization this 10th day of January, 2024 by Mike Biskie, as Chair of SOUTHWEST FLORIDA WORKFORCE DEVELOPMENT BOARD, INC., a Florida not-for-profit corporation d/b/a CAREERSOURCE SOUTHWEST FLORIDA, who is () personally known to me or () has produced _____ as evidence of identification.



Lyntoria C. Thomas
NOTARY PUBLIC
Name: Lyntoria C. Thomas
(Type or Print)
My Commission Expires: September 6, 2026

**BYLAWS
OF
SOUTHWEST FLORIDA WORKFORCE DEVELOPMENT BOARD, INC.
A FLORIDA NOT-FOR-PROFIT CORPORATION
d/b/a
CAREERSOURCE SOUTHWEST FLORIDA**

ARTICLE I

NAME; LOCAL WORKFORCE DEVELOPMENT AREA;
PURPOSE; POWERS; FUNCTIONS

Section 1. Name. The legal name of the organization shall be Southwest Florida Workforce Development Board, Inc. (the “**Corporation**”). The Corporation shall operate under the fictitious name “CareerSource Southwest Florida” and/or such other fictitious names as may be determined by the Corporation from time to time.

Section 2. Local Workforce Development Area. Charlotte, Collier, Glades, Hendry, Lee, and Monroe Counties (collectively, the “**Counties**”) have been designated by the Governor of the State of Florida as the local workforce development area for the Southwest Florida Region (the “**Southwest Florida Region**”) pursuant to the provisions of the Workforce Investment and Opportunity Act (codified as 29 U.S.C. § 3101 et seq.) (“**WIOA**”). The Corporation shall operate as the local workforce development board for the Southwest Florida Region. The Corporation functions, in part, pursuant to WIOA, Chapter 445, Florida Statutes and that certain Fifth Amended and Restated Interlocal Agreement for the Southwest Florida Workforce Development Consortium dated as of July 1, 2024, by and among the Corporation and the Counties, as may be amended and/or restated from time to time (the “**Interlocal Agreement**”). Any reference in these Bylaws to a provision or section of WIOA or any other applicable law shall be deemed to include a reference to the applicable successor provision, section or law that may be adopted from time to time.

Section 3. Purpose. The purposes for which the Corporation is formed, and its business goals and objectives include, without limitation, the following:

- (1) To carry out those purposes set forth in the Articles of Incorporation of the Corporation (the “**Articles**”);
- (2) To serve as the local workforce development board for the Southwest Florida Region, as certified by CareerSource Florida.
- (3) Together with the Consortium (as defined in the Interlocal Agreement) to oversee the creation of a comprehensive and high-quality workforce delivery system in the Southwest Florida Region and to maximize and continue to improve the quality of services, customer satisfaction, and effectiveness of the services provided.
- (4) To deliver customer-focused, value-added workforce solutions designed to meet the specific needs of employers and job seekers.

(5) Together with the Consortium to provide policy and oversight over the Corporation and the one-stop system within the Southwest Florida Region.

(6) To enhance the provision of workforce development services; increase the involvement of the business community, including small and minority businesses, in workforce development activities; to increase private sector employment opportunities; and to ensure the economic health of the community.

Section 4. Powers.

(1) General Powers. Except as limited by the Articles or these Bylaws, the Corporation will have, and may exercise, all rights and powers in furtherance of its purpose now or hereinafter conferred upon not-for-profit corporations under the laws of the State of Florida.

(2) Workforce Powers. The Corporation will have, and may exercise, all rights and powers granted to local workforce boards under WIOA, the laws of the State of Florida and all other applicable federal and state workforce laws, rules and regulations. The Corporation shall always exercise its rights and powers in compliance with all state and federal governing laws. To the extent that the application of any provision of the Articles or these Bylaws would conflict with any applicable state or federal laws, such applicable state or federal law shall control and supersede such provision.

Section 5. Functions. The duties and functions of the Corporation shall include, without limitation, those duties and functions set forth in the Interlocal Agreement.

Section 6. Fiscal Year/Program Year. The fiscal year and program year (“**Program Year**”) of the Corporation will be from July 1st to June 30th.

ARTICLE II

MEMBERS

Section 1. Membership. Members shall be those persons appointed to serve as members of the Corporation pursuant to the provisions of the Interlocal Agreement and otherwise in a manner consistent with Section 445.007, Florida Statutes and Section 107 of WIOA (codified as 29 U.S.C. § 3122), all as may be amended from time to time.

Section 2. Voting and Proxies. To the extent the members of the Corporation are entitled to vote on any matter as members of the Corporation pursuant to these Bylaws, the Articles or other applicable law, the members are required to vote in person (either by being physically present at the meeting or by remote participation through means of telecommunications if authorized in accordance with Section 617.021, Florida Statutes). Proxies will not be permitted or utilized by the Corporation.

ARTICLE III

BOARD OF DIRECTORS

Section 1. Consists of All Members. All members of the Corporation are on the board of directors of the Corporation (“**Board**”). Each individual on the Board is referred to herein as a “**Director**”. As used herein, the use of the terms “Board” and “members” are equivalent, and the terms “member” and “Director” are equivalent.

Section 2. Number of Directors. The number of Directors on the Board shall be consistent with the requirements of WIOA and Section 445.007, Florida Statutes; provided, however, the number of Directors shall never be less than three.

Section 3. Terms.

(1) The term of a Director shall be four (4) years and the terms of Directors shall be staggered. A Director may not serve for more than eight (8) consecutive years, unless such Director is a representative of a governmental entity. Pursuant to, and consistent with, Section 445.007(2)(a), Florida Statutes, service of a term as Director that commenced before July 1, 2021, shall not count toward the eight (8) year limitation. The term of a Director appointed and approved in accordance with the Interlocal Agreement shall be deemed to have commenced as of July 1 of the Program Year in which the new Director is appointed and approved.

(2) Notwithstanding subsection (1) and in order to implement the term limitations provided in the Reimagining Education and Career Help Act codified as Chapter 2021-164, Laws of Florida, contemporaneous with the initial adoption of this Section, the Board shall, by resolution, establish initial staggered terms and fix the remaining initial term length for the existing Directors of the Corporation.

(3) Upon the expiration of the initial term of a Director, the Director may be eligible for a second term as provided herein. A second term will not be automatic but instead the granting of a second term will be determined by the Board in its discretion. Prior to the Board’s regular board meeting in March in the final year of the Director’s initial term, the Director shall submit a written statement to the Corporation expressing the Director’s interest and intent to serve a second term (“**2nd Term Request**”). Such 2nd Term Request must include the Director’s credential information in order to confirm compliance with WIOA and other applicable laws and also include such other information as may be required by the Board. The 2nd Term Request will be presented to the Board for review and consideration at the regular meeting of the Board in May of the same year. The Board will consider the Director’s eligibility, qualifications, attendance, engagement and such other matters deemed appropriate by the Board. A Director that is granted a second term will fill the same category of membership as the Director’s original appointment.

Section 4. Meeting Schedule.

(1) The Corporation shall hold meetings every other month or as otherwise determined by a majority vote of the Board.

(2) The annual meeting shall be the meeting designated as such by the Board.

(3) Special meetings may be called by the President/CEO, or by the Chair of the Corporation.

Section 5. Notice of Meetings. Written notice of the date, time, and place of regular and special meetings together with an agenda of the business to be conducted shall be sent to all Directors at least seven (7) days in advance of such meetings. If the Chair, or President/CEO, determines that an emergency situation requires that a special meeting be called, the seven (7) day notice requirement may be waived. All notice of meetings shall meet the requirements of Section 286.011, Florida Statutes (“**Sunshine Law**”).

Section 6. Location of Meetings. All meetings shall be at a location open and accessible to the general public, in accordance with the requirements of the Florida Sunshine Law. Meeting locations shall be within the geographic area that comprises the Southwest Florida Region.

Section 7. Use of Telecommunications. Pursuant to the authority contained in Section 445.007(1), Florida Statutes, any one or more Directors may participate in a meeting of the Board by means of a telephone conference or other telecommunications device that allows all persons participating in the meeting to hear each other or to see in written form the words of the other Directors. A Director participating in a meeting by such telephone conference or other telecommunications device shall be deemed present in person at such meeting for purposes of establishing a quorum. The Board may adopt a policy by resolution to implement the provisions of this Section, which policy may address situations when telecommunications will be used by the Board and such other procedural matters as may be determined by the Board.

Section 8. Quorum and Voting.

(1) A quorum of a Board shall consist of one-third of the whole number of Appointed Directors (defined herein). As used herein, “**Appointed Directors**” means those Directors actually seated pursuant to Article II and does not include any Director seats that have not been filled at the applicable time pursuant to Article II.

(2) Except as otherwise provided herein, the affirmative vote of a majority of Directors present at a meeting where a quorum of the Board is present shall be the act of the Board.

(3) Proxy voting shall not be permitted or utilized by the Corporation for any votes of the Directors.

(4) A Director of the Corporation who is present at a meeting of the Board or a committee of the Board when corporate action is taken is deemed to have assented to the action taken unless:

(a) The Director objects, at the beginning of the meeting or promptly upon the Director’s arrival, to holding the meeting or transacting specified actions at the meeting; or

(b) The Director votes against or abstains, in accordance with Sections 112.3143 and 286.012, Florida Statutes, from the action taken.

(5) Voting and voting conflicts shall be determined in accordance with Chapter 112, Part III, Florida Statutes (Code of Ethics for Public Officers and Employees) and other applicable law. Additionally, for reference, pursuant to 29 U.S.C. § 3122(h), no Director or member of a Standing Committee may vote on a matter under consideration by the Corporation (a) regarding the provision of services by such Director (or by an entity such Director represents) or (b) that would provide a direct financial benefit to such Director or the immediate family of such Director. Further, the Corporation shall comply with the requirements Section 445.007(11), Florida Statutes before contracting with a Director; a relative, as defined in Section. 112.3143(1)(c), Florida Statutes of a Director; an organization or individual represented on the Board; or an employee of the Corporation.

Section 9. Procedure at Meetings.

(1) Robert's Rules of Order shall govern the procedures of Board meetings, except when inconsistent with the provisions of these Bylaws.

(2) All business shall be conducted in accordance with the agenda, as may be amended by the Board.

Section 10. Compensation of Directors. The Board shall serve without compensation.

Section 11. General Standards for Directors.

(1) A Director shall discharge his or her duties as a Director, including his or her duties as a member of a committee, in good faith, with the care of an ordinarily prudent person in a like position would exercise under similar circumstances, and in a manner he or she reasonably believes to be in the best interests of the Corporation.

(2) In discharging his or her duties, a Director may rely on information, opinions, reports, or statements, including financial statements and other financial data, if prepared or presented by:

(a) One or more officers or employees of the Corporation whom the Director reasonably believes to be reliable and competent in the matters presented;

(b) Legal counsel, public accountants, or other persons as to matters the Director reasonably believes are within the persons' professional or expert competence; or

(c) A committee of the Board of which he or she is not a member if the Director reasonably believes the committee merits confidence.

(3) A Director is not acting in good faith if he or she has knowledge concerning the matter in question that makes reliance on information, opinions, reports or statements by others unwarranted.

(4) A Director shall not be liable for any action taken as a Director, or any failure to take any action, if he or she performed the duties of his or her office in compliance with this section.

Section 12. Sunshine Law Compliance. A Director must comply with the requirements of the Sunshine Law.

Section 13. Removal.

(1) Generally. Directors may be removed with or without cause from office by the affirmative vote of a majority of the Board at a meeting at which a quorum is present. Prior to any action by the Board to remove a Director, the Corporation shall provide notice to the applicable Director and include the matter on the Board agenda for the meeting at which the removal is to be considered.

(2) Special Provision Relating to Attendance. Regular attendance at meetings of the Board is critical to the successful functioning and operation of the Corporation. As such, any Director who is not present for fifty percent (50.0%) or more of the meetings of the Board in any Program Year may be subject to removal from office at the discretion of the Board. The President/CEO or the President/CEO's designee shall present the name(s) of any such Director(s) to the Board for its consideration. Removal of a Director shall be by the affirmative vote of a majority of the Board at a meeting at which a quorum is present.

(3) Notice. Written notice of any removal by action of the Board shall be provided to the removed Director by email, hand delivery, commercial delivery service or first-class mail to the last email address or address of the removed Director shown on the records of the Corporation. The action to remove the Director shall also automatically include termination of the individual's membership in the Corporation and the removal of the individual from any and all committee(s) on which he or she may serve.

Section 14. Automatic Resignation. Pursuant to certain federal and state laws including, without limitation, 29 U.S.C. § 3122(b)-(d), the Board is required to have certain members who are representatives of specific entities or organizations in order to meet the legal requirements for Board composition. In the event a Director has been appointed to the Board because of his or her representation of an entity or organization pursuant to applicable federal or state law, and thereafter such Director's employment with said entity or organization ceases or is terminated, then such Director shall automatically be deemed to have resigned his or her position on the Board as well as any officer position he or she holds in the Corporation immediately upon the Corporation receiving notice of the cessation or termination of the Director's employment with the applicable entity or organization.

Section 15. Financial Disclosure. Pursuant to Section 445.007(1), Florida Statutes, each Director who is not otherwise required to file a full and public disclosure of financial interests pursuant to Section 8, Article II of the State Constitution or Section 112.3144, Florida Statutes shall file a statement of financial interests pursuant to Section 112.3145, Florida Statutes.

Section 16. Indemnification. Each Director of the Corporation, now or hereafter serving as such, shall be indemnified by the Corporation against any and all claims and liabilities to which he or she has or shall become subject by reason of serving or having served as Director or by reason of any action alleged to have been taken, omitted or neglected by him or her as such Director; and the Corporation shall reimburse each such person for all legal expenses reasonably incurred by him or her in connection with any such claim or liability; provided, however, that no such person shall be

indemnified against or be reimbursed for any expense incurred in connection with any claim or liability arising out of his or her willful misconduct, recklessness or gross negligence.

The amount paid to any Director by way of indemnification shall not exceed his or her actual, reasonable and necessary expenses incurred in connection with the matter involved, and any determination so made shall be binding on the indemnified Director.

The right of indemnification hereinabove provided for shall not be exclusive of any rights to which any Director may otherwise be entitled by law.

Section 17. President and Chief Executive Officer. The Board shall have the power to employ and terminate a President and Chief Executive Officer (“**President/CEO**”) who shall be responsible for the operational and administrative functions of the Corporation as outlined in the President/CEO’s job description, including assisting in carrying out the functions of the Corporation under WIOA. The President/CEO will fill the role of the “director” as contemplated under 29 U.S.C. § 3122(f) of WIOA and “executive director” as contemplated under Section 445.007(1), Florida Statutes. The President/CEO shall report to the Board and shall be responsible for the employment of such other staff as required to carry out the duties of the President/CEO. The President/CEO will be required to file a statement of financial interests as required by Section 445.007(1), Florida Statutes. The Board, based upon the recommendation of the Executive Committee, shall establish and apply a set of objective qualifications for the position of President/CEO that ensures that the individual selected has the requisite knowledge, skills, and abilities, to meet identified benchmarks and to assist in effectively carrying out the functions of the Corporation. The President/CEO will be nominated by the Executive Committee and confirmed by the Board. The President/CEO will be an employee of the Corporation and not a member of the Board or the Executive Committee.

ARTICLE IV

OFFICERS

Section 1. Enumeration of Offices. The officers of the Corporation shall be a Chair, Vice Chair, Secretary, and Treasurer. The Chair shall be elected from those Directors representing the private sector in accordance with the provisions of Section 2 of this Article.

Section 2. Qualification. To qualify to be an officer of the Corporation, a person must be a Director of the Corporation. In the event an officer for any reason ceases to be a Director of the Corporation, then such person shall automatically be deemed to have resigned his or her officer position immediately upon his or her cessation or termination as a Director.

Section 3. Election of Officers. The election of all other officers shall take place at the annual meeting of the Board, and shall be elected by a majority of those Directors present, provided a quorum is present.

Section 4. Term. Officers shall be elected bi-annually at the annual meeting of the Board and shall serve a two-year term commencing the day of the election and ending upon the election of a replacement at the annual meeting of the Board. The terms of the officers are limited to two (2)

consecutive two-year terms in the same office. There are no limitations on the number of terms not in sequences or in different offices.

Section 5. Resignation and Removal. Any officer may be removed from office with or without cause by the affirmative vote of a majority of the Board at a meeting at which a quorum is present. Any officer may resign at any time giving written notice to the Board, the Chair, Vice Chair, Secretary, Treasurer or President/CEO. Such resignation shall take effect on the date of receipt of such notice or at any later time specified therein, and unless otherwise specified therein, the acceptance of such resignation shall not be necessary to make such resignation effective.

Section 6. Vacancies. A vacancy in any office may be filled by majority vote of the Board at a meeting which a quorum is present. The officer appointed to such vacancy shall serve for the remainder of the term of the officer he or she replaces.

Section 7. Multiple Offices. The same individual may not simultaneously hold more than one officer position.

Section 8. Duties. The duties of the officers are as follows:

(1) Chair. The Chair shall preside, and act as chair, at all Board and Executive Committee meetings; shall see that orders and resolutions of the Board are carried out; perform such duties as are assigned to the Chair under these Bylaws; and perform all duties incident to the office of the Chair as may from time to time be assigned by the Board.

(2) Vice Chair. The Vice Chair shall act in the place of the Chair in the event of his or her absence, inability or refusal to act, and, when so acting, shall act with all of the powers of and be subject to all of the restrictions on, the Chair; shall serve as a member of the Executive Committee; perform all duties incident to the office of the Vice Chair as may from time to time be assigned by the Board.

(3) Secretary. The Secretary shall serve as a member of the Executive Committee; and perform all the duties incident to the office of Secretary as may from time to time be assigned by the Board.

(4) Treasurer. The Treasurer shall serve as a member of the Executive Committee; and perform all the duties incident to the office of Treasurer as may from time to time be assigned by the Board.

Section 9. Contract Rights. The appointment of an officer does not in itself create contract rights. No officer shall serve the Corporation pursuant to contract.

Section 10. Indemnification. Each officer of the Corporation now or hereafter serving as such shall be indemnified by the Corporation against any and all claims and liabilities to which he or she has or shall become subject by reason of serving or having served as such officer, or by reason of any action alleged to have been taken, omitted or neglected by him or her as such officer; and the Corporation shall reimburse each such person for all legal expenses reasonably incurred by him or her in connection with any such claim or liability; provided, however, that no such person shall be

indemnified against, or be reimbursed for any expense incurred in connection with, any claim or liability arising out of his or her own willful misconduct, recklessness or gross negligence.

The amount paid to any officer by way of indemnification shall not exceed his or her actual, reasonable and necessary expenses incurred in connection with the matter involved, and any determination so made shall be binding on the indemnified officer.

The right of indemnification hereinabove provided for shall not be exclusive of any rights to which any officer may otherwise be entitled by law.

ARTICLE V

COMMITTEES

Section 1. Types of Committees/Composition.

(1) Types of Committees. The Corporation hereby establishes the following three (3) types of committees: Corporate Committees, Standing Committees and Special Purpose Committees.

