



# Administration Policy and Procedures Manual

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# **Procurement / Purchasing Procedures**

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## **I. Overview**

The South Workforce Investment Board d/b/a CareerSource South Florida (SFWIB, CareerSource, or Board), Local Workforce Development Board (LWDB) Local Workforce Development Area (LWDA) 23 (Miami-Dade and Monroe Counties), is one of 24 LWDBs in the State of Florida.

The SFWIB seeks to ensure the timely acquisition of quality goods and services at competitive prices. The SFWIB shall accomplish this through open and free competition. The SFWIB shall solicit vendors who have satisfied all requirements to be recognized as a Miami-Dade County or State of Florida registered vendor. The SFWIB shall make award of a contract based on evaluation criteria established in the solicitation.

These procedures establishes guidelines in which the SFWIB will follow when procuring goods and services and shall serve as standards of conduct for employees engaged in the selection, award and administration of a contract, purchase order, or professional services agreement.

It is through these written procedures that the SFWIB shall strive to improve the effectiveness and efficiency of the procurement process in compliance with federal, state, and local procurement laws, policies and guidelines governing expenditure of federal funds.

## **II. Authority**

The Executive Director is the appointed steward and retains the authority to designate persons to conduct solicitations, make recommendations, and approve expenditures on behalf of the SFWIB as it relates to procurement.

## **III. Procurement Methods**

The SFWIB promotes full and open competition and utilizes the following procurement methods to procure goods and/or services.

- (A) Procurement by micro-purchase. The acquisition of products or services where the amount of the transaction does not exceed the micro-purchase threshold of \$10,000 (2 CFR 200.67). Purchases within the micro-purchase threshold can be awarded without soliciting competitive quotations provided that the price is reasonable.
  
- (B) Procurement by small purchase procedures. Procurement method for securing services, supplies, or other property that do not cost more than \$100,000.

- (C) Procurement by sealed bids (formal advertising). Bids are publicly solicited and a firm fixed price contract (lump sum or unit price) is awarded to the responsible bidder whose bid, conforming with all the material terms and conditions of the invitation for bids, is the lowest in price.
- (D) Procurement by competitive proposals. Competitive proposals that are normally conducted with more than one source submitting an offer, and either a fixed price or cost-reimbursement type contract is awarded. It is generally used when conditions are not appropriate for the use of sealed bids. The SFWIB will solicit written responses from a minimum of three (3) vendors identified on the county or state vendor list. Quotes must be submitted on company/business letterhead, and can be received via fax, e-mail or mail carrier service. Quotes will be evaluated for appropriate requirements. No telephone quotes are permitted under Miami-Dade County "Cone of Silence".
- (E) Procurement by noncompetitive (sole-sourced) proposals. Procurement by noncompetitive proposals is procurement through solicitation of a proposal from only one source
- i. Single Source or Inadequate Competition is defined as procurement from a single source, or after a number of sources, the competition is determined inadequate to fulfill the requirements of the solicitation. Non-competitive bids include procurements of goods and/or services for which an equal product and/or service is unavailable from other suppliers, or such use of an equal product is impractical, or that full and open competition resulted in a non-responsive bid.
  - ii. The public exigency or emergency for the requirement will not permit a delay resulting from competitive solicitation.
  - iii. Bid Waiver is defined as a purchase of a good or service without formal competitive bidding, when it is determined to be in the best interest of SFWIB. In a non-competitive bid waiver only one quote is sought.
- (F) Emergency Procurement
- i. Emergency is defined as an unforeseen or unanticipated urgent and immediate need for equipment, supplies, or services where the protection of life, health, safety and welfare of the community or the preservation of public property would be adversely affected using normal procurement procedures.
  - ii. Emergency disaster procurement is defined as those purchases needed due to unforeseen acts of nature, such as hurricanes, floods, fire and tornadoes.
  - iii. Under these extreme situations the direct payment method may be utilized. The normal procurement procedures or a Purchase Order may not be required.

#### **IV. Types of Formal Solicitations**

The SFWIB Administration Division receives and processes a variety of requests for goods and/or services to support the employment and training services offered at the Career Center offices located within Miami-Dade and Monroe counties.