(2) Corporate Committees. Corporate Committees are those committees that are established for the purpose of general corporate governance and shall have such duties and functions as specified by the Board. Except as specifically provided herein, all members of Corporate Committees must be Directors. The Executive Committee shall be a Corporate Committee.

(3) Standing Committees. Standing Committees are established not for corporate governance, but rather to assist the Corporation in carrying out the programs and services of the Corporation contemplated under federal law, including WIOA. The Corporation shall have the Standing Committees set forth in Section 3 of this Section.

(4) Special Purpose Committees. Special Purpose Committees are those limited or special purpose committees established for specific functions. The Nominating Committee and Ad Hoc Committees shall be Special Purpose Committees.

(5) Composition. Unless otherwise stated, committee members are not required to be members of the Corporation. It is the intent of the Corporation that Standing Committee membership reflect participation that represents the Southwest Florida Region, whenever possible. The Board shall appoint all members of Standing Committees (as defined herein). No Standing Committee shall have two members representing the same organization. No employees of the Corporation shall serve as a member of a committee.

Section 2. Executive Committee. The Executive Committee shall be a Corporate Committee (as defined below) composed of the Chair, Vice Chair, Secretary, Treasurer, Immediate Past Chair (for the time period referenced herein) and Chairpersons of Standing Committees. The Immediate Past Chair's term on the Executive Committee will be one year from the conclusion of his/her term as Chair. The Immediate Past Chair is not required to be a Director to serve on the Executive Committee for such one-year term. The Executive Committee shall serve as a management

committee with administrative oversight responsibilities including, without limitation, financial, governance, membership and general administrative. The Executive Committee is empowered to act and take necessary interim action to implement the plans and programs of the Board between meetings of the Board. When such interim action occurs, the Executive Committee will report on such action at the next Board meeting, at which time the action(s) of the Executive Committee shall be reviewed and ratified by the Board. In addition to the foregoing, the Executive Committee shall conduct an annual review of the President/CEO and shall set the salary and any bonus of the President/CEO.

Section 3. Standing Committees. There shall be the following Standing Committees: (1) Career Services, (2) Youth Committee and (3) Business and Economic Development Committee. The Standing Committees shall have such duties and functions as specified by the Board. The membership of Standing Committees shall, whenever possible, have participation which reflects the division of members of the Corporation as set forth in Article II hereof. The Chair shall serve as an ex-officio member of all Standing Committees. The Chair shall have the same rights and privileges of other Standing Committee members, including, the right to vote; provided, however, the Chair shall not be included when determining the number of committee members needed for a quorum but, when in attendance, the Chair is counted when determining if a quorum of committee members is present.

Section 4. Special Purpose Committees.

(1) Nominating Committee. A Nominating Committee shall be appointed by the Board no later than the last Board meeting preceding the annual meeting of the Board during a Program Year in which an election of officers is scheduled. The Nominating Committee shall consist of no less than three (3) members. The Nominating Committee shall present a recommended slate of officers for election to the Board at the annual meeting. A Nominating Committee may also be appointed and convened at the discretion of the Board to assist the Board in filling a vacancy pursuant Article IV, Section 6.

(2) Ad Hoc Committees. Ad Hoc Committees may be formed by the Chair or the Board and shall terminate upon completion of the matter of concern for which the committee was appointed. Members of any such Ad Hoc Committee shall be appointed by the Chair or Board, whichever formed the committee.

Section 5. Committee Chairpersons. The chairperson of the Executive Committee shall be the Chair. The chairpersons of the Standing Committees or any other Corporate Committee shall be members of the Board. The chairperson of an Ad Hoc Committee need not be a member of the Board.

Section 6. Location and Notice of Committee Meetings. All committee meetings shall be held at a location open and accessible to the general public, in accordance with the requirements of the Sunshine Law. Location of committee meetings shall be determined by the membership of the committee, or the Corporation staff member(s) assigned to that committee. All committee meetings shall be noticed in accordance with the Sunshine Law.

Section 7. Quorum. Except as to Executive Committee meetings, for purposes of committee meetings, the presence of one-third (1/3) of all members appointed to the committee shall constitute a quorum for conducting the committee's business. For purposes of Executive Committee

meetings, the majority of all members appointed to the Executive Committee shall constitute a quorum for conducting the Executive Committee's business. Proxy voting shall not be permitted or utilized by the Corporation for any votes of the Committees.

Section 8. Use of Telecommunications. Pursuant to the authority contained in Section 445.007(1), Florida Statutes, any one or more committee members may participate in a committee meeting by means of a telephone conference or other telecommunications device that allows all persons participating in the meeting to hear each other or to see in written form the words of the other committee members. A committee member participating in a meeting by such telephone conference or other telecommunications device shall be deemed present in person at such meeting for purposes of establishing a quorum. The Board may adopt a policy by resolution to implement the provisions of this Section, which policy may address situations when telecommunications may be used by a committee and such other procedural matters as may be determined by the Board.

ARTICLE VI

AMENDMENTS TO BYLAWS

These Bylaws may be altered, amended or repealed and new Bylaws adopted by the affirmative vote of two-thirds (2/3) of the Directors present at a regular or special meeting with a quorum present, provided that any proposal to alter, amend or repeal Bylaws be submitted to each Director at least seven (7) days prior to the meeting at which the proposal is to be considered.

ARTICLE VII

MISCELLANEOUS

Section 1. Annual Report for Department of State. The Corporation shall deliver to the Florida Department of State for filing an annual report each year by May 1, on such form as the Florida Department of State prescribes, all in compliance with the Florida Not-For-Profit Corporation Act, as may be amended from time to time.

Section 2. Corporate Seal. The seal of the Corporation shall have inscribed on it the name of the Corporation, the year of its organization and the words "corporation not for profit." The words "corporate seal" or their equivalent may be used as a facsimile of or as the seal.

Section 3. Prohibited Activities. The Corporation shall not engage in any act which is prohibited by the Florida Not-For-Profit Corporation Act, as may be amended from time to time. The Corporation shall also not engage in any act which could give rise to it losing its tax-exempt status under the Internal Revenue Code of 1986, as may be amended from time to time.

Section 4. Conflict. In the case of any conflict between the Articles and these Bylaws, the Articles shall control.

Section 5. Amendments to Articles of Incorporation. Except as otherwise provided by law, amendments to the Articles shall be made in accordance with the procedure set forth in the Articles of Incorporation.

Section 6. Corporate Records. The Corporation shall keep as permanent records correct and complete books and records of account and shall keep minutes of the proceedings of its Directors in accordance with the Sunshine Law and other applicable provisions of law. The Corporation shall also keep at its registered office in this state a copy of its Articles and its Bylaws and any amendments thereto and a record of the names and addresses of its Directors. All books and records of the Corporation must be kept in written form or in another form capable of conversion into written form within a reasonable time and may be inspected by any Director, or his or her agent or attorney, for any proper purpose at any reasonable time.

**CareerSource Southwest Florida
Local Workforce Development Board (LWDB) 24
Local Board Membership Roster**

Michael Biskie, Board Chair; Executive Committee Chair
B & I Contractors, Human Resources Director
2701 Prince Street
Fort Myers, FL 33916
239-332-4646 mbiskie@bandiflorida.com
Term: 7/1/2021 – 6/30/2025

Drummond Camel
Cypress Living, Vice President of Human Resources
16451 HealthPark Commons Drive
Fort Myers, FL 33908-9501
239-349-3282 dcamel@cypressliving.org
Term: 7/1/2023 – 6/30/2027

Keitha Daniels, Board Treasurer; Career Services Committee Chair
Hendry County Economic Development Council, Director
644 South Main Street
LaBelle, FL 33935-4606
863-675-6007 keitha@hendryedc.com
Term : 7/1/2021 – 6/30/2025

Bill Diamond, Board Vice-Chair
The Carlisle Naples, Regional Director of Operations
6945 Carlisle Court
Naples, FL 34109-6883
239-591-2200 bdiamond@srg-llc.com
Term: 7/1/2024 – 6/30/2028

Kevin Donlan
Publix Supermarkets, District Manager
464 Lime Drive
Key Largo, FL 33037-4558
305-664-4890 kevin.donlan@publix.com
Term: 7/1/2024 – 6/30/2028

Wendi Fowler
HotWire Communications, Director of Account Management
4066 Los Altos Court
Naples, FL 34109-1301
239-293-4053 wendifowler@outlook.com
Term: 7/1/2024 – 6/30/2028

Brent Kettler
Jake22 LLC, Owner
402 Grenier Drive
North Fort Myers, FL 33903-4311
239-276-0200 brent@jake22.com
Term: 7/1/2023 – 6/30/2027

Michelle Lincoln
Commissioner
Monroe County Board of County Commissioners
1100 Simonton Street
Key West, FL 33040
305-294-4641 boccds2@monroecounty-fl.gov
Term: 9/3/2024 – 6/30/2028

Adrian Llanes-Board Secretary
IBEW, Local Union 349, Assistant Business Representative
17221 Alico Center Road, Suite 1
Fort Myers, FL 33967-6077
239-482-1700 adrian_llanes@ibew349.org
Term: 7/1/2021 – 6/30/2025

Philip Magin
Baptist Health South Florida, Vice President of Human Resources
18398 Arapahoe Circle
Port Charlotte, FL 33948-9502
786-662-7457 philm@baptisthealth.net
Term: 7/1/2024 – 6/30/2028

Dr. Brad Myers, Youth Committee Chair
Collier County Public Schools, Advisor
3702 Estey Avenue
Naples, FL 34104-4405
239-377-6515 myersb1@collierschools.com
Term: 7/1/2024 – 6/30/2028

Anthony Oakes
Florida Division of Vocational Rehabilitation, Area Director
5264 Summerlin Commons Way, Suite 404
Fort Myers, FL 33907-2154
239-340-7359 anthony.oakes@vr.fldoe.org
Term: 7/1/2022 – 6/30/2026

Kristina Park
Greater Naples Chamber, President & CEO
2150 Goodlette-Frank Road N., Suite 101
Naples, FL 34102-4811
239-262-6376 kristina@napleschamber.org
Term: 7/1/2024 – 6/30/2028

Aaron Stitt
FL Department of Children & Families, Area Director
2295 Victoria Avenue, 2nd Floor
Fort Myers, FL 33901-3817
239-895-0288 aaron.stitt@myflfamilies.com
Term: 7/1/2022 – 6/30/2026

Carl Stringer
U.S. Sugar, Vice President of IT and Employee
Benefits
5487 S.W. Anhinga Avenue
Palm City, FL 34990-4036
863-902-2152 cstringer@ussugar.com
Term : 7/1/2021 – 6/30/2025

John Talmage, Business & Economic Development
Committee Chair
Lee County Economic Development Office, Director
2201 Second Street, Suite 500
Fort Myers, FL 33901-3086
239-533-6800 jtalmage@leegov.com
Term: 7/1/2021 – 6/30/2025

Michael Wukitsch
Lee Health, Chief People Officer
9800 S. HealthPark Drive, Suite 405
Fort Myers, FL 33908-3630
239-343-6316 michael.wukitsch@leehealth.org
Term: 7/1/2021 – 6/30/2025

**CareerSource Southwest Florida
Board of Directors Meeting
September 18, 2024
1:00 p.m.**

Directors Present

Bill Diamond-Vice Chair
Drummond Camel
Keitha Daniels
Kevin Donlan
Brent Kettler
Adrian Llanes

Phil Magin
Brad Myers
Anthony Oakes
Kristina Park

Directors Absent

Mike Biskie
Wendi Fowler
Michelle Lincoln
Aaron Stitt

Carl Stringer
John Talmage
Mike Wukitsch

Staff Present

Mike Egan-Virtual
Peg Elmore
Ed Fritz

Rebecca Sandholdt-Virtual
Lyntoria Thomas

I. CALL TO ORDER

The meeting was called to order by Vice-Chair Bill Diamond at 1:30 p.m. Lyntoria Thomas, Administrative Services Assistant, called roll and confirmed quorum was met.

II. PUBLIC COMMENT- None

III. APPROVAL OF JULY 10, 2024, BOARD MEETING MINUTES

Kristina Park made a motion to approve the July 10, 2024 meeting minutes; Drummond Camel seconded; the motion was unanimously approved.

IV. IMMOKALEE BUILDING

Mike Egan, Financial Director for CareerSource Southwest Florida gave an overview of the property in Immokalee. Mike explained we received a letter of intent for the purchase of the Immokalee building. The sale is contingent upon the Collier County School Board's first right of refusal, and the purchaser being a non-profit organization. Mike recommended the Board of Directors authorize Peg Elmore, President CEO to sign the letter of intent for the purchase of the Immokalee property.

Adrian Llanes made a motion to give Peg Elmore the authority to sign the letter of intent to sell the Immokalee building; Brent Kettler seconded; the motion was unanimously approved.

V. HENDRY COUNTY LEASING UPDATE

Mike Egan gave an overview of the Clewiston and Labelle properties and explained both offices are not in the best shape, need major renovations, are not in the best locations, due to lack of visibility and access. Current leases for both offices will expire June 30, 2025, and two lease proposals were presented: WC Owen property in Clewiston and the Option 2 of the proposal for the property on W. Hickpochee Ave, Labelle.

Adrian Llanes made a motion to give Peg Elmore the authority to sign the lease proposal for the Clewiston office; Anthony Oakes seconded; the motion was unanimously approved.

Anthony Oakes made a motion to give Peg Elmore the authority to sign the lease proposal for the Labelle office; Keitha Daniels seconded; the motion was unanimously approved.

VI. STRATEGIC PLAN

Peg Elmore, President/CEO for CareerSource Southwest Florida explained the CareerSource Southwest Florida Business & Economic Development Committee and the Career Services Committee have reviewed the proposed objectives and key results and suggested modifications were presented. The next step will be to provide the Board of Directors will data to begin to quantify the goals.

VII. PLANNING REGIONS

Peg Elmore, President CEO for CareerSource Southwest Florida gave an overview of the planning regions requirements of the REACH ACT. CareerSource Heartland was presented as a viable option to meet the requirements.

Phil Magin made a motion to have Mike Biskie sign the letter of intent to form a regional planning area with CareerSource Heartland; Drummond Camel seconded; the motion was unanimously approved.

VIII. FOUR-YEAR PLAN

Keitha Daniels, Career Services Committee Chair stated the Four-Year Plan was discussed and no comments from the public were received. Keitha explained the plan aligns with the current plans that are in place.

Anthony Oakes made the motion to approve the Four-Year Plan; Brent Kettler seconded; the motion was unanimously approved.

IX. COMMITTEE REPORTS

Executive Committee

Bill Diamond stated the Committee discussed and approved the Florida Commerce Subgrantee Agreement. The strategic plan and facilities were also discussed as previously reported. Also discussed pursuing additional cost information on a mobile unit.

Business & Economic Development Committee- Peg Elmore

Peg reported on behalf of John Talmage. County tours are being scheduled and the first tour, Raising Cane (Hendry County), is being rescheduled to better accommodate schedules.

Career Services Committee- Keitha Daniels

Keitha previously reported on the Four Year Plan

Youth Committee- No Report

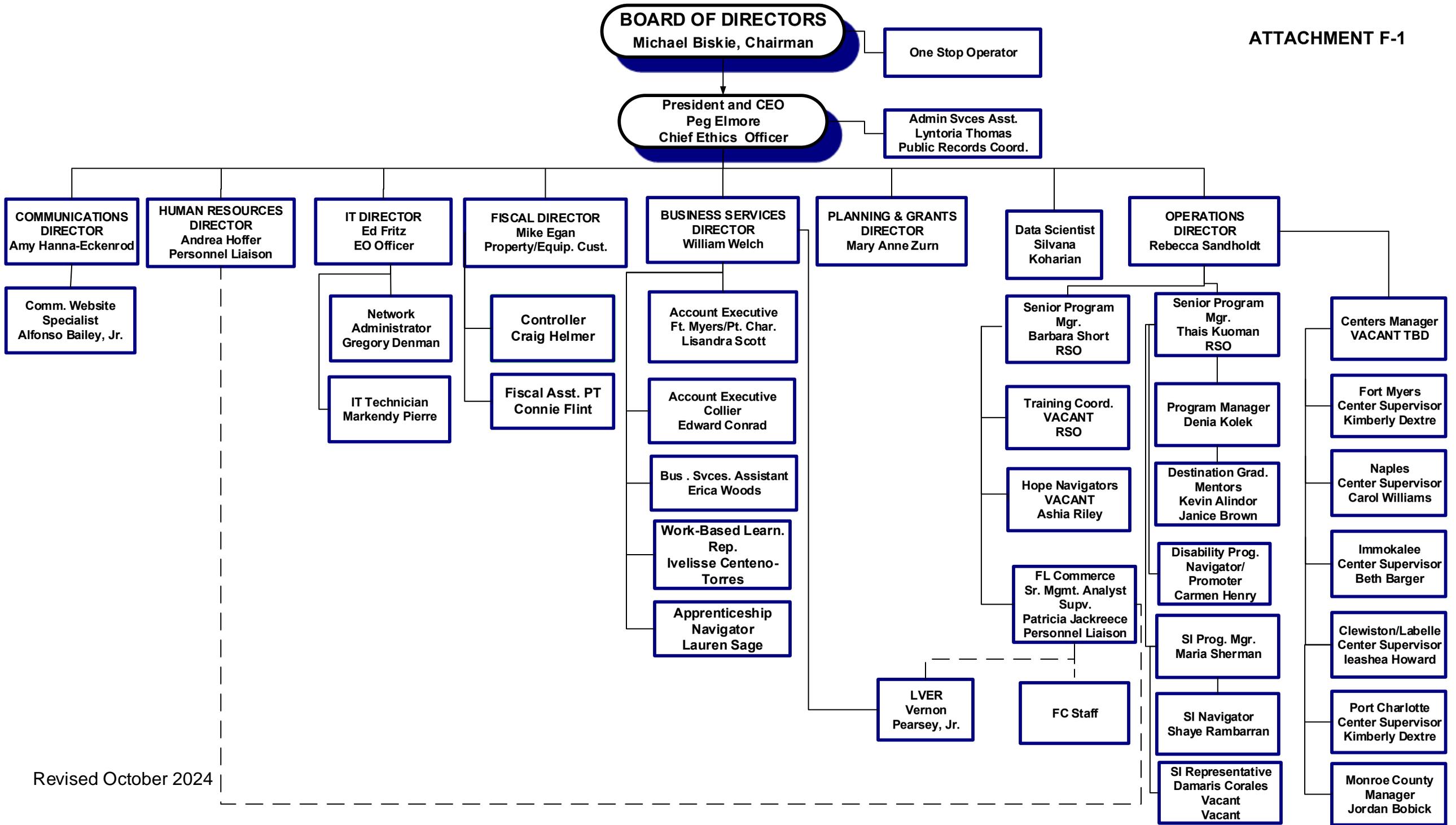
Education & Industry Consortium-

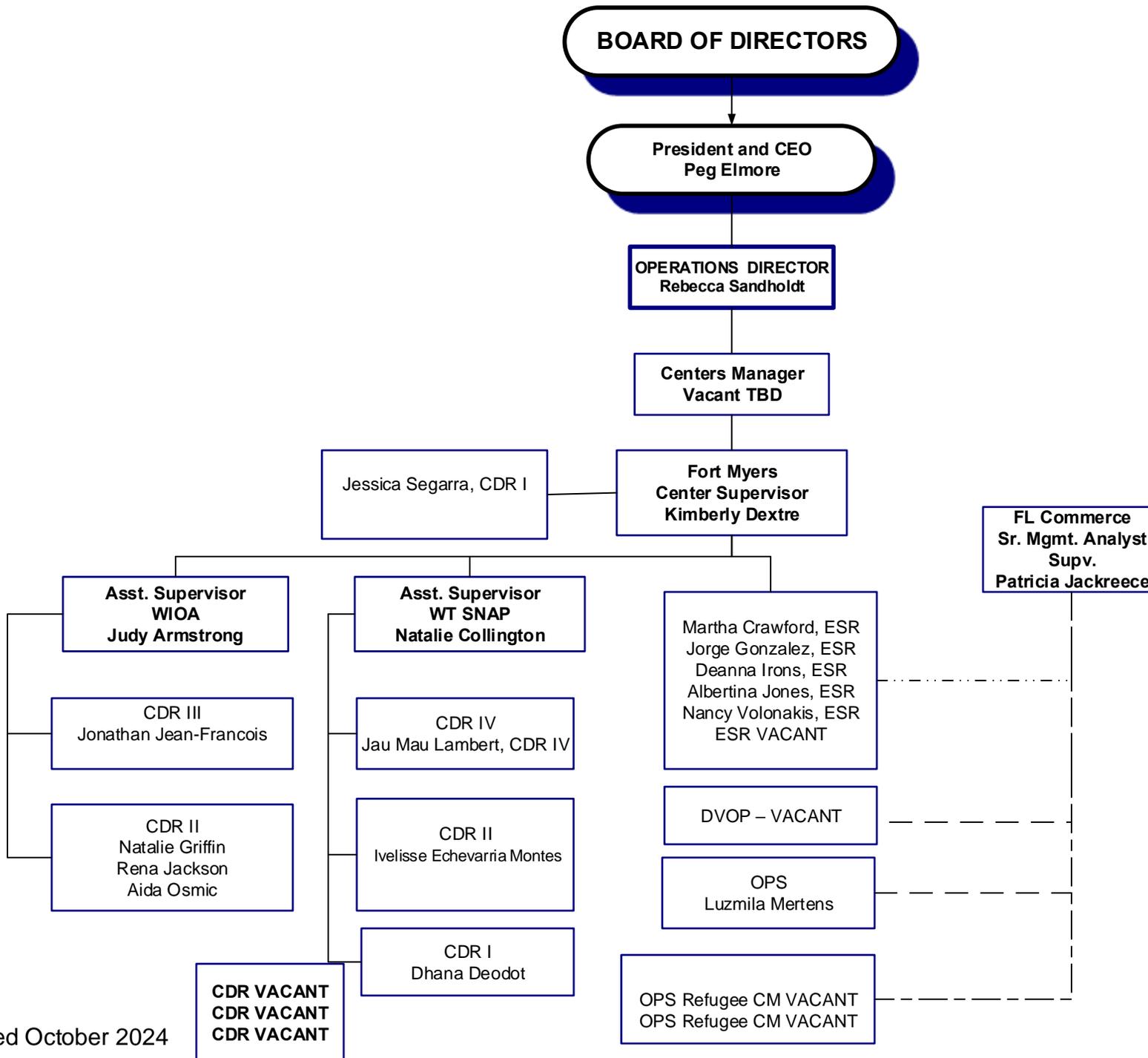
Peg reported the second industry the Consortium studied was Manufacturing.

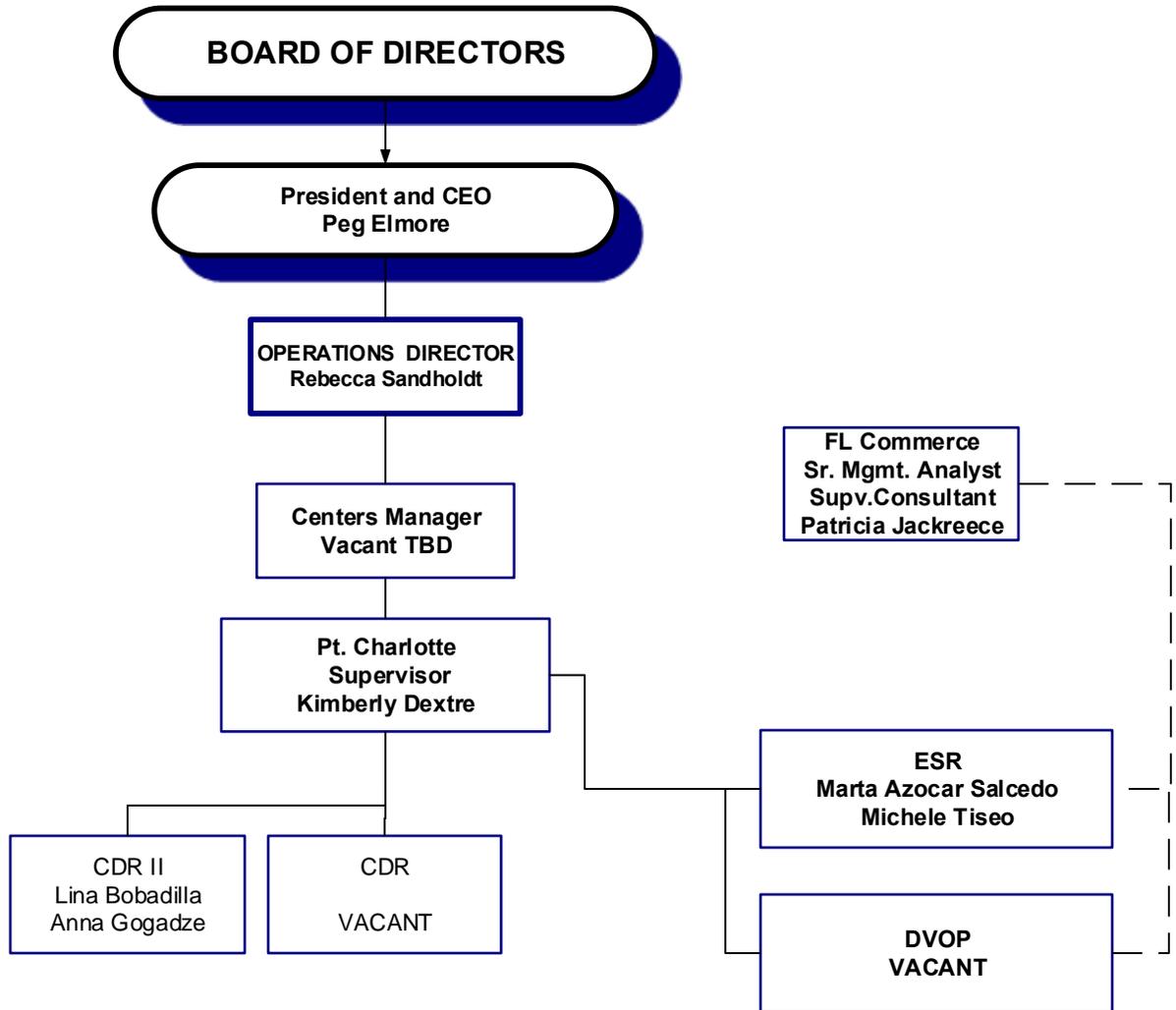
X. GOOD OF THE ORDER

Bill Diamond commented on the Awards Ceremony & Luncheon... "Good Event!"

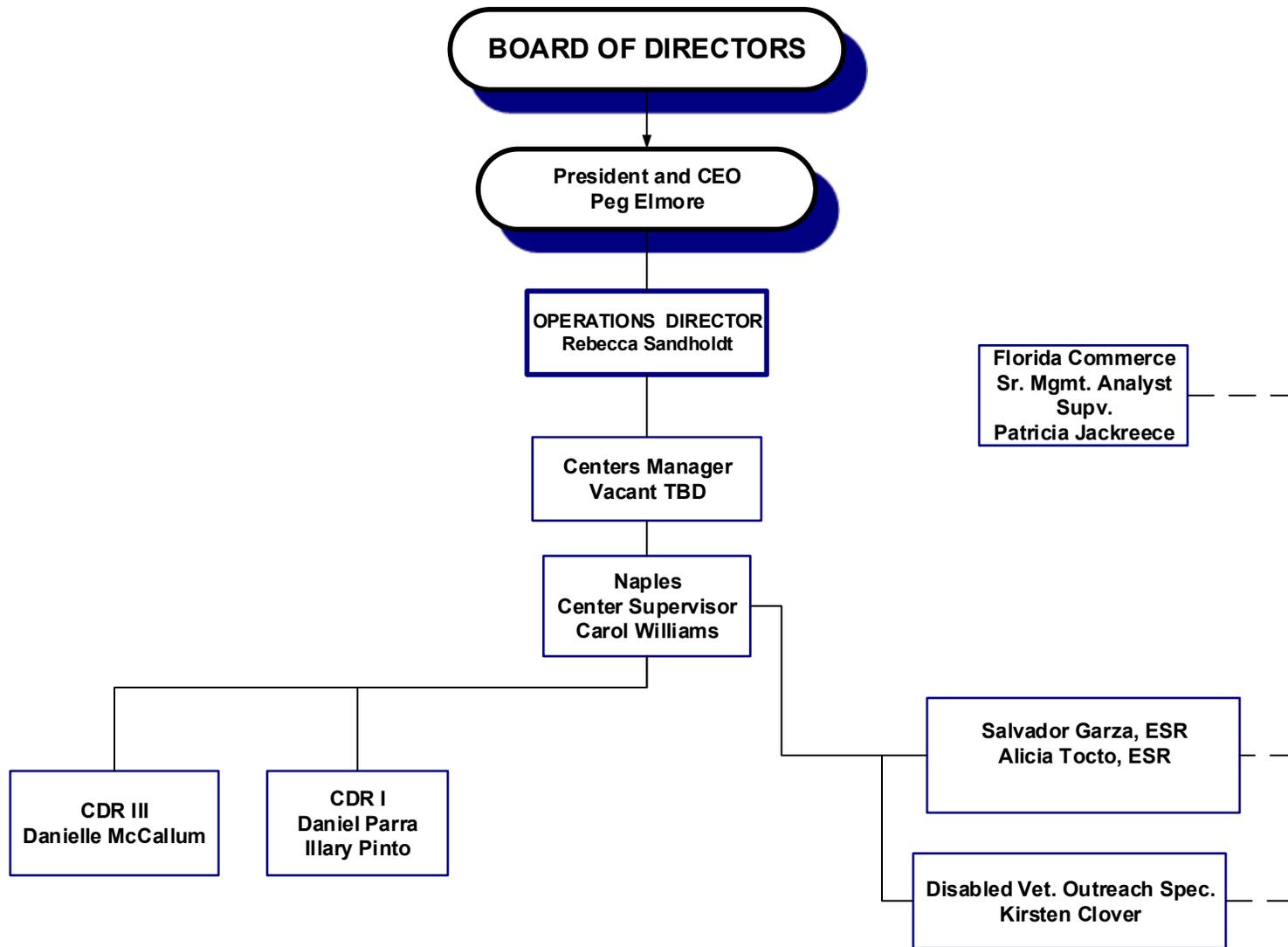
XI. ADJOURNMENT- The meeting was adjourned at 2:06pm