##### **I. PURCHASES UNDER \$100,000**

Procurement by competitive bids must be obtained for purchases of \$100,000 or less.

##### **II. PURCHASES OVER \$100,000**

Formal sealed written bids shall be solicited from vendors for purchases of \$100,000 or more. Examples include Request for Proposals (RFP), Invitation to Bid (ITB), etc. These solicitations will be publicly advertised.

##### **A. REQUEST FOR QUOTE (RFQ)**

The SFWIB procurement actions will be conducted on the basis of full and open competition to the greatest extent possible. RFQ's will describe the essential needs of the SFWIB.

These procurement actions will be conducted in the best interest of the SFWIB and with the highest level of integrity and fairness to all parties involved throughout the acquisition cycle. The period of the acquisition cycle is determined by several factors that includes, but is not limited to, the procurement actions to be taken, the date when the SFWIB takes possession or acquires the good or service, or a considerable amount of time has lapsed with no action taken. The SFWIB may deem it to be in the best interest of the organization to reissue the RFQ.

Information Technology, Facility Manager, SFWIB Buyer, or staff designee creates the specifications.

Prospective bidders are invited to respond to the Request for Quote (RFQ) by the established cut-off period. The SFWIB may extend the cut-off if the RFQ is materially deficient (cut-off period may be extended to add information, or to clarify description of requested product/services.) The SFWIB must advise all bidders of the extension.

In accordance with guidance from the State, effective July 26, 2011, all procurement activities must demonstrate effort was made to secure more than one (1) responsive bidder by issuing the RFQ more than once, to new vendors, if necessary. If both attempts fail to yield a response, the SFWIB may decide to contract with a vendor or supplier who had done business with the SFWIB before or identify another vendor from the state or county vendor list.

An evaluation is performed on all responses to the solicitation to determine the most advantageous bid. Factors to be considered will consist of but not be limited to price, quality, technical requirements, record of past performance, etc.

A cost or price analysis shall be performed and documented in the procurement file.



While funding availability is the chief consideration, the SFWIB will take steps to ensure purchases are made to support the requirement to operate programs and provide services. These steps will include, but not be limited to the following:

- Consolidating or breaking out procurements to obtain a more economical purchase.
- Analyzing lease versus purchase alternatives, where applicable.
- Performing other appropriate analysis to determine the most economical approach.

**B. REQUEST FOR PROPOSAL (RFP)**

For purchases of \$100,000 or more, the SFWIB will solicit proposals through the issuance of a written Request for Proposal (RFP). The award of a contract is based on evaluation criteria established in the RFP.

**C. INVITATION TO BID (ITB)**

For purchases of \$100,000 or more, the SFWIB will solicit sealed written bids from vendors for the good(s) and/or service(s). Vendors are solicited by the issuance of a written Invitation to Bid (ITB). An ITB award must be made to the responsive/responsible bidder offering the lowest price. Bidder qualifications and products/services will be compared to requirements of the ITB, but not to each other.

**D. INVITATION TO NEGOTIATE (ITN)**

SFWIB will select this method of solicitation to determine the best method for achieving a specific goal or solving a particular problem and identifies one or more responsive vendors with which the SFWIB may negotiate in order to receive the best value.

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## **V. Processing Procurement Requests**

The procedures below describe the steps to be followed when processing procurement requests. For internal purposes, requests are classified as Procurement Request for Headquarters; Procurement Request for center operations; and Procurement Requests initiated by the contracted Service Provider.