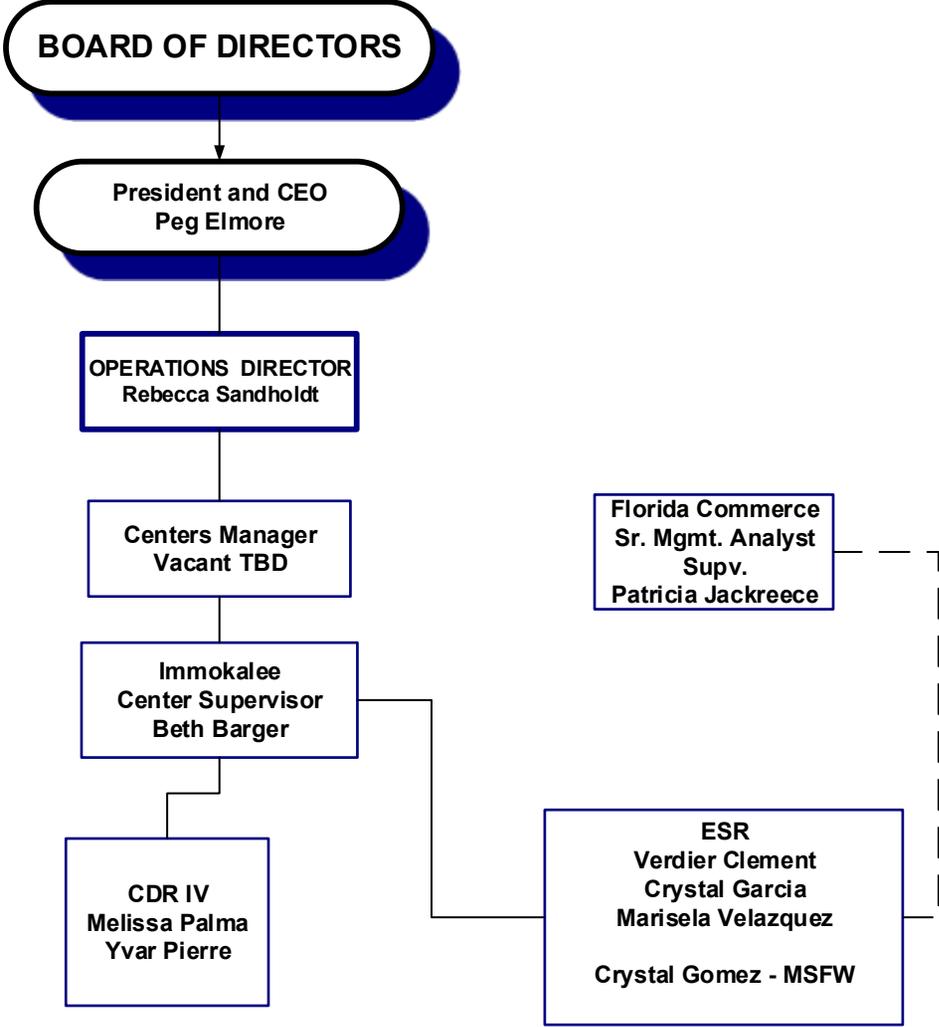


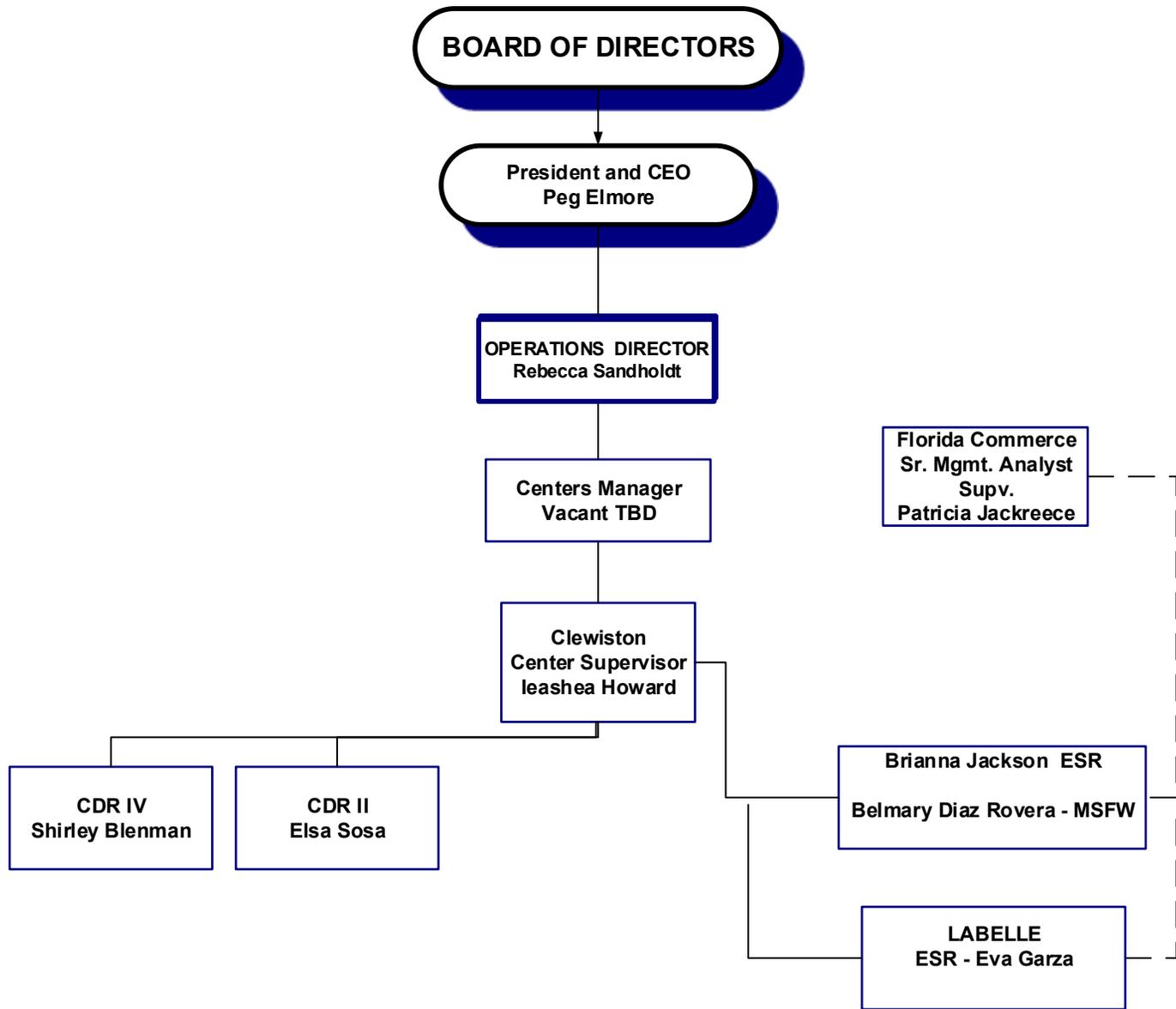


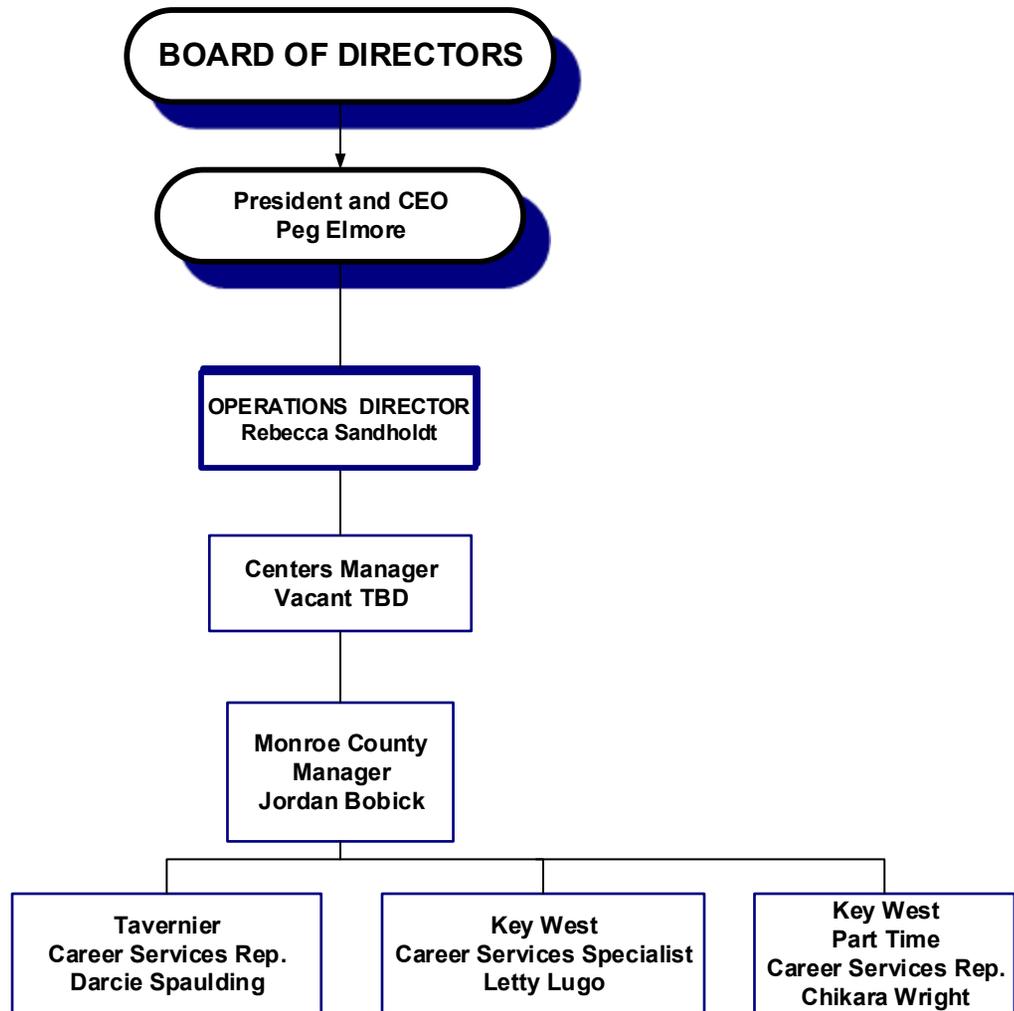


October 2024









CareerSource Southwest Florida

Request to Extend Designation as a Direct Provider of Workforce Services

March 23, 2023

In 2008, with the passing of Senate Bill 428 which modified Chapter 445 of the Florida Statutes, CareerSource Southwest Florida requested and received authorization to be designated as a direct provider of workforce services (other than training services). In 2011, 2014, 2017 and 2020, three-year extensions were requested and approved. At this time, we request an extension for the period of July 1, 2023 through June 30, 2026. Upon approval the following modifications will be incorporated into our Local Workforce Plan.

1. A review of how the provision of direct services during the prior period fit the business model that the Local Workforce Development Board (LWDB) proposed in its original request, and any proposed changes in the business model or the particular workforce services the LWDB intends to provide during the extension period.

During the prior period CareerSource Southwest Florida has been the provider of Workforce Innovation and Opportunity Act (WIOA) Adult, WIOA Dislocated Worker, WIOA Youth, Temporary Assistance for Needy Families (TANF) and Supplemental Nutrition Assistance Program (SNAP) services through staff located in the CareerSource Southwest Florida “One-Stop” centers throughout the Local Workforce Development Area (LWDA). This has allowed for better integration of services and a smoother flow of services.

Throughout the years our Leadership Team has developed and now includes the President/CEO, Communications Director, Human Resources Director, IT Director, Business Services Director, Fiscal Director, Planning and Grants Director, Program Managers, Training Manager, Centers Manager and Senior Management Analyst Supervisor. A Leadership Team meeting is scheduled quarterly with the CareerSource Southwest Florida Center Supervisors and has effectively provided oversight and guidance to the One-Stop Centers.

2. The effective date, for when the extension would begin.

The effective date for this extension will be July 1, 2023.

3. The period of time, not to exceed three years, for when the extension will be in effect.

This extension is requested for the period of July 1, 2023 through June 30, 2026.

4. A review of the LWDB's stated reasons in its previous request why the LWDB has decided to directly provide the workforce services, and an explanation of how it is in the best interest of the LWDB's customers that the LWDB continue to provide these services.

In the previous request, it was noted workforce services, to include Workforce Innovation and Opportunity Act (WIOA) Adult, Dislocated Worker and Youth; Temporary Assistance for Needy Families (TANF); and Supplemental Nutrition Assistance Program (SNAP) were provided by CareerSource Southwest Florida staff. Reasons for requesting the direct provision of services included reduced costs, consistent staff training and integration. As Center staff now provides services to customers in a more coordinated fashion, extending the direct provision of services will allow for continued improvement. The creation of the online Inquiry Form noted in Section 8 below is an example of the positive impact on customers.

5. A review of the effectiveness of the firewall established by the LWDB to clearly separate existing roles as oversight body for the region's workforce delivery system and its role as the operational services directly provided by the LWDB, and an explanation of changes to be made to the firewall.

Oversight – As noted above in Section 1, Leadership Team meetings with the CareerSource Southwest Florida Center Supervisors have effectively provided oversight and guidance to the One-Stop Centers. Through this Leadership Team, the Board sets goals for the CareerSource Southwest Florida centers. A system of individual performance standards and objectives ensures organizational goals are met. To ensure effectiveness of the firewall, members of the Leadership Team and any staff involved in writing policy are not involved in the delivery of One-Stop services. The Board of Directors provides oversight of the local workforce system and ensures appropriate reviews and monitoring of One-Stop activities. Programs are also monitored three times per year by the Board's monitoring contractor.

Operational Services – The Center Supervisors provide the direct supervision and are responsible for the day-to-day operations and performance outcomes of the One-Stop centers. The Center Supervisors report to the Leadership Team at least quarterly to review the system and make necessary changes to improve services to customers. This system has proven an effective means of separating oversight from operational activities.

6. An identification of the grant program(s) that fund the workforce service delivery model.

- Workforce Innovation and Opportunity Act (WIOA) Adult
- Workforce Innovation and Opportunity Act (WIOA) Dislocated Workers
- Workforce Innovation and Opportunity Act (WIOA) Youth
- Temporary Assistance for Needy Families (TANF)
- Supplemental Nutrition Assistance Program (SNAP)

The Wagner-Peyser and Veterans program staff are a vital part of the team and are employed by the Florida Department of Economic Opportunity (DEO). Functional supervision of DEO staff is provided jointly by the Center Supervisors and the DEO Senior Management Analyst Supervisor.

7. An analysis of the costs of the services that documents the actual reduction in costs with the LWDB providing the services rather than contracting that service to another provider, and an estimate of such costs and savings for the upcoming period.

By providing services directly, CareerSource Southwest Florida saw a reduction in costs. Annual overhead costs and profit charged by contracted service providers were estimated by reviewing previous years' expenses. Based on these figures, the reduction in costs over a period of three years is estimated to be \$3,172,770. WIOA also includes National Dislocated Worker Grant (NDWG) monies received. Destination Graduation (DG) is included in TANF & WIOA. Other reductions include costs for the bidding process for selection of service providers for workforce programs.

	<u>2020/2021</u>	<u>2021/2022</u>	<u>2022/2023</u>				<u>TOTAL</u>				
WIOA-Adult	1,948,000	+	1,991,000	+	1,663,000	=	5,602,000	x	10%	=	\$560,200
WIOA-DW	1,335,000	+	1,690,000	+	4,555,000	=	7,580,000	x	10%	=	\$758,000
WIOA-Youth	2,922,000	+	1,880,000	+	1,191,000	=	5,993,000	x	15%	=	\$898,950
TANF	2,050,000	+	1,818,000	+	1,173,000	=	5,041,000	x	18%	=	\$907,380
SNAP	60,000	+	121,000	+	87,000	=	268,000	x	18%	=	<u>\$48,240</u>

Estimated reduction in cost previous 3-year period: \$3,172,770

Based on initial allocations for the coming year, cost savings are expected to be an estimated \$2,066,230, at a minimum, for the next three-year period.

	<u>2023/2024</u>	<u>2024/2025</u>	<u>2025/2026</u>				<u>TOTAL</u>				
WIOA-Adult	1,530,000	+	1,407,000	+	1,294,000	=	4,231,000	x	10%	=	\$423,100
WIOA-DW	3,170,000	+	1,100,000	+	950,000	=	5,220,000	x	10%	=	\$522,000
WIOA-Youth	1,080,000	+	965,000	+	868,000	=	2,913,000	x	15%	=	\$436,950
TANF	1,180,000	+	1,180,000	+	1,180,000	=	3,540,000	x	18%	=	\$637,200
SNAP	87,000	+	87,000	+	87,000	=	261,000	x	18%	=	<u>\$46,980</u>

Estimated reduction in cost for upcoming 3-year period: \$2,066,230

8. A review of any other realized improvement to service delivery and performance outcomes, and description of anticipated improvements.

As outlined below, providing direct services has helped CareerSource Southwest Florida realize improvements in business services, continuity, professionalism, services to participants, communication and performance.

A single, region-wide approach to business, media and community outreach has resulted in greater coordination of services to employers and the business community. This has helped to reduce duplication of business services i.e. reduce the instances of multiple contracted providers contacting business and business organizations with same or similar objectives. Restructuring of Business Services included the addition of Account Executives to improve the job referral process, relationships with employers and our employer penetration rate. The Account Executives have worked with Center staff to increase the number of job orders, internships and on-the-job (OJT) opportunities.

By being the direct provider of services, the frequency and quality of training has vastly improved. In September 2016, our in-house Training Manager began a series of staff development sessions to include new hire, refresher and continuous improvement training. Information is distributed more quickly and consistently which provides greater continuity of services to our business and individual customers. This has also resulted in timelier attainment of Workforce Professional Tier I Certifications and other staff Continuing Education Units (CEUs). All staff receives the same message whether training is program specific (Welfare Transition Best Practices, SNAP Sanction Process, W-P Job Order Process Training, WIOA Youth 101) or beneficial to multiple groups (Stress & Time Management, Active Listening, Case Notes, Case Management, Assessments and Setting Goals. A week-long, hands-on Employ Florida training provides Center staff, including local DEO staff, the skills to better assist customers and provide an improved level of service. Much of the training is provided by staff; some is secured through outside experts.

More recently, our Training Manager has collaborated with DEO's learning management system to increase training accessibility for our staff. State-level DEO staff has uploaded our Training Manager's locally created training components to TOPYX. This allows us to extend more training to staff. Direct provision of services makes this process possible and offers more training opportunities, especially to our outlying areas.

Our career laddering system, originally implemented in 2008, continues to allow front-line staff to progress through Career Development Representatives levels I through IV. Levels are based on workforce program knowledge and have proven to be an effective means of promoting integrated services. At least one other Local Workforce Development Board (LWDB) has adopted the system and another is considering implementing a similar structure.

The Board's SharePoint system and portals have allowed staff greater communication and sharing of information. Staff can access calendars, schedules, announcements, policies, procedures, reports, forms and documents. Frontline staff can create and upload customer files for inhouse monitoring. Information is updated immediately. A recent move to OneDrive offers all staff the ability to access all files when working remotely. Shared systems would be much more cumbersome if attempted with subcontracted providers. Of particular note is our ability to contact everyone in times of emergencies. Rather than sending notices and plans to the lead persons of multiple subrecipients, we communicate directly to all

staff on an up-to-date list, avoiding the possibility of breaking the chain of messages when a supervisor is unavailable or without service.

Centers continue to move toward more electronic document management processes. With document scanners and e-signature capability, intake and case management generate less paper and more accessible information. Staff is making strong headway with WIOA programs as DEO is able to use the files in Document Manager. Using electronic files is speeding up processes, saving paper, and more importantly, resulting in a better use of staff time. We envision continued enhancements to technology, which will provide staff a multitude of resources.

An online Inquiry Form was developed locally per request of committee members. The Inquiry Form allows customers to connect directly with Center staff via our website. Schools, businesses and other agency partners direct potential customers to the Inquiry Form for eligibility assessment. By being the Direct Provider of Workforce Services, we are able to then forward the completed form to an email contact and distribute it quickly to the appropriate Center and then to a Career Development Representative so individualized contact is made.

CareerSource Southwest Florida has continued to meet or exceed the Common Measures. At 61%, our Individual Training Account (ITA) Expenditure Rate for WIOA Adults and Dislocated Workers continues to exceed the required 50%. Since 2014, all Center staff, to include DEO staff, now has written expectations to ensure continued high levels of performance and customer satisfaction.

9. Documentation that the public was provided a meaningful opportunity for review and comment on the proposed extension for a period not less than 10 days. Any submitted comments must be included.

A Notice for Public Comment, along with a draft of this “Request to Extend Designation as Direct Provider of Workforce Services” was made available for more than ten days on our website at www.careersourcesouthwestflorida.com. The draft was emailed to the chairs of each of the Boards of County Commissioners within our Local Workforce Development Area (LWDA) and to our Board members. Submitted comments will be considered and attached to this extension request.

10. Documentation that the Chief Elected Official has agreed to the planned extension.

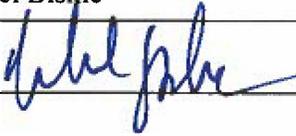
Signature page follows.

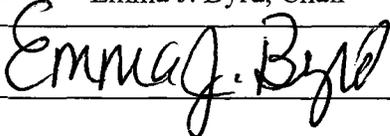
Questions may be directed to Peg Elmore or Mary Anne Zurn at (239) 225-2500 or pelmore@CareerSourceSWFL.com or mzurn@CareerSourceSWFL.com.

REQUEST FOR EXTENSION

LOCAL WORKFORCE AREA INFORMATION	
Name of Local Area: CareerSource Southwest Florida	
LWDB Number: 24	
Date of Submission:	
Contact Person Name: Peg Elmore, President/CEO or Mary Anne Zurn, Planning & Grants Director	Phone: 239-225-2500 Email Address: pelmore@CareerSourceSWFL.com mzurn@CareerSourceSWFL.com

AMENDMENT TO THE LOCAL WORKFORCE SERVICES PLAN
The Local Workforce Development Board seeks to extend its designation as a direct service provider of certain services by agreement of the Chief Elected Official and the Governor. This extension to the designation of the Local Workforce Development Board as a direct service provider of certain services is to be effective for the period <u>July 1, 2023</u> through <u>June 30, 2026</u> .
The signatures below certify agreement to the request for extension submitted by the Local Workforce Development Board and the assurance that the Local Workforce Development Board will operate in accordance with this extension, its Workforce Service Plan, and applicable federal and state laws and regulations.

LOCAL WORKFORCE DEVELOPMENT BOARD CHAIR	
Name: Michael Biskie	Title: Chair
Signature: 	Date: 3/23/23

LOCAL CHIEF ELECTED OFFICIAL	
Name and Title: Emma J. Byrd, Chair	County: Hendry
Signature: 	Date: April 11, 2023

**Memorandum of Understanding and Infrastructure Funding Agreement
for the Workforce Innovation and Opportunity Act (WIOA)
One-Stop Career Center System
Partners of the American Job Center Network**

This Memorandum of Understanding (MOU) is made pursuant to the Workforce Innovation and Opportunity Act (WIOA) of 2014 and is entered into by the American Job Center Network Partners.

Local Workforce Development Board (LWDB): **CareerSource Southwest Florida, LWDB-24**
Chief Elected Official (CEO) Name, Title: **Emma Byrd, Commissioner**

Required Partners with Programs Available in LWDB-24

Partner Name	Required Program	Program Authority
CareerSource Southwest Florida	WIOA Adult, Dislocated Worker, and Youth Programs; Wagner-Peyser Employment Service; Trade Adjustment Assistance (TAA) Activities; Temporary Assistance for Needy Families (TANF) program; Jobs for Veterans State Grants (JVSG)-LVER & DVOP; Unemployment compensation programs.	WIOA Title I – Adult, Dislocated Worker, and Youth Programs; Wagner-Peyser Act (29 U.S.C. 49 et seq.) as amended by WIOA title III; Chapter 2 of title II of the Trade Act of 1974 (19 U.S.C. 2271 et seq.); Part A of title IV of the Social Security Act (42 U.S.C. 601 et seq.), under 20 CFR 678.405(b); Chapter 41 of title 38, U.S.C. / WIOA 121(b)(1)(B)(viii); State unemployment compensation laws (in accordance with applicable Federal law).
Florida Department of Education (DOE) / Division of Vocational Rehabilitation	State Vocational Rehabilitation (VR) Services program	Title I of the Rehabilitation Act of 1973 (29 U.S.C. 720 et seq.) as amended by WIOA title IV, (other than section 112 or part C of title I of such Act (29 U.S.C. 732, 741)
FLDOE / Division of Blind Services	State Blind Services	Title I of the Rehabilitation Act of 1973 (29 U.S.C. 720 et seq.) as amended by WIOA title IV, (other than section 112 or part C of title I of such Act (29 U.S.C. 732, 741)
Charlotte County Public Schools Collier County Public Schools Glades County School District Hendry County Schools The School District of Lee County	Adult Education and Family Literacy Act (AEFLA) programs	Adult Education and Literacy (WIOA 121(b)(1)(B)(iii)) – Title II
Charlotte County Public Schools Collier County Public Schools Glades County School District Hendry County Schools The School District of Lee County	Career and Technical Education programs - post-secondary level	Carl D. Perkins Career and Technical Education Act of 2006 (Perkins IV), (20 U.S.C. 2301 et seq.)
AARP Foundation	Senior Community Service Employment Program (SCSEP)	Title V of the Older Americans Act of 1965 (42 U.S.C. 3056 et seq.)
Adams & Associates, Inc.	Job Corps	WIOA Title I – Job Corps (29 USC 2881-2900, 29 USC 2901)
Lee County Department of Human and Veteran Services	Employment and training activities under CSBG programs	Community Services Block Grant (CSBG) (42 USC 9901 et seq.)
Collier County Public Schools/ Immokalee Technical College (ITECH) - Farmworker Career Development Program (FCDP)	National Farmworker Jobs Program (NFJP) - Migrant and seasonal farmworker programs	WIOA Title I – Migrant and Seasonal Farm Worker Programs (29 USC 2912, 29 USC 2919)

These partners are collectively referred to as the “Parties” to this MOU. This MOU will be in effect from July 1, 2023, through June 30, 2026, unless an extension is granted.

The purpose of this MOU is to describe the cooperative workforce training, employment and economic development efforts of CareerSource Southwest Florida and the Partners 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" delivery system. This agreement is intended to coordinate resources and to 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 Partners to integrate with the current one-stop service delivery system resulting in a seamless and comprehensive array of education, human service, job training, and other workforce development services to persons within Southwest Florida.