### **(A) SFWIB HEADQUARTER REQUESTS**

- i. Procurement requests for office furniture (i.e. desks, chairs, file cabinets, etc.), regardless of cost will be processed through Facility Management.
- ii. Procurement requests for computers, hardware or software, or related technology equipment, regardless of cost, will be process through IT Management.
- iii. All other procurement requests will be processed by the SFWIB Buyer. In some instances, in order to effectively meet the needs of the organization, a procurement activity may require input from both the facility and/or information technology units.
- iv. All requests for procurement must have the prior written approval of the Executive Director unless necessary for continuation of operation, i.e. property insurance, service/maintenance agreements, executive director bond, etc.
- v. Specifications must be provided in order for the Buyer to create the Request for Quote (RFQ) and to release the solicitation.
- vi. . Once the period of solicitation has closed all bids submitted in response to the RFQ will be compiled and forwarded to the requestor for a cost analysis to be performed.
- vii. Based on the analysis, the SFWIB Unit Manager or his/her designee must prepare a memo identifying the recommended bidder and the basis for the selection. The memo must include the following: Reason for the request, Procurement, Recommendation, and Funding Source. This memo is forwarded internally for approval.
- viii. The memo requires the signature of the SFWIB Assistant Director of Administration, SFWIB Assistant Director of Finance, and the Executive Director.
- ix. After all approvals have been obtained, the entire procurement/vendor selection package is forwarded to the SFWIB Buyer.
- x. If the procurement request is being handled by IT or Facility, the appropriate SFWIB Unit Manager or designee will complete the Administrative Management Operations Internal Request for Procurement Form. In some instances, it may be required that in addition to IT and/or Facility, the form may need to be forwarded to the Buyer for additional analysis and action.

## **(B) SFWIB MANAGED CENTERS AND SPECIAL PROJECTS**

- i. Either the SFWIB Facility or IT Unit Manager can originate these requests.
- ii. All requests for procurement must have the prior written approval of the Executive Director unless necessary for continuation of facility operation, i.e. property insurance, service/maintenance agreements, security, waste or janitorial services, etc.
- iii. The respective Unit Manager or his/her designee must provide the specifications to the Buyer in order to create the Request for Proposal (RFQ) and release the solicitation.
- iv. The RFQ process is completed and the package is forwarded to the requestor where a cost analysis is performed.
- v. Based on the analysis, the respective Unit Manager or his/her designee must prepare a memo identifying the recommended bidder and the basis for the selection. The memo must include the following: Reason for the request, Procurement, Recommendation, and Funding Source. This memo is forwarded internally for approval.
- vi. The memo requires the signature of the SFWIB Assistant Director of Administration, SFWIB Assistant Director of Finance, and the Executive Director.
- vii. After all approvals have been obtained, the entire procurement/vendor selection package is forwarded to the SFWIB Buyer.
- viii. If the procurement request is being handled by IT or Facility, the appropriate SFWIB Unit Manager or designee will complete the Administrative Management Operations Internal Request for Procurement Form. In some instances, it may be required that in addition to IT and/or Facility; the form may need to be forwarded to the Buyer for additional analysis and action.

**EXCEPTION:** The steps below are taken to address any need for good or service not previously identified in the budget. Once completed, the procedures mentioned above must be performed.

- i. The Center Director must contact IT and/or Facility via e-mail or telephone as soon he/she becomes aware of the need.
- ii. The respective Unit Manager or his/her designee must assess the need and identify the availability of funding and/or budget line item to be used to cover cost.

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### **(C) CONTRACTED SERVICE PROVIDERS REQUESTS**

- i. The Service Provider will assess the need and complete sections 1 and 2 of the Service Provider Procurement form.
- ii. The Service Provider forwards the completed form signed by the service provider Executive Director to the SFWIB Contract Unit.
- iii. Contract Unit will review the budget and provide the index code and budgeted amount in section III. Contracts will sign the form and forward it to SFWIB Finance Unit.
- iv. . Finance Unit will identify available funds, sign the form, and forward the form to either Information Technology or Facility manager
- v. Procurement requests for office furniture (i.e. desks, chairs, file cabinets, etc), computers, hardware or software, or related technology equipment, regardless of cost, will be handled by the SFWIB.
- vi. The respective Unit Manager or his/her designee must provide the specifications to the Buyer in order to create the Request for Quote (RFQ) and release the solicitation.
- vii. The RFQ process is completed and the package is forwarded to the Information Technology or Facility Manager where a cost analysis is performed.
- viii. Based on the analysis, the respective Unit Manager or his/her designee must prepare a memo identifying the recommended bidder and the basis for the selection. This memo is routed internally for approval.
- ix. The memo requires the signature of the SFWIB Assistant Director of Administration, SFWIB Assistant Director of Finance, and the Executive Director.
- x. After all approvals have been obtained, the entire procurement/vendor selection package is forwarded to the SFWIB Buyer.
- xi. If the procurement request is being handled by IT or Facility, the appropriate SFWIB Unit Manager or designee will complete the Administrative Management Operations Internal Request for Procurement Form. In some instances, it may be required that in addition to IT and/or Facility; the form may need to be forwarded to the Buyer for additional analysis and action.