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. The Southwest Florida Workforce Development Board, Inc., dba CareerSource Southwest Florida has been designated by the chief elected official as the administrative entity, grant recipient and fiscal agent. All Local Workforce Development Boards (LWDBs) are required to establish and operate local service delivery systems in accordance with WIOA Section 121, with the WIOA State Plan, and with the WIOA Local Plan for their respective local areas. WIOA Section 134(c) lists the services and activities that must be provided through the delivery system. WIOA Section 107(d) gives the LWDBs the responsibility for oversight of the delivery system in each local area and requires the LWDBs to describe the activities and functions of the service delivery system and to prescribe the guidelines for carrying out these responsibilities in the Local WIOA Plan.

Partner Responsibilities

- A. WIOA Section 121 (b) lists the minimum responsibilities of all required Partners under WIOA. For consistency, all Partners will assume the responsibilities identified below, unless inconsistent with the federal law and regulations that authorize the Partner program.
1. Make career services provided under the Partner's program available to individuals through the area's delivery system in accordance with this MOU.
 2. Participate in infrastructure cost-sharing activities as described in this MOU and use a portion of funds made available to each partner's program, to the extent not inconsistent with the federal law that authorizes each partner program to:
 - a. create and maintain the delivery system; and
 - b. provide career services per WIOA Section 134(c)(2).
 3. Remain as a party to this MOU throughout the Agreement period in order to participate as a partner per WIOA Section 121(c).
 4. Participate in the operation of the system in accordance with the terms of this MOU and with the requirements of authorizing laws per WIOA Section 121(b)(1)(B).
 5. Required Partners may be asked to provide representation on the area's LWDB per WIOA Section 121 (b)(1). Additional partners may participate on the Area's LWDB with the agreement of the Area's LWDB members and CEO. However, when a program is administered by more than one entity in

the area, it is not necessary that every entity provide representation on the LWDB. One entity may provide representation on the LWDB for the program.

6. Coordinate to ensure the needs of workers, youth, and individuals with barriers to employment, including individuals with disabilities, are addressed in providing access to services, including access to technology and materials available through the One-Stop system.
- B. In addition to the minimum responsibilities required under WIOA as identified in Section A, Partner responsibilities include:
1. Providing priority of service to veterans and covered spouses for any qualified job training program pursuant to the Jobs for Veterans Act as prescribed in 38 USC 4215.
 2. Compliance with WIOA and all federal, state, and local laws, regulations, rules, policies and plans applicable to Parties in their respective roles under this MOU and as consistent with the rules that govern each partner's respective program. Each partner expressly agrees to notify LWDB of any changes to the rules governing its respective program that impact the partner's performance under this MOU. LWDB will communicate the changes to the operators and any other affected partners.
 3. Each partner ensuring compliance by its staff members who work in the One-Stop center with CareerSource Southwest Florida policies and procedures. Should a conflict exist between the CareerSource Southwest Florida personnel policies and a partner's personnel policies, the partner's policies will prevail.
 4. Use of common practices and procedures; forms and documents; software systems or applications; and other forms of media as agreed to by all Parties in the performance of One-Stop center services and activities and functions that support the service delivery system.

Programs, Services, & Activities

- A. WIOA Section 121(b)(1)(B) identifies the programs, services and related activities that must be provided through the delivery system in each local area. WIOA Section 121(c)(2) requires this MOU to include a description of the services that will be provided through the area's service delivery system and to identify the service delivery method(s) each partner will use to deliver the services. This MOU will also identify the career services, training, and employer services that each partner will provide to ensure that all Parties' responsibilities are clearly identified herein.
- B. The One-Stop Services hereby incorporated, lists and describes the career, training, and employer services and the array of service delivery methods.

Career Services offered include:

1. WIOA Adult, Dislocated Worker, and Youth
2. Temporary Assistance for Needy Families (TANF)
3. Supplemental Nutrition Assistance Program (SNAP)
4. Employment services authorized under the Wagner-Peyser Act
5. Vocational Rehabilitation

6. Blind Services
7. Migrant and seasonal farmworker (MSFW)
8. Senior Community Service Employment Program (SCSEP)
9. Ticket to Work
10. Jobs for Veterans State Grants (JVSG) - LVER & DVOP

Training Services offered include:

1. Adult Education and Family Literacy
2. Job Corps
3. Florida Farmworker Career Development Program (FCDP)
4. Career and technical education programs at the post-secondary level
5. Community Services Block Grant (CSBG) employment and training activities
6. Trade Adjustment Assistance (TAA) activities

Employer Services offered include:

1. Business Services
2. Recruitment assistance for employers
3. Scheduling, screening and testing for employers

Method of Referral

Pursuant to WIOA Section 121(c)(2)(A)(iii), the Parties agree that the referral of individuals between the One-Stop Partners for the services and activities described will be performed using the following methods:

- Referrals will be routinely made between programs and organizations in cases where customers served initially by one organization are deemed to be able to benefit from services provided by another organization and/or the natural continuum of service is adult education leading to postsecondary career and technical education to work readiness and ultimately employment.
- Referrals between partners for services and programs will be made in person, by telephone, through written communications (fax, e-mail and paper referrals), or electronically through Internet systems or other connections. Some programs will use state or locally-created forms. Partners will continue to provide cross-referral to services and training as well as possible co-enrollment options whenever appropriate and practical.
- Internal cross-referral procedures continue to be developed and reassessed based upon availability of funding, services and program need to ensure that high quality and convenient services are available to customers of the One-Stop system.

Resource Sharing/Infrastructure Funding

A. One-Stop Resource Sharing/Infrastructure Requirements:

1. WIOA 121(c)(2)(A)(ii) requires that the funding arrangements for services and operating costs of the service delivery system must be described in this MOU.

2. The methodologies described herein must be allowable under each partner's respective program and under all applicable federal and state rules—including the Office of Management and Budget (OMB) Circulars applicable to each partner's type of organization. The MOU must identify:
 - a. The shared One-Stop costs.
 - b. The methodologies that will be used to determine each party's proportionate "fair" share of those costs.
 - c. The methodologies that will be used to allocate each party's fair share of costs across the cost categories.
 - d. The method(s) each party will use to fund its fair share of costs, which may include cash contributions, contributions of staff time, equipment, software and/or other resources, or in-kind contributions from a third party.

B. One-Stop Operating Costs:

1. The shared operating costs, the projected cost amounts, and each party's method of funding its fair share of those costs are identified in the Infrastructure Funding Agreement (IFA), which is included in this MOU and hereby incorporated. The methodologies that will be used to determine each party's fair share of operating costs and to allocate each party's fair share are as follows:
 - a. Identification of Shared Costs;
 - b. Shared Costs Budget;
 - c. Proportionate Share and Cost Allocation;
 - d. Resource Sharing (may include cash contributions, contributions of staff time, equipment and other resources; and
 - e. Resource Sharing Agreements.

C. Program Costs/Services:

Costs allowable under and allocable to more than one partner program may be considered shared costs that are allocated among the eligible partner programs provided that such action is not prohibited by the partner programs' governing statutes. The manner(s) in which the Parties agree to address costs chargeable to more than one partner program are described in the Section IV., Cost Allocation Methodology, of the IFA. All Parties expressly agree to use this methodology.

D. Budget Tracking:

1. All Parties expressly understand and agree that the initial costs listed in the IFA will be subject to change as actual costs are incurred and paid throughout the effective period of this MOU. 29 CFR

97.20 requires a comparison of actual costs to budgeted costs. Actual costs will be determined in accordance with local procedures and actual expenditures will be submitted to all partners annually.

2. Updates to the IFA will not require an amendment to this MOU.

Termination/Separation

A. MOU Termination: This MOU will remain in effect until the end date specified unless:

1. All Parties mutually agree to terminate this MOU.
2. Funding cuts by one or more federal programs are so substantial that operations cannot continue as specified herein and a new MOU must be negotiated.
3. WIOA regulations or statute is repealed.
4. Local area designations are changed. NOTE: It is anticipated the Governor will approve the addition of Monroe County to our Local Workforce Development Area (LWDA) for July 1, 2024, at which time an amendment will be prepared.

B. Partner Separation: WIOA Section 121(c) mandates the execution of this MOU between the LWDB and partners. However, any single partner may terminate its participation as a party to this MOU upon thirty (30) days written notice to the LWDB. In such an event, the LWDB will provide written notice to all remaining partners and will amend this MOU. The termination of one or more partner's participation as a party will not result in a termination of this MOU unless the number or contribution of the terminating partner(s) is so substantial (50%) that it necessitates the negotiation of a new MOU.

C. Effect of Termination: Per WIOA Section 121, any partner that terminates its role as a party to this MOU is no longer eligible to participate as a partner in the system and will not be permitted to serve on the LWDB as a partner representative.

D. Partner Disqualification: An entity identified as a required partner at the time of execution of this MOU that subsequently loses federal funding or the authority to administer the federal program in the area and therefore no longer qualifies as a required partner under WIOA Section 121(b)(1) must send written notice of the change in status to the LWDB as soon as possible. In such an event, a formal amendment to this MOU will be required. The entity may continue as an additional partner if mutually agreed by the LWDB, CEO, and the remaining partners.

Amendments

This MOU may not be changed, waived, discharged or terminated orally but only by an instrument in writing signed by each of the Parties in this agreement.

Confidentiality

All Parties expressly agree to abide by all applicable federal, state, and local laws regarding confidential information. Each party will ensure that the collection and use of any information, systems, or records that contain personally identifiable information will be limited to purposes that support the programs and activities described in this MOU as part of the service delivery system. Parties shall not be liable for disclosure of confidential information if made in response to a valid order of a court, authorized agency of government, or in compliance with Chapter 119, Florida Statutes.

Impasse - Dispute Resolution

If an issue arises involving this MOU, Parties will make every effort to reach a resolution in a timely and efficient manner. Any party may request a face-to-face meeting of the local partners to identify and discuss the issue. If resolved and no further action is deemed necessary by the partners, the issue and the resolution will be documented in writing.

If not resolved, the issue and the efforts to resolve will be documented and forwarded to the President/CEO of CareerSource Southwest Florida (CSSWF) and the Director of the partner agency. A joint decision shall be issued within 60 calendar days of receipt.

If dissatisfied with the decision, the dispute may be filed with the Florida Department of Economic Opportunity (DEO) and the Commissioner of the Department of Education (DOE) to review concerns and determine resolution. DEO and DOE may remand the issue back to the President/CEO of CSSWF and to the Director of the partner agency or impose other remedies to resolve the issue.

Limitation of Liability

To the extent permitted by law, each party agrees to be responsible for any liability that directly relates to any and all of its own acts or omissions or the acts or omissions of its employees. In no event will any party be liable for any indirect or consequential damages caused by actions or omissions of another party or by the employees of another party. Nothing in this Agreement shall be deemed a waiver of a Party's sovereign immunity pursuant to Florida Statute 768.28, as applicable.

General Provisions

The laws and regulations listed in this section are generally applicable to most publically-funded programs administered by the DEO. The laws and regulations listed herein do not encompass all of the laws and regulations that govern the Parties in their respective roles under this MOU. All Parties expressly agree to comply with the federal laws and regulations listed below unless the laws and regulations that govern their particular program state otherwise:

A. Jobs for Veterans Act. To the extent permitted by law, each party agrees to provide priority of service to veterans and covered spouses for any qualified job training program pursuant to 38 USC 4215 and its implementing regulations.

- B. Americans with Disabilities.** Each party, its officers, employees, members, and subcontractors hereby affirm current and ongoing compliance with all statutes and regulations pertaining to The Americans with Disabilities Act of 1990 and Section 504 of the Rehabilitation Act of 1973.
- C. Pro-Children Act.** If any activities call for services to minors, each Party agrees to comply with the Pro-Children Act of 1994, 20 USC 7183 and its implementing regulations, that requires smoking to be banned in any portion of any indoor facility owned, leased, or contracted by an entity that will routinely or regularly use the facility for the provision of health care services, day care, library services, or education to children under the age of eighteen (18).
- D. Drug-Free Workplace.** Each Party, its officers, employees, members, subrecipient(s) and/or any independent contractors (including all field staff) associated with this MOU agree to comply with 29 CFR 94, 41 USC 702 et seq, 2 CFR Part 182 and all other applicable state and federal laws regarding a drug-free workplace and to make a good faith effort to maintain a drug-free workplace. Each party will make a good faith effort to ensure that none of its officers, employees, members, and subrecipient(s) will purchase, transfer, use, or possess illegal drugs or alcohol or abuse prescription drugs in any way while working or while on public property.
- E. Ethics Laws.** Each party certifies that by executing this MOU, it has reviewed Florida Statute, Chapter 112, and knows and understands Florida's ethics and conflict of interest laws. Each party further agrees that it will not engage in any action(s) inconsistent with laws.
- F.** All Parties shall comply with all applicable Federal and State laws and regulations, and Local laws to the extent that they are not in conflict with State or Federal requirements regarding Non-Discrimination and Equal Opportunity; Lobbying; Debarment and Suspension; Buy American Provision; Salary Compensation and Bonus Limitation; and Non-Assignment of the MOU.

Partial Invalidity

All questions as to the execution, validity, interpretation, and performance of this MOU shall be governed by the laws of Florida. Should any portion of this MOU be found unenforceable by operation of statute or by administrative or judicial decision, it is the intention of the Parties that the remaining portions of this MOU will not be affected as long as performance remains feasible with the absence of the illegal or unenforceable provision(s).

Infrastructure Funding Agreement Workforce Innovation and Opportunity Act One-Stop Career Center System Partners of the American Job Center Network

I. PARTIES

This Infrastructure Funding Agreement (“IFA”), is made pursuant to the Workforce Innovation and Opportunity Act of 2014 (“WIOA”), and is entered into by CareerSource Southwest Florida (hereafter referred to as “CSSWF”) and the required partners listed below in Section III (hereafter referred to as the “Partners”).

II. PURPOSE

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 IFA is to describe the infrastructure cost responsibilities of the Parties to provide for the maintenance of an effective and successful one-stop system. The law requires an IFA for one designated comprehensive center; therefore this IFA is intended to demonstrate the coordination of resources for workforce services in the Immokalee center. The Parties to this document agree to coordinate and perform the responsibilities described herein within the scope of legislative requirements governing the Parties’ respective programs, services, and agencies.

III. INFRASTRUCTURE COST BUDGET

The infrastructure and career services costs for the CareerSource Southwest Florida’s designated comprehensive center in Immokalee are shown below. New budget estimate provided annually.

Organization – Required Partners	Required Program	Square Feet	Infrastructure + Career Services Rate *	Annual
CareerSource Southwest Florida	WIOA (Adult, Dislocated Worker & Youth); Wagner-Peyser, TAA, TANF, JVSG - (LVER, DVOP)	16,806	23.56	\$398,893.26
FLDOE / Vocational Rehabilitation (VR)	State Vocational Rehabilitation (VR)	100	23.56	2,355.67
FLDOE / Blind Services	State Blind Services	100	23.56	2,355.67
Collier County Public Schools	Adult Education and Literacy Act (AEFLA)	100	23.56	2,355.67
Collier County Public Schools	Career and Technical Education	100	23.56	2,355.67
Collier County Public Schools - Farmworker Career Development Program (FCDP)	National Farmworker Jobs Program (NFJP) - Migrant and seasonal farmworker programs	100	23.56	2,355.67
AARP Foundation	Senior Community Service Employment Program (SCSEP)	100	23.56	2,355.67
Adams & Associates	Job Corps	100	23.56	2,355.67

* Infrastructure (19.36) + Career Services Rate (4.20)

IV. COST ALLOCATION METHODOLOGY

Square footage utilized by entity will be used as the allocation bases to determine overall Partner contributions for those who have elected to have their representatives in the One-Stop on a part-time or full-time basis. Currently, there are no required Partners located in the One-Stop but may be included next year. The contribution will be calculated at the square feet times the current estimated cost per square foot, which will include both the infrastructure and the career services rates. For Direct Linkage Partners, those who have elected not to have their representatives in the One-Stop center but offer a technology option to serve customers, the contribution will be calculated at 100 square feet times this same cost per square foot. This will be done in an effort to remedy the imbalance of non-physically represented Partners, and to comply with the requirement of Partners' contributions having to be in proportion to the Partners' use of the one-stop center(s) and relative benefit received.

V. COST RECONCILIATION AND ALLOCATION BASE UPDATE

All Parties agree that an annual reconciliation of budgeted and actual costs and update of the allocation bases will be completed. CSSWF will prepare an updated budget document showing cost adjustments and will prepare an invoice for each Partner with the actual costs allocable to each Partner for the year. CSSWF will submit the invoices to the Partners and send a copy of the updated budget to all Parties no later than forty-five (45) days after the end of the year. Funding for the required contribution of the IFA costs may be in the form of cash, non-cash or third party in-kind.

VI. STEPS UTILIZED TO REACH CONSENSUS

The involvement of each Partner at the CSSWF Centers and the allocation bases included in this IFA were agreed upon as the most appropriate. CSSWF proposed the initial Partner contribution amounts as described above and the Partners concurred with their proposal. The mechanisms by which to review and reconcile actual expenses in the future were also agreed upon and included in the Cost Reconciliation and Allocation Base Update section above.

VII. DISPUTE AND IMPASSE RESOLUTION

All Parties will actively participate in local IFA negotiations in a good faith effort to reach agreement. Any disputes shall first be attempted to be resolved informally. Should informal resolution efforts fail, then the following Dispute Resolution process must be followed.

1. Should informal resolution efforts fail, the dispute resolution process must be formally initiated by the petitioner seeking resolution. The petitioner must send a notification to the CSSWF Chair (or designee) and all Parties to the MOU regarding the conflict within 10 business days.
2. The CSSWF Chair (or designee) shall place the dispute on the agenda of a special meeting of CareerSource's Executive Committee. The Executive Committee shall attempt to mediate and resolve the dispute. Disputes shall be resolved by a 2/3 majority consent of the Executive Committee members present.
3. The decision of the Executive Committee shall be final and binding unless such a decision is in contradiction of applicable State and Federal laws or regulations governing the Partner agencies.
4. The Executive Committee must provide a written response and dated summary of the proposed resolution to all Parties to the MOU.
5. The CSSWF Chair (or designee) will contact the petitioner and the appropriate Parties to verify

that all are in agreement with the proposed resolution.

If Partners in a local area have employed the dispute resolution process and have failed to reach consensus on an issue pertaining to the IFA, then an impasse is declared and the State Funding Mechanism (SFM) is triggered and the IFA will be appealed through the process established by the governor for this purpose.

VIII. MODIFICATION PROCESS

This IFA may be amended or modified with review and consent of all Parties. Amendments and modifications must be issued in writing to all Parties and sent certified U. S. Mail. All Parties must be given a minimum of 30 days to comment prior to the inclusion of any amendment or modification. Oral amendments or modifications shall have no effect.

IX. EFFECTIVE PERIOD

As part of the Memorandum of Understanding (MOU), this Infrastructure Funding Agreement (IFA) will be in effect from July 1, 2023 through June 30, 2026.

**MEMORANDUM OF UNDERSTANDING /
INFRASTRUCTURE FUNDING AGREEMENT (IFA)**

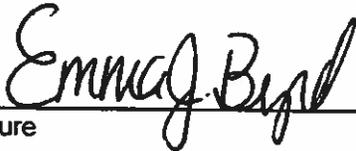
**Workforce Innovation and Opportunity Act (WIOA)
Local Workforce Development Area 24**

**One-Stop Career Center System
Partners of the American Job Center Network**

Signature Page

By signing below, all parties mutually agree to the terms prescribed herein.

Emma J. Byrd, Chair,
Southwest Florida Job Training Consortium
Chief Elected Official

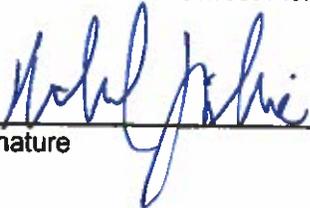


Signature

April 11, 2023

Date

Michael Biskie, Chair
CareerSource Southwest Florida Board



Signature

4/26/23

Date

**MEMORANDUM OF UNDERSTANDING /
INFRASTRUCTURE FUNDING AGREEMENT (IFA)**

**Workforce Innovation and Opportunity Act (WIOA)
Local Workforce Development Area 24**

**One-Stop Career Center System
Partners of the American Job Center Network**

Signature Page

By signing below, all parties mutually agree to the terms prescribed herein.

Austojos Karamanos, Chief of staff
Manny Diaz, Jr., Commissioner
Florida Department of Education



Signature

6/18/23

Date

Brent McNeal, Director
Florida Department of Education,
Division of Vocational Rehabilitation



Signature

5/31/23

Date

Robert L. Doyle, III, Director
Florida Department of Education,
Division of Blind Services



Signature

6/21/2023

Date

**MEMORANDUM OF UNDERSTANDING /
INFRASTRUCTURE FUNDING AGREEMENT (IFA)**

**Workforce Innovation and Opportunity Act (WIOA)
Local Workforce Development Area 24**

**One-Stop Career Center System
Partners of the American Job Center Network**

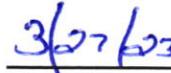
Signature Pages

By signing below, all parties mutually agree to the terms prescribed herein.

Stephen Dionisio, Superintendent
Charlotte County Public Schools
Adult Education and Family Literacy Act (AEFLA)
and Career and Technical Education



Signature



Date

**MEMORANDUM OF UNDERSTANDING /
INFRASTRUCTURE FUNDING AGREEMENT (IFA)**

**Workforce Innovation and Opportunity Act (WIOA)
Local Workforce Development Area 24**

**One-Stop Career Center System
Partners of the American Job Center Network**

Signature Page

By signing below, all parties mutually agree to the terms prescribed herein.

Dr. Leslie C. Ricciardelli, Interim Superintendent
Collier County Public Schools
Adult Education and Family Literacy Act (AEFLA)
and Career and Technical Education


x _____
Signature

3/30/23

Date

Reviewed: 

**MEMORANDUM OF UNDERSTANDING /
INFRASTRUCTURE FUNDING AGREEMENT (IFA)**

**Workforce Innovation and Opportunity Act (WIOA)
Local Workforce Development Area 24**

**One-Stop Career Center System
Partners of the American Job Center Network**

Signature Page

By signing below, all parties mutually agree to the terms prescribed herein.

Dr. Beth Barfield, Superintendent

Glades County School District
Adult Education and Family Literacy Act (AEFLA)
and Career and Technical Education

Alice E Barfield

Signature

4/6/2023

Date

BOARD APPROVED

DATE: *4/6/2023* 

**MEMORANDUM OF UNDERSTANDING /
INFRASTRUCTURE FUNDING AGREEMENT (IFA)**

**Workforce Innovation and Opportunity Act (WIOA)
Local Workforce Development Area 24**

**One-Stop Career Center System
Partners of the American Job Center Network**

Signature Page

By signing below, all parties mutually agree to the terms prescribed herein.

Mike Swindle, Superintendent

Hendry County Schools
Adult Education and Family Literacy Act (AEFLA)
and Career and Technical Education



Signature

April 17, 2023

Date

**MEMORANDUM OF UNDERSTANDING /
INFRASTRUCTURE FUNDING AGREEMENT (IFA)**

**Workforce Innovation and Opportunity Act (WIOA)
Local Workforce Development Area 24**

**One-Stop Career Center System
Partners of the American Job Center Network**

Signature Page

By signing below, all parties mutually agree to the terms prescribed herein.

Dr. Christopher Bernier, Superintendent

The School Board of Lee County, Florida
Adult Education and Family Literacy Act (AEFLA)
and Career and Technical Education



Signature

APPROVED
MAY 24 2023
SCHOOL BOARD OF
LEE COUNTY

Date 5/23/2023

Approved as to Form and Legal Sufficiency:



Kathy Dupuy-Bruno (Apr 10, 2023 17:22 EDT)

Kathy Dupuy-Bruno, Esq.
School Board Attorney and General Counsel

**MEMORANDUM OF UNDERSTANDING /
INFRASTRUCTURE FUNDING AGREEMENT (IFA)**

**Workforce Innovation and Opportunity Act (WIOA)
Local Workforce Development Area 24**

**One-Stop Career Center System
Partners of the American Job Center Network**

Signature Page

By signing below, all parties mutually agree to the terms prescribed herein.

Demetri Antzoulatos, VP, Finance, Grants, Operations
AARP Foundation

DocuSigned by:
Demetri Antzoulatos
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Signature

5/12/2023

Date

**MEMORANDUM OF UNDERSTANDING /
INFRASTRUCTURE FUNDING AGREEMENT (IFA)**

**Workforce Innovation and Opportunity Act (WIOA)
Local Workforce Development Area 24**

**One-Stop Career Center System
Partners of the American Job Center Network**

Signature Page

By signing below, all parties mutually agree to the terms prescribed herein.

Jamilah Rideout, Center Director
Adams and Associates, Inc., Job Corps



Signature

6/13/2023

Date

**MEMORANDUM OF UNDERSTANDING /
INFRASTRUCTURE FUNDING AGREEMENT (IFA)**

**Workforce Innovation and Opportunity Act (WIOA)
Local Workforce Development Area 24**

**One-Stop Career Center System
Partners of the American Job Center Network**

Signature Page

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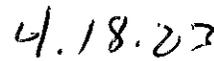
No infrastructure or career services costs for this entity as it is a required partner for the CareerSource Southwest Florida center in Lee County only and not the CareerSource Southwest Florida designated comprehensive center in Immokalee.

Roger Mercado, Executive Director

Lee County Department of Human and Veteran Services
Community Services Block Grant (CSBG)



Signature



Date

**MEMORANDUM OF UNDERSTANDING /
INFRASTRUCTURE FUNDING AGREEMENT (IFA)**

**Workforce Innovation and Opportunity Act (WIOA)
Local Workforce Development Area 24**

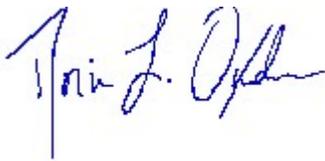
**One-Stop Career Center System
Partners of the American Job Center Network**

Signature Page

By signing below, all parties mutually agree to the terms prescribed herein.

Dorin Oxender, Director

Collier County Public Schools, Immokalee Technical College (iTECH)
Farmworker Career Development Program (FCDP)



04/17/23

Signature

Date

**Memorandum of Understanding
for the Workforce Innovation and Opportunity Act (WIOA)
One-Stop Career Center System
Partners of the American Job Center Network**

This Memorandum of Understanding (MOU) is made by and between CareerSource Southwest, Florida, LWDB-24 and the School Board of Monroe County, Florida (collectively, the "Parties") on this 20th day of August 2024, pursuant to the Workforce Innovation and Opportunity Act (WIOA) of 2014. This MOU will be in effect from July 1, 2024, through June 30, 2026, unless earlier terminated or extended by the Parties in accordance with the terms of this MOU.

Local Workforce Development Board (LWDB): **CareerSource Southwest Florida, LWDB-24**
Chief Elected Official (CEO) Name, Title: **Mayor Holly Merrill Raschein**

Required Partners with Programs Available in LWDB-24

Partner Name	Required Program	Program Authority
CareerSource Southwest Florida	WIOA Adult, Dislocated Worker, and Youth Programs; Wagner-Peyser Employment Service; Trade Adjustment Assistance (TAA) Activities; Temporary Assistance for Needy Families (TANF) program; Jobs for Veterans State Grants (JVSG)-LVER & DVOP; Unemployment compensation programs.	WIOA Title I – Adult, Dislocated Worker, and Youth Programs; Wagner-Peyser Act (29 U.S.C. 49 et seq.) as amended by WIOA title III; Chapter 2 of title II of the Trade Act of 1974 (19 U.S.C. 2271 et seq.); Part A of title IV of the Social Security Act (42 U.S.C. 601 et seq.), under 20 CFR 678.405(b); Chapter 41 of title 38, U.S.C. / WIOA 121(b)(1)(B)(viii); State unemployment compensation laws (in accordance with applicable Federal law).
School Board of Monroe County, Florida	Adult Education and Family Literacy Act (AEFLA) programs	Adult Education and Literacy (WIOA 121(b)(1)(B)(iii)) – Title II
School Board of Monroe County, Florida	Career and Technical Education programs - post-secondary level	Carl D. Perkins Career and Technical Education Act of 2006 (Perkins IV), (20 U.S.C. 2301 et seq.)

Purpose

The purpose of this MOU is to describe the cooperative workforce training, employment and economic development efforts of CareerSource Southwest Florida and the Partners 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" delivery system. This agreement is intended to coordinate resources and to prevent duplication and ensure the effective and efficient delivery of workforce services in Monroe County. In addition, this agreement will establish joint processes and procedures that will enable the Partners to integrate with the current one-stop service delivery system resulting in a seamless and comprehensive array of education, human service, job training, and other workforce development services to persons within Monroe County.

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. The Southwest Florida Workforce Development Board, Inc., dba CareerSource Southwest Florida has been designated by the chief elected official as the administrative entity, grant recipient and fiscal agent. All Local Workforce Development Boards (LWDBs) are required to establish and operate local service delivery systems in accordance with WIOA Section 121, with the WIOA State Plan, and with the WIOA Local Plan for their respective local areas. WIOA Section 134(c) lists the services and activities

that must be provided through the delivery system. WIOA Section 107(d) gives the LWDBs the responsibility for oversight of the delivery system in each local area and requires the LWDBs to describe the activities and functions of the service delivery system and to prescribe the guidelines for carrying out these responsibilities in the Local WIOA Plan.

Partner Responsibilities

- A. WIOA Section 121 (b) lists the minimum responsibilities of all required Partners under WIOA. For consistency, all Partners will assume the responsibilities identified below, unless inconsistent with the federal law and regulations that authorize the Partner program.
1. Make career services provided under the Partner's existing program(s) available to individuals through the area's delivery system in accordance with this MOU.
 2. Participate in infrastructure cost-sharing activities as described in this MOU and use a portion of funds made available to each partner's program, to the extent not inconsistent with the federal law that authorizes each partner program to:
 - a. create and maintain the delivery system; and
 - b. provide career services per WIOA Section 134(c)(2).
 3. Remain as a party to this MOU throughout the Agreement period in order to participate as a partner per WIOA Section 121(c).
 4. Participate in the operation of the system in accordance with the terms of this MOU and with the requirements of authorizing laws per WIOA Section 121(b)(1)(B).
 5. Required Partners may be asked to provide representation on the area's LWDB per WIOA Section 121 (b)(1). Additional partners may participate on the Area's LWDB with the agreement of the Area's LWDB members and CEO. However, when a program is administered by more than one entity in the area, it is not necessary that every entity provide representation on the LWDB. One entity may provide representation on the LWDB for the program.
 6. Coordinate to ensure the needs of workers, youth, and individuals with barriers to employment, including individuals with disabilities, are addressed in providing access to services, including access to technology and materials available through the One-Stop system.
- B. In addition to the minimum responsibilities required under WIOA as identified in Section A, Partner responsibilities include:
1. Providing priority of service to veterans and covered spouses for any qualified job training program pursuant to the Jobs for Veterans Act as prescribed in 38 USC 4215.
 2. Compliance with WIOA and all federal, state, and local laws, regulations, rules, policies and plans applicable to Parties in their respective roles under this MOU and as consistent with the rules that govern each partner's respective program. Each partner expressly agrees to notify LWDB of any

changes to the rules governing its respective program that impact the partner's performance under this MOU. LWDB will communicate the changes to the operators and any other affected partners.

3. Each partner ensuring compliance by its staff members who work in the One-Stop center with CareerSource Southwest Florida policies and procedures. Should a conflict exist between the CareerSource Southwest Florida personnel policies and a partner's personnel policies, the partner's policies will prevail.
4. Use of common practices and procedures; forms and documents; software systems or applications; and other forms of media as agreed to by all Parties in the performance of One-Stop center services and activities and functions that support the service delivery system.

Programs, Services, & Activities

- A. WIOA Section 121(b)(1)(B) identifies the programs, services and related activities that must be provided through the delivery system in each local area. WIOA Section 121(c)(2) requires this MOU to include a description of the services that will be provided through the area's service delivery system and to identify the service delivery method(s) each partner will use to deliver the services. This MOU will also identify the career services, training, and employer services that each partner will provide to ensure that all Parties' responsibilities are clearly identified herein.
- B. The One-Stop Services hereby incorporated, lists and describes the career, training, and employer services and the array of service delivery methods.

Career Services offered include:

1. WIOA Adult, Dislocated Worker, and Youth
2. Temporary Assistance for Needy Families (TANF)
3. Supplemental Nutrition Assistance Program (SNAP)
4. Employment services authorized under the Wagner-Peyser Act
5. Senior Community Service Employment Program (SCSEP)
6. Ticket to Work
7. Jobs for Veterans State Grants (JVSG) - LVER & DVOP

Training Services offered include:

1. Adult Education and Family Literacy
2. Career and technical education programs at the post-secondary level
3. Community Services Block Grant (CSBG) employment and training activities
4. Trade Adjustment Assistance (TAA) activities

Employer Services offered include:

1. Business Services
2. Recruitment assistance for employers

Cost Sharing Activities

The Parties agree that this MOU is not intended to be a contract for provisions of services by one Party to the other; but rather a statement of mutual cooperation by the Parties in their independent operation of

established and existing programs. Accordingly, Partner shall not be required to provide One-Stop Services pursuant to this MOU to the extent that Partner would incur costs in the course of providing such services that exceed the maximum value of any grant or funding received by Partner for the provision of One-Stop Services. Partner may incur program costs in excess of the amounts stated herein only upon mutual written amendment to this MOU.

Method of Referral

Pursuant to WIOA Section 121(c)(2)(A)(iii), the Parties agree that the referral of individuals between the One-Stop Partners for the services and activities described will be performed using the following methods:

- Referrals will be routinely made between programs and organizations in cases where customers served initially by one organization are deemed to be able to benefit from services provided by another organization and/or the natural continuum of service is adult education leading to postsecondary career and technical education to work readiness and ultimately employment.
- Referrals between partners for services and programs will be made in person, by telephone, through written communications (fax, e-mail and paper referrals), or electronically through Internet systems or other connections. Some programs will use state or locally-created forms. Partners will continue to provide cross-referral to services and training as well as possible co-enrollment options whenever appropriate and practical.

Internal cross-referral procedures continue to be developed and reassessed based upon availability of funding, services and program need to ensure that high quality and convenient services are available to customers of the One-Stop system.

Termination/Separation

A. MOU Termination: This MOU will remain in effect until the end date specified unless:

1. All Parties mutually agree to terminate this MOU.
2. Funding cuts by one or more federal programs are so substantial that operations cannot continue as specified herein and a new MOU must be negotiated.
3. Upon written notice by Partner within 30 days of the start of each fiscal year that insufficient funds will be allocated in the upcoming annual budget to continue operation of programs covered under this MOU.
4. WIOA regulations or statute is repealed.
5. Local area designations are changed.

B. Partner Separation: WIOA Section 121(c) mandates the execution of this MOU between the LWDB and partners. However, any single partner may terminate its participation as a party to this MOU upon thirty (30) days written notice to the LWDB. In such an event, the LWDB will provide written notice to all remaining partners and will amend this MOU. The termination of one or more partner's participation

as a party will not result in a termination of this MOU unless the number or contribution of the terminating partner(s) is so substantial (50%) that it necessitates the negotiation of a new MOU.

- C. Effect of Termination:** Per WIOA Section 121, any partner that terminates its role as a party to this MOU is no longer eligible to participate as a partner in the system and will not be permitted to serve on the LWDB as a partner representative.
- D. Partner Disqualification:** An entity identified as a required partner at the time of execution of this MOU that subsequently loses federal funding or the authority to administer the federal program in the area and therefore no longer qualifies as a required partner under WIOA Section 121(b)(1) must send written notice of the change in status to the LWDB as soon as possible. In such an event, a formal amendment to this MOU will be required. The entity may continue as an additional partner if mutually agreed by the LWDB, CEO, and the remaining partners.

Amendments

This MOU may not be changed, waived, discharged or terminated orally but only by an instrument in writing signed by each of the Parties in this agreement.

Confidentiality

All Parties expressly agree to abide by all applicable federal, state, and local laws regarding confidential information. Each party will ensure that the collection and use of any information, systems, or records that contain personally identifiable information will be limited to purposes that support the programs and activities described in this MOU as part of the service delivery system. Parties shall not be liable for disclosure of confidential information if made in response to a valid order of a court, authorized agency of government, or in compliance with Chapter 119, Florida Statutes.

The LWDB is expressly prohibited from disclosing student information to any third-party for a commercial purpose without the signed written consent of both Partner, and the affected student or their parent/legal guardian. Notwithstanding any other provision herein, violation of this provision by LWDB shall result in the immediate termination of this MOU.

The Parties agree to immediately notify each other upon discovery of any breach of the confidentiality of any student information, and to fully cooperate to resolve any privacy investigation(s) or concerns in a timely manner. Further, LWDB shall fully indemnify and hold harmless Partner, and its officers and employees for any violation of this section, including but not limited to the cost of defending Partner against any complaint, administrative or judicial proceedings, and payment of any and all costs, damages, judgments, and attorneys' fees incurred by or imposed upon Partner as a result of the LWDB's breach of this subsection. This section shall survive the termination or expiration of this MOU.

Impasse - Dispute Resolution

If an issue arises involving this MOU, Parties will make every effort to reach a resolution in a timely and efficient manner. Any party may request a face-to-face meeting of the local partners to identify and discuss the issue. If resolved and no further action is deemed necessary by the partners, the issue and the resolution will be documented in writing.

If not resolved, the issue and the efforts to resolve will be documented and forwarded to the President/CEO of CareerSource Southwest Florida (CSSWF) and the Director of the partner agency. A joint decision shall be issued within 60 calendar days of receipt.

If dissatisfied with the decision, the dispute may be filed with the Florida Department of Economic Opportunity (DEO) and the Commissioner of the Department of Education (DOE) to review concerns and determine resolution. DEO and DOE may remand the issue back to the President/CEO of CSSWF and to the Director of the partner agency or impose other remedies to resolve the issue.