**Unapproved Requests:** Should any request not be approved, or if there are insufficient funds within the budget, that denial must be communicated to the originating source via e-mail and/or letter in which case, no further action on the request will be taken.

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## **VI. Publicly Noticing of Solicitations**

SFWIB shall advertise the in local mainstream print media publications. Efforts will be made to place the advertisement with at least three (3) newspapers whenever possible. The procurement file must contain a copy of the public notices.

## **VII. Receipt of Proposals / Sealed Bids**

In order to provide proper documentation of the timeliness of receiving bids or offers, all documents must be date and time stamped upon receipt at the SFWIB Reception desk. The date responses are date and time stamped is the official date and time received by the SFWIB.

If the package is of such size or construction to prohibit the use of the time stamping machine on the package, the person accepting the bid or offer must date and time stamp a blank piece of paper and tape or staple it to the bid or offer package.

Beginning on the date and time the bids or responses are received, the SFWIB Procurement Unit will perform an initial responsiveness and responsibility determination of each response.

Should a formal response to the solicitation be opened by mistake, the envelope must be resealed immediately by the person opening the response and the following statement must be placed outside of the envelope: "Bid/proposal/offer opened by mistake – Contents not revealed". This statement must be legibly signed and dated by the person who mistakenly opened the response.

### **A. OPENING OF PROPOSALS/BIDS**

All proposals will be publicly opened at the time and place prescribed in the solicitation. No further proposal or proposal amendment from a given vendor will be accepted after the first proposal from that vendor is opened.

### **B. BID OR PROPOSAL REQUIREMENTS**

Each bid shall meet all the requirements of the specific solicitation. Affidavits mandated by state, federal or county ordinances(s) must be completed and submitted as per the solicitation.

### **C. RECOMMENDATION FOR AWARD**

Recommendation for award(s) within the dollar range of the solicitation shall be made to the lowest responsive/responsible registered vendor(s) (non-registered responsive vendor will not be considered for award until they are fully registered). Vendor(s) not awarded shall be notified in writing of the decision.

## **VIII. Vendor Selection / Recommendation**

The originator of the procurement request prepares the selection/recommendation package for submittal to the Executive Director. Procurement packages must include the forms and documents listed below and any documentation generated or received that pertains to or supports the procurement activity, such as manufacturer's specifications, handbook, catalog, etc. The selection package is routed through the Finance Administrator to the Executive Director.

**1) Request for Procurement Worksheet**

This form is completed by the Buyer.

**2) Request for Quote**

Written solicitation prepared/issued by the SFWIB for the purpose of seeking bids from vendors within a set period of time as established by the SFWIB. The solicitation describes the good or service to be procured (see section IX).

**3) Service Provider Procurement Request Form**

This form is completed by the contracted Service Provider which is forwarded to the SFWIB for review and funding availability.

**4) Cost Analysis**

A review and evaluation of bids to determine the cost, benefit, and reasonableness of the procurement.

**5) Vendor Selection/Recommendation Memo**

The memo consists of four (4) main areas that when addressed forms the basis for the vendor recommended to be awarded a contract. These are: reason/purpose for the procurement; procurement which summarizes the procurement activity; cost analysis; and recommendation which identifies the name of the vendor.

**6) Administrative Management Operations Internal Request for Procurement form**

This form is completed by the originator of the procurement request, i.e. Facility Management or IT.

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## **IX. Distribution of Approved Memos**

All approved memos and procurement packages are returned to the Buyer for distributing to the requestor who initiated the procurement action. The type of agreement to be issued to the vendor/contractor, i.e., Professional Services Agreement or Purchase Order, and the actions to be taken by the requestor or their designee is explained below.

- A. Professional Service Agreements (PSAs)** - A copy of the approved memo and a completed PSA Data form must be forwarded to the Contracts Unit by the section-head who initiated the procurement. He/she is responsible for ensuring the Contracts Unit receives all required approvals, forms, and paperwork necessary to generate a Professional Service Agreement.

The Buyer retains the original memo along with the procurement package for the file.

- B