Venue & Governing Law

This MOU shall be construed in accordance with, and governed by, the laws of the State of Florida. Venue for any and all disputes not resolved through the Dispute Resolution process described herein shall be the state courts of the Sixteenth Judicial Circuit in and for Monroe County, Florida, or the United States District Court for the Southern District of Florida, as applicable under prevailing law. **By entering into this MOU, the Parties expressly waive any right they may have to a trial by jury for any civil litigation arising from or in any way related to this MOU.**

Limitation of Liability

To the extent permitted by law, each party agrees to be responsible for any liability that directly relates to any and all of its own acts or omissions or the acts or omissions of its employees. In no event will any party be liable for any indirect or consequential damages caused by actions or omissions of another party or by the employees of another party. Nothing in this Agreement shall be deemed a waiver of a Party's sovereign immunity pursuant to Florida Statute 768.28, as applicable.

General Provisions

The laws and regulations listed in this section are generally applicable to most publicly-funded programs administered by the DEO. The laws and regulations listed herein do not encompass all of the laws and regulations that govern the Parties in their respective roles under this MOU. All Parties expressly agree to comply with the federal laws and regulations listed below unless the laws and regulations that govern their particular program state otherwise:

- A. Jobs for Veterans Act.** To the extent permitted by law, each party agrees to provide priority of service to veterans and covered spouses for any qualified job training program pursuant to 38 USC 4215 and its implementing regulations.
- B. Americans with Disabilities.** Each party, its officers, employees, members, and subcontractors hereby affirm current and ongoing compliance with all statutes and regulations pertaining to The Americans with Disabilities Act of 1990 and Section 504 of the Rehabilitation Act of 1973.
- C. Pro-Children Act.** If any activities call for services to minors, each Party agrees to comply with the Pro-Children Act of 1994, 20 USC 7183 and its implementing regulations, that requires smoking to be banned in any portion of any indoor facility owned, leased, or contracted by an entity that will routinely or regularly use the facility for the provision of health care services, day care, library services, or education to children under the age of eighteen (18).

- D. Drug-Free Workplace.** Each Party, its officers, employees, members, subrecipient(s) and/or any independent contractors (including all field staff) associated with this MOU agree to comply with 29 CFR 94, 41 USC 702 et seq, 2 CFR Part 182 and all other applicable state and federal laws regarding a drug-free workplace and to make a good faith effort to maintain a drug-free workplace. Each party will make a good faith effort to ensure that none of its officers, employees, members, and subrecipient(s) will purchase, transfer, use, or possess illegal drugs or alcohol or abuse prescription drugs in any way while working or while on public property.
- E. Ethics Laws.** Each party certifies that by executing this MOU, it has reviewed Florida Statute, Chapter 112, and knows and understands Florida's ethics and conflict of interest laws. Each party further agrees that it will not engage in any action(s) inconsistent with laws.
- F. All Parties shall comply with all applicable Federal and State laws and regulations, and Local laws to the extent that they are not in conflict with State or Federal requirements regarding Non-Discrimination and Equal Opportunity; Lobbying; Debarment and Suspension; Buy American Provision; Salary Compensation and Bonus Limitation; and Non-Assignment of the MOU.**

Partial Invalidity

All questions as to the execution, validity, interpretation, and performance of this MOU shall be governed by the laws of Florida. Should any portion of this MOU be found unenforceable by operation of statute or by administrative or judicial decision, it is the intention of the Parties that the remaining portions of this MOU will not be affected as long as performance remains feasible with the absence of the illegal or unenforceable provision(s).

MEMORANDUM OF UNDERSTANDING

**Workforce Innovation and Opportunity Act (WIOA)
Local Workforce Development Area 24**

**One-Stop Career Center System
Partners of the American Job Center Network**

Signature Page

The duly authorized agent of the recipient agrees to satisfy the requirements of 34CFR §361.505 and 34CFR §361.720.

By signing below, all parties mutually agree to the terms prescribed herein.

Mayor Holly Merrill Raschein
Monroe County
Chief Elected Official



Signature

9/24/24

Date

Theresa Axford, Superintendent
Monroe County Schools
Adult Education and Family Literacy Act (AEFLA)
Career & Technical Education (CTE)

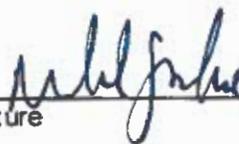


Signature

10/17/2024

Date

Michael Biskie, Chair
CareerSource Southwest Florida Board



Signature

9/24/24

Date

**Memorandum of Understanding
between
CareerSource Southwest Florida
and
Farmworker Career Development Program**

This Memorandum of Understanding (MOU) sets forth the terms of the agreement for cooperation and collaboration between CareerSource Southwest Florida (hereinafter referred to as "CSSWF") and Farmworker Career Development Program (hereinafter referred to as "FCDP") for the delivery of services provided by both entities as outlined in the Workforce Innovation and Opportunity Act (WIOA - Section 167) and the (Florida) Workforce Innovation Act of 2000, and to establish standards of performance through Federal, State, and locally required guidelines.

I. Purpose of this Agreement

- a. Establish the organizational framework to integrate the delivery of program services delivered by the FCDP into the CSSWF system.
- b. Satisfy the requirements contained in the Workforce Innovation and Opportunity Act (WIOA) for a Memorandum of Understanding between CSSWF and the FCDP to provide program career services in a coordinated, seamless, and customer-friendly manner within the locally established CSSWF service delivery system.
- c. Support the Migrant/Seasonal Farmworkers in obtaining training, financial support, and career development or placement in a career.

II. Services

CSSWF maintains centers throughout Local Workforce Development Area (LWDA) 24, which provide services in Collier, Lee, Hendry, Charlotte and Glades counties, and beginning July 1, 2024, in Monroe County. FCDP maintains centers in Moore Haven and Immokalee, which provide services in Collier, Lee, Hendry and Glades counties. FCDP may use space available at the CareerSource Southwest Florida centers in Clewiston and LaBelle, on an itinerant basis. Services will include the following:

a. CareerSource Southwest Florida

- Referral of qualified candidates to the FCDP, and access to other programs, activities, and support services provided by various partners.
- Referrals for more intensive training and support services may be extended to individuals with special needs and barriers to employment.
- FCDP customers may explore work preparation and career development services and have access to information on a range of employment, training, and adult and occupational education programs both on-site and through electronic systems such as the Employ Florida (EF).
- FCDP customers have access to career, skill, employment, and training information to obtain the services and skills they need to enhance their employment opportunities, based on their individual needs. CSSWF will provide placement support opportunities for FCDP participants when appropriate.
- CSSWF will provide one member to serve on the FCDP Advisory Board.
- Other services include resume preparation/interview techniques, job placement assistance, workshops, and access to computers, fax, copier, and phones for job search.

b. Farmworker Career Development Program

Provides services through Immokalee Technical College by offering:

- Outreach, intake, orientation, eligibility determination, assessment, and counseling, as well as emergency services and referrals for farm workers to CSSWF.
- Assessments of customer using various means—TABE, My Career Shines and CASAS.
- Career determination and development of an individual employment plan for eligible farm workers.
- Support for training services, which may include ESOL, GED, or Post-Secondary Certificate programs, will be made available through the most appropriate facility in the LWDA 24 area.
- Provide CSSWF quarterly with FCDP participant list of those who will exit a PSAV or GED program and are ready for employment.

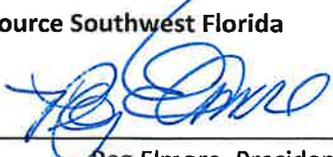
c. Joint Services

- CSSWF and FCDP staff will work together to build training and placement plans for co-enrolled participants.
- CSSWF and FCDP have created/developed a referral process to share participants and resources and to better communicate between each organization's programs.
- CSSWF and FCDP will use EF as the shared database system.

Both the CSSWF and the FCDP are governed by their respective legislative mandates under WIOA, specific program mandates and directives and the parameters of the subsequent funding received from third party sources to benefit the participants. Either party may make changes to these arrangements within 30 days via written notice.

In WITNESS WHEREOF, CSSWF and FCDP have made this Agreement. The term for this Memorandum of Understanding (MOU) is July 1, 2024 through June 30, 2026.

CareerSource Southwest Florida

By:  _____
Peg Elmore, President/CEO

6/24/24
Date

Farmworker Career Development Program

By:  _____
Dorin Oxender, Director

6/18/24
Date

Memorandum of Understanding (MOU)

Housing Authority of the City of Fort Myers, Florida
and
CareerSource Southwest Florida (CSSWF)

I. PURPOSE

This Memorandum of Understanding (MOU) sets forth the terms of the agreement for cooperation and collaboration between CareerSource Southwest Florida (hereinafter referred to as "CSSWF") and the Housing Authority of the City of Fort Myers, Florida (hereinafter referred to as "HACFM") for the delivery of services provided by both entities.

The HACFM provides affordable housing for low-income individuals and families who cannot afford housing in the private market. The Jobs Plus Program develops locally based, job-driven approaches that increase earnings and advance employment outcomes through work readiness, employer linkages, job placement, educational advancement, technology skills, and financial literacy for residents of public housing.

As the workforce development board for Southwest Florida, CSSWF administers state and federal funding designated for employment and training services for individuals and businesses. CSSWF will deliver a variety of employment and training programs through its full-service Centers.

Therefore, wherever possible and mutually beneficial, the HACFM and CSSWF will seek to collaborate on efforts to provide these services to the eligible residents of Lee County. This Memorandum of Understanding (MOU) sets forth the basic principles and guidelines under which the parties will work together to accomplish these goals.

II. IMPLEMENTATION OF AGREEMENT

- A. In order to enable close and effective collaboration, it is agreed that the scope of cooperative activity will be reviewed annually.
- B. HACFM and CSSWF will work closely together for the express benefit of clients who are actively seeking assistance.
- C. CSSWF will accept referrals of clients by HACFM and will provide those persons with employment assistance through existing programs. These services may include skill assessments, career development workshops, internet access to local employment opportunities and job referrals. Funding for workforce training may also be available. Self-service resources are also available in our resource room to include telecommunications (fax, copier, computer/internet access and telephone) for job

hunting, résumé assistance and critiquing, individual interest/career guidance programs and assessment tools, and local, state, federal job listings.

D. Neither party shall charge the other for its services hereunder, nor shall either party charge the clients for services hereunder.

III. SERVICE DOLLARS

The services mentioned herein shall be leveraged as in-kind support for the Jobs Plus Grant, valued at \$100,000 over the remainder of the performance period.

IV. EFFECTIVE DATE

This MOU is effective upon signature of the parties and will remain in effect until June 30, 2027.

V. AMENDMENTS

This MOU may be modified or amended by written agreement between the parties hereto.

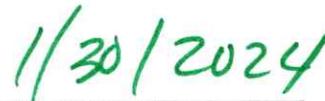
VI. TERMINATION

This MOU may be terminated by either party upon 30 days' written notice.

AGREED TO BY:



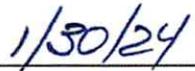
Marcia Davis, Executive Director
Housing Authority of the City of Fort Myers, Florida



Date



Peg Elmore, President/CEO
CareerSource Southwest Florida (CSSWF)



Date

Memorandum of Agreement

This Memorandum of Agreement is entered into by **Healthy Start Coalition of Southwest Florida, Inc.**, its **CONNECT Program**, its' **Contracted Providers** as listed in II.A, and its' **Coordinated Intake & Referral Partners** as listed in II.B, collectively referred to as **CONNECT** and **CAREERSOURCE SOUTHWEST FLORIDA**. This Memorandum of Agreement shall be in effect upon signature of each agency/organization's representative.

I. PURPOSE

The purpose of this MOA is to build collaboration between the **CONNECT** and **CAREERSOURCE SOUTHWEST FLORIDA**, in order to ensure a seamless system of service delivery to potential clients residing in Collier, Lee, Hendry and/or Glades County.

The Coalition's **CONNECT** Program (Coordinated Intake & Referral) is a collaborative process that uses the universal prenatal and infant risk screen as a primary point of entry for various home visiting, care coordination, education and support services. Successful implementation will require local community collaboration, consensus building, and careful planning and infrastructure development. **CONNECT** and **CAREERSOURCE SOUTHWEST FLORIDA** are committed to working together to provide a continuum of care to families residing in Collier, Lee, Hendry and/or Glades County. This agreement outlines roles and responsibilities for collaboration between **CONNECT** and **CAREERSOURCE SOUTHWEST FLORIDA** as well as responsibilities for ensuring client confidentiality.

Background and description of Healthy Start Coalition of Southwest Florida, Inc. services:
Established in 1992, Healthy Start Coalition of Southwest Florida, Inc. is a community-based organization that assists pregnant women and babies up to age 3 who are at-risk for poor birth or developmental outcomes. In Collier, Glades, Hendry and Lee County, we work to ensure these women and babies have access to medical care and other community services they need. Healthy Start Coalition of Southwest Florida, Inc. uses a coordinated intake and referral process (CI&R) called **CONNECT**. The goal is for families to receive the best services for their needs as well as to minimize duplication of services, ensure effective use of local resources, and collectively track what happens to each family.

Background and description of CareerSource Southwest Florida services:
CareerSource Southwest Florida is a federally funded, nonprofit agency working with the State of Florida and many community partners to provide job preparation services. Our Career Centers provide programs designed to help job seekers and employers.

II. CONTRACTED PROVIDERS

A. CONNECT's Contracted Providers:

Florida Department of Health in Collier County
Florida Department of Health in Glades County
Florida Department of Health in Hendry County
Florida Department of Health Lee County
Lee Health System

B. CONNECT's Coordinated Intake & Referral Partner Programs/Agencies:

Healthy Start
Nurse-Family Partnership
Healthy Families in Hendry & Glades Counties
Children's Home Society/Healthy Families in Collier & Lee Counties

Procedures for referrals provided to CAREERSOURCE SOUTHWEST FLORIDA:

1. Refer clients to **CAREERSOURCE SOUTHWEST FLORIDA** when appropriate, by telephone.
2. Obtain client consent for referrals
3. Perform **CONNECT** Initial Intake services and determine potential eligibility for home visitation and other programs in the community
4. If appropriate, refer clients to a **CONNECT** partner home visiting agency (Healthy Start, Healthy Families, Nurse-Family Partnership) in accordance with eligibility and client's choice.
5. Perform assessments, provide education and support as needed
6. Communicate appropriate information to **CAREERSOURCE SOUTHWEST FLORIDA** on referred clients.
7. Notify **CAREERSOURCE SOUTHWEST FLORIDA** of case closures.

Procedures for referrals provided to CONNECT:

1. Refer eligible clients to **CONNECT**, (Healthy Start, Healthy Families and/or Nurse-Family Partnership) via **CONNECT's** fax: 239-425-6921. Forms can be found on our website at www.healthystartbaby.org.
2. Obtain client consent for referrals.
3. Communicate appropriate information to **CONNECT** on referred clients.
4. Participate in program surveys and partnership evaluations.

III. CONFIDENTIALITY and INFORMATION SHARING

1. **CONNECT** and **CAREERSOURCE SOUTHWEST FLORIDA** agree to respect the confidentiality of the family. Information may be shared between **CAREERSOURCE SOUTHWEST FLORIDA** and **CONNECT** if the agency providing the information has a Consent Form signed by the family or participant. Information to be shared may include information specifically authorized for release on the Consent Form and/or Limited Authorization to Exchange Information.
2. Where applicable, all parties to this agreement will comply with the Health Insurance Portability Accountability Act, the Health Information Technology for Economic and Clinical Health Act, as well as all regulations promulgated there under.

IV. TERM OF AGREEMENT

This Memorandum of Agreement shall be in effect upon the signature of each agency/organization's representative. This Memorandum of Agreement shall be evergreen, with an annual evaluation by representatives of the signing agencies/programs to ensure its purpose is fulfilled and to make any necessary revisions. This Agreement may be terminated upon 30-days written notice from any signatory party, without cause. There will be no exchange of funds between the parties for tasks associated with this Memorandum of Agreement.

V. PARTIES TO THIS MEMORANDUM OF AGREEMENT

The representatives hereby acknowledge that this Memorandum of Agreement has been reviewed and by signing below, indicate concurrence with its intent and content.

Healthy Start Coalition of Southwest Florida, Inc. / CONNECT

DocuSigned by:
Susan Brannois
Signature: 2B04DCCA1AC7485
Title: Executive Director
Date: 4/27/2022

CareerSource Southwest Florida

Signature: *Joe Fata*
Title: Executive Director
Date: June 23, 2020

Attached Signature Pages:

Healthy Families/Children's Home Society in Collier and Lee Counties

SIGNATURE PAGE:

Children's Home Society (Healthy Families Florida in Collier and Lee Counties)

Signature: *Carla Jackson*
Carla Jackson, Program Manager

Date: 3/28/2022

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.

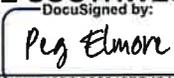
8. Pursuant to section 409.2579, Florida Statutes and Title 42 C.F.R. § 303.21, the Parties agree that the information shared is confidential and shall be used solely for the intended purpose of this MOU.

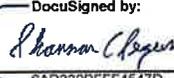
9. This MOU is authorized by sections 409.25995 and 445.007, Florida Statutes.

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**

DEPARTMENT OF REVENUE

SIGNED BY: 
DocuSigned by:
Authorized Signer: 89C266128B43A...

SIGNED BY: 
DocuSigned by:
6AD339BFFF4547D...

NAME: Peg Elmore

NAME: Shannon C. Segers

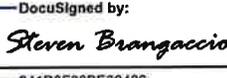
TITLE: President and CEO

TITLE: Director, Office Financial Management

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

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

**Approved as to form and legal content
Office of General Counsel**

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
 Subject: Contract #CG045 New Contract Career Source Southwest Florida
 Source Envelope:
 Document Pages: 6 Signatures: 9
 Certificate Pages: 6 Initials: 5
 AutoNav: Enabled
 EnvelopeId Stamping: Enabled
 Time Zone: (UTC-05:00) Eastern Time (US & Canada)

Status: Completed
 Envelope Originator:
 FDOR DocuSign Admin Team
 2450 Shumard Oak Blvd.
 Building 2 CCOC
 Tallahassee, FL 32399
 docusignpurchasing@floridarevenue.com
 IP Address: 204.89.74.136

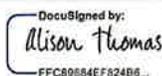
Record Tracking

Status: Original Holder: FDOR DocuSign Admin Team Location: DocuSign
 5/8/2024 10:54:14 AM docusignpurchasing@floridarevenue.com

Signer Events

Alison Thomas
 Alison.Thomas@floridarevenue.com
 Security Level: Email, Account Authentication (None)

Signature



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

Timestamp

Sent: 5/8/2024 10:58:48 AM
 Viewed: 5/8/2024 11:39:40 AM
 Signed: 5/8/2024 11:41:17 AM

Electronic Record and Signature Disclosure:
 Accepted: 3/19/2019 1:41:27 PM
 ID: bd925b8f-dbff-416e-868a-8cc38584f866

Kim Clark
 kim.clark@floridarevenue.com
 FDOR
 Security Level: Email, Account Authentication (None)



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

Sent: 5/8/2024 11:41:19 AM
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 Signed: 5/8/2024 11:43:17 AM

Electronic Record and Signature Disclosure:
 Accepted: 6/25/2019 4:45:02 PM
 ID: 2ec2eccf-3ae2-40f9-8246-71afafb2d4c

Laurel McCarty
 Laurel.McCarty@floridarevenue.com
 Security Level: Email, Account Authentication (None)



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

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

Electronic Record and Signature Disclosure:
 Accepted: 8/30/2017 12:09:29 PM
 ID: 19161625-b88f-4131-9524-042b9dd70136

Natalia S. Thomas
 Natalia.Thomas@floridarevenue.com
 Security Level: Email, Account Authentication (None)



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

Sent: 5/9/2024 9:19:11 AM
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 Signed: 5/9/2024 9:22:06 AM

Electronic Record and Signature Disclosure:
 Accepted: 5/9/2024 9:21:48 AM
 ID: 4f17b5ca-d36e-40df-9dfb-679776ce02a8

Signer Events

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:
Accepted: 8/16/2017 3:19:15 PM
ID: 907bf8f0-b78e-4b2e-a9fb-06e843644be8

John Kinner
John.Kinner@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)

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)

Electronic Record and Signature Disclosure:
Accepted: 5/13/2024 10:40:47 AM
ID: 9817e069-2af1-4f97-a39f-192bde4c3531

Jill Reynolds
jill.reynolds@floridarevenue.com
Signing Group: OA Signature
Security Level: Email, Account Authentication (None)

Electronic Record and Signature Disclosure:
Accepted: 5/13/2022 11:30:42 AM
ID: 1a005e94-d428-4782-aef4-537b12e4f3b7

Peg Elmore
pelmore@careersourcesouthwestflorida.com
Security Level: Email, Account Authentication (None)

Electronic Record and Signature Disclosure:

Signature

DocuSigned by:
Steven Brangaccio
941D3F38BE68436...

Signature Adoption: Pre-selected Style
Using IP Address: 204.89.74.136

DS
JK

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

DocuSigned by:
Michael Weyant
77A139BEAF88446...

Signature Adoption: Pre-selected Style
Using IP Address: 204.89.74.136

DS
DB

Signature Adoption: Pre-selected Style
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Jill Reynolds
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DocuSigned by:
Peg Elmore
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Signature Adoption: Pre-selected Style
Using IP Address: 65.144.194.130

Timestamp

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

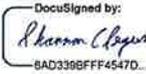
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Signed: 5/13/2024 10:41:46 AM

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Viewed: 5/13/2024 4:15:36 PM
Signed: 5/15/2024 8:46:22 AM

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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	Sent: 5/15/2024 8:46:24 AM Viewed: 5/15/2024 9:11:44 AM Signed: 5/15/2024 9:12:43 AM
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In Person Signer Events	Signature	Timestamp
Editor Delivery Events	Status	Timestamp
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)	 Using IP Address: 65.144.194.130	Sent: 5/13/2024 10:44:47 AM Viewed: 5/13/2024 11:57:58 AM
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Witness Events	Signature	Timestamp
Notary Events	Signature	Timestamp
Envelope Summary Events	Status	Timestamps
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Certified Delivered	Security Checked	5/15/2024 9:11:44 AM
Signing Complete	Security Checked	5/15/2024 9:12:43 AM
Completed	Security Checked	5/15/2024 9:12:43 AM
Payment Events	Status	Timestamps
Electronic Record and Signature Disclosure		

CONSUMER DISCLOSURE

From time to time, Carahsoft OBO Florida Department of Revenue (we, us or Company) may be required by law to provide to you certain written notices or disclosures. Described below are the terms and conditions for providing to you such notices and disclosures electronically through the DocuSign, Inc. (DocuSign) electronic signing system. Please read the information below carefully and thoroughly, and if you can access this information electronically to your satisfaction and agree to these terms and conditions, please confirm your agreement by clicking the 'I agree' button at the bottom of this document.

Getting paper copies

At any time, you may request from us a paper copy of any record provided or made available electronically to you by us. You will have the ability to download and print documents we send to you through the DocuSign system during and immediately after signing session and, if you elect to create a DocuSign signer account, you may access them for a limited period of time (usually 30 days) after such documents are first sent to you. After such time, if you wish for us to send you paper copies of any such documents from our office to you, you will be charged a \$0.00 per-page fee. You may request delivery of such paper copies from us by following the procedure described below.

Withdrawing your consent

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

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 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 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 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.

DOR CONTRACT ROUTING SHEET

Contract # Program:
 Contract Initiation Type

Contract Manager Procurement Manager
 Phone Phone
 Contracts \$500,000. or greater annually require assignment of Contract Administrator, in addition to Contract Manager. Enter name of Administrator, below (if applicable).
 Administrator:

Contract Type: Contractor FEIN
 Previous Contract: Vendor Contact Email
 As the Contract Manager, I have verified the Contractor is not on DMS Suspended Vendor List: Yes No

Original Start Date: Original End Date: New End Date:
 If a renewal or extension

Available Renewals	DO NOT Leave Blank - Description
1	This is a zero dollar data sharing agreement.

Original Contract Amount: Current Contract Amount: Increase or Decrease Amount: Revised Contract Amount:
 Increase Decrease
 Reminder - Oversight teams are required for contracts over \$5 million!

Business Case Required? Federal Funds Used?
 If Federal Funds are used, attach printout from the System of Award Management. Go to www.sam.gov

CONTRACT APPROVALS

Program Review to comply with Section 287.057 (18)

Note: Review for Program

Approved:

DocuSigned by:
Kim Clark

5/8/2024 | 8:43 AM PDT

9EB610BD96264BB...

DS
LM

General Counsel Review to comply with Section 287.057 (18)

Program Internal Legal Review – Initial Only

Approved:

DocuSigned by:
Steven Brangaccio

5/9/2024 | 10:33 AM EDT

941D3F38BE68438...

DS
NST

Purchasing/Facility Review to comply with Section 287.057 (18)

Method of Procurement ITB RFP STC SS
 EXEMPT RFQ

Commodity Code:
Procurement #

Purchasing Manager Approved:

DocuSigned by:
Alison Thomas

5/8/2024 | 11:41 AM EDT

FFC89884EF824B6...

OFM Initials:

DS
Jk

DS
MW

CIO Review to comply with Section 282.3055 F.S. & DOR Policy (DOR-ITP-002)

Approved:

General Counsel Review only if further review is required to comply with Section 287.057 (18)

Approved:

Operational Accounting Review to comply with Section 287.057 (18)

OA Reviewer – Initial Only

Approved:

DocuSigned by:
Jill Reynolds

5/13/2024 | 10:44 AM EDT

354B0B5649904E3...

DS
DB

OFM Deputy Director Review

Signed by Michael Weyant on Behalf of Rebecca Evers

Approved:

DocuSigned by:
Michael Weyant

5/13/2024 | 10:22 AM EDT

77A139BEAF88445...

Contractor Signature Date: (EXE will not execute until after contractor signs contract)

Peg Elmore

5/15/2024 | 5:46 AM PDT

EXE Contract Execution to comply with Section 287.058 (2)

Approved:

DocuSigned by:
Shannon C. Rogers

5/15/2024 | 9:12 AM EDT

6AD339BFFF4547D...

Contract Management Team Review (initials & date) **EB 5/8/24**



**MEMORANDUM OF UNDERSTANDING
BETWEEN
THE PUNTA GORDA HOUSING AUTHORITY
AND
CAREERSOURCE SOUTHWEST FLORIDA
EMPLOYMENT PROGRAM**

TERMS OF UNDERSTANDING

Together, the Parties enter into this Memorandum of Understanding (MOU) to mutually promote their Employment Program for the residents of the Punta Gorda Housing Authority including the public housing residents.

The term of this MOU is effective from the date of this agreement, and will be reviewed periodically by the Project Sponsor and the Project Provider to ensure that it is fulfilling its purpose, and to make any necessary revisions.

This program will operate for a minimum of three years. The MOU will automatically be extended yearly providing the Project Sponsor determines it benefits the participants. However, this MOU may be terminated by either party upon a thirty-days written notice.

RESPONSIBILITIES

Project Sponsor

- Punta Gorda Housing Authority operating under this MOU agreement agrees to provide this program to residents of the Punta Gorda Housing Authority, including public housing residents.
- Punta Gorda Housing Authority will monitor the program benefits to the participants.
- Punta Gorda Housing Authority will have the following responsibilities for the Employment Program:
 - Making the workshops/presentations available to residents via onsite computers
 - Marketing, Promotion and/or Recruiting
 - Providing Space and/or Equipment

MEMORANDUM OF UNDERSTANDING (Continued)

Project Provider

CareerSource Southwest Florida agrees to provide access to job search and employment workshops available online, many of which are available with narration. These include:

Through the CareerSource Southwest Florida (CSSWF) Training Channel on YouTube

- Resumé Writing
- Interviewing Skills
- Job Search – Job Applications
- How to Succeed in a Virtual Interview

Directly through Employ Florida, as this is a live system with frequent updates

- Employ Florida – Resumé Builder Overview
- How to Use the Employ Florida Site
- How to Complete Employ Florida Background Wizard

Presentations will be made available at the Project Sponsor’s site and in the resource room at the Project Provider’s CareerSource Southwest Florida (CSSWF) center. Job placement assistance will also be available at the CSSWF Center.

IN-KIND VALUE

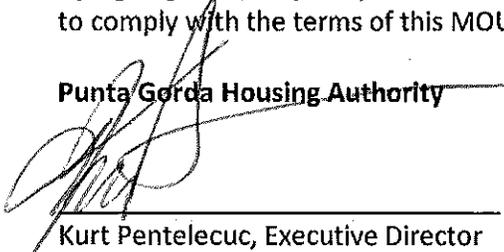
The in-kind contribution to the project by the Project Provider will include funding occupational training for one resident/individual per year, referred to CSSWF by the Punta Gorda Housing Authority, who meets required Workforce Investment and Opportunity Act (WIOA) eligibility. At \$7,000 per year, the total in-kind value over the course of three years is \$21,000.

AUTHORIZATION

The Project Sponsor and Project Provider will appoint a person to serve as the official contact and coordinate the organizations activities in carrying out this MOU.

By signing here, Project Sponsor and Project Provider acknowledge that they are aware of their obligation to comply with the terms of this MOU.

Punta Gorda Housing Authority

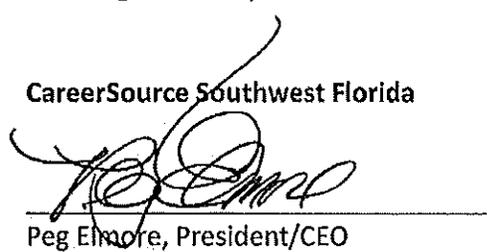


Kurt Pentelecuc, Executive Director

11/30/23

Date

CareerSource Southwest Florida



Peg Elmore, President/CEO

11/30/23

Date



DEPARTMENT OF DEFENSE
HEADQUARTERS, UNITED STATES MILITARY ENTRANCE PROCESSING COMMAND
2834 GREEN BAY ROAD
NORTH CHICAGO, ILLINOIS 60064-3091

MEMORANDUM OF UNDERSTANDING
BETWEEN
CAREERSOURCE SOUTHWEST FLORIDA
AND
THE UNITED STATES MILITARY ENTRANCE PROCESSING COMMAND
FOR
iCAT MET SITE FACILITY USAGE
#TB24003

This Memorandum of Understanding (MOU) is between CareerSource Southwest Florida, and the U.S. Military Entrance Processing Command (USMEPCOM). When referred to collectively, CareerSource Southwest Florida and the USMEPCOM are referred to as the "Parties".

1. **BACKGROUND:** CareerSource Southwest Florida agrees to allow the USMEPCOM to use its campus facilities for the administration of the Armed Services Vocational Aptitude Battery (ASVAB) in support of aptitude and qualification testing for the Tampa Military Entrance Processing Station (MEPS).

2. **AUTHORITY:** Use of the classroom and computers of CareerSource Southwest Florida will be at no cost to the government. Occupation of the specified classroom will be based on the specific location's availability, as determined by CareerSource Southwest Florida in its sole discretion and coordinated through CareerSource Southwest Florida, and the Tampa MEPS.

3. **PURPOSE:** To establish the understandings of the parties related to the use of CareerSource Southwest Florida classroom and computers by the Tampa MEPS to administer the ASVAB via computer.

4. **UNDERSTANDINGS OF THE PARTIES:**

4.1. CareerSource Southwest Florida will –

4.1.1. Allow the Internet Based Computerized Adaptive Testing (iCAT) software to be downloaded on workstations that will be used for testing and installation of one Common Access Card (CAC) reader per test center pending evaluation and approval of the software from CareerSource Southwest Florida Information Technology (IT) department.

4.1.2. Organize informational events promoting CareerSource Southwest Florida through information tables, workshop events, and seminars/speakers, and that such events will be open to students/applicants testing for USMEPCOM purposes.

4.1.3. Be solely responsible for the planning and advertisement of informational events; include a disclaimer the advertisement does not constitute an endorsement by USMEPCOM or the Department of Defense (DoD).

4.2. The USMEPCOM will –

4.2.1. Provide the iCAT software, CAC reader, and technical support necessary for CareerSource Southwest Florida to allow the ASVAB to be conducted via computer.

4.2.2. Be responsible for cleaning up any mess or trash left behind by students prior to turnover of the classroom back to CareerSource Southwest Florida.

4.2.3. Ensure that its actions and the actions of DoD personnel do not endorse or imply endorsement of CareerSource Southwest Florida consistent with the Joint Ethics Regulation.

5. PERSONNEL: Each Party is responsible for all costs of its personnel, including pay and benefits, support, and travel. Each Party is responsible for supervision and management of its personnel.

6. GENERAL PROVISIONS:

6.1. POINTS OF CONTACT (POC): The following POC will be used by the Parties to communicate matters concerning this MOU. Each Party may change its POC upon reasonable notice to the other Party.

6.1.1. For CareerSource Southwest Florida –

6.1.1.1. Primary: Ms. Peg Elmore, 239-931-8200 ext. 1801,
PElmore@careersourcesouthwestflorida.com

6.1.1.2. Alternate: Mr. Vernon Pearsey, 239-931-8200 ext. 1180
VPearsey@careersourcesouthwestflorida.com

6.1.2. For the USMEPCOM –

6.1.2.1. Primary: Mr. Lewis Williams, 813-462-3059,
lewis.o.williams.civ@army.mil

6.1.2.2. Alternate: Mr. Nelson Gonzalez, 847-688-3680 ext. 7221,
nelson.gonzalez65.civ@army.mil.

6.2. CORRESPONDENCE: All correspondence to be sent and notices to be given pursuant to this MOU will be addressed, if to CareerSource Southwest Florida, to –

6.2.1. Ms. Peg Elmore, President & CEO, Career Source of Southwest Florida, 6800 Shoppes at Plantation Drive, Suite 170, Fort Myers, FL 33912,
PElmore@careersourcesouthwestflorida.com

And if to the USMEPCOM, to –

6.2.2. Mr. Lewis Williams, 3520 W. Waters Ave., Tampa, FL 33614,
lewis.o.williams.civ@army.mil

6.3. FUNDS AND MANPOWER: This MOU neither documents nor provides for the exchange of funds or manpower between the parties, nor does it make any commitment of funds or resources. No provision in this MOU will be interpreted to require obligation or payment of funds.

6.4. MODIFICATION OF MOU: This MOU may only be modified by the written agreement of the Parties, duly signed by their authorized representatives. This MOU will be reviewed around the anniversary of its effective date in its entirety.

6.5. DISPUTES: Any disputes relating to this MOU will be subject to any applicable law, Executive order, directive, or instruction, and be resolved by consultation between the Parties or in accordance with DoD Instruction 4000.19 Support Agreements.

6.6. TERMINATION OF MOU: The MOU may be terminated at any time upon the written notice of either Party with 30 days' notice.

6.7. TRANSFERABILITY: This MOU is not transferable except with the written consent of the Parties.

6.8. ENTIRE UNDERSTANDING: It is expressly understood and agreed this MOU embodies the entire understanding between the Parties regarding MOU's subject matter, thereby superseding all prior understandings of the Parties with respect to such subject matter.

6.9. EFFECTIVE DATE: This MOU takes effect beginning on the day after the last Party signs.

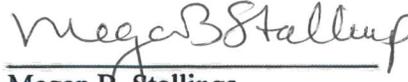
6.10. EXPIRATION DATE: This MOU expires on June 30, 2026.

6.11. CANCELLATION OF PREVIOUS MOU: This MOU cancels and supersedes all previously signed MOU between the same Parties.

6.12. NO THIRD-PARTY BENEFICIARIES: Nothing in this MOU, express or implied, is intended to give to or will be construed to confer upon any person not a party any remedy or claim under or by reason of this MOU and this MOU will be for the sole and exclusive benefit of the Parties.



Ms. Peg Elmore
President & CEO
6800 Shoppes at Plantation Drive
Ft. Myers, FL 33912



Megan B. Stallings
COL, USA
Commanding

4/24/24
(Date)

1 June 2024
(Date)

Public Comment Process

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

- (1) Make copies of the proposed plan available to the public through electronic and other means, such as public hearings and local news media (WIOA §108(d)(1) and 20 CFR 679.550(b)(1)).**

The DRAFT Local Workforce Plan is posted to our website under Public Notices. A link to the Public Notice and the DRAFT Local Workforce Plan is emailed to partners, our Board of Directors, committee members, those on the Interested Parties list, the Chairpersons of the six Boards of County Commissioners, county managers/administrators, local economic development offices and the Southwest Florida Regional Planning Council. This list is maintained to ensure that information is forwarded to stakeholders, partners and the general public. The Public Notice includes information about open public meetings (Career Services Committee meetings and Board of Director meetings) where development of the Plan is discussed.

- (2) Include an opportunity for comment by members of the public, including representatives of business, labor organizations, and education (WIOA §108(d)(2) and 20 CFR 679.550(b)(2)).**

The Public Notice includes an opportunity for comment by members of the public, including representatives of business, labor organizations, and education. A link to the Public Notice and DRAFT Plan is emailed to our Board of Directors and Committee members, which include representatives of businesses and labor organizations. The involvement of the Board and Committee members in the development of the Plan ensures that members had an opportunity to decide locally but within required guidelines, how programs and services are provided in Local Workforce Development Board (LWDB) 24.

Initial review and discussion of the DRAFT plan is the responsibility of the Career Services Committee. The DRAFT Plan is discussed at the Career Services Committee meetings, which are publicly noticed on our website and open to the public in order to obtain stakeholder input. The Chair of the Career Services Committee makes a recommendation to the full Board of Directors for approval and signature of the Board Chairperson.

- (3) Provide no more than a 30-day period for public comment on the plan(s) before its submission to FloridaCommerce, beginning on the date on which the proposed plan is made available (WIOA §108(d)(2) and 20 CFR 679.550(b)(1)).**

A three-week period from July 24, 2024 through August 15, 2024 was provided for public comment.

- (4) Submit any public comments that express disagreement with the plan to FloridaCommerce. WIOA §108(d)(3) and 20 CFR 679.550(b)(1).**

Requests for changes and comments expressing disagreement with the Plan are noted and considered for inclusion. If not included, they will be submitted to FloridaCommerce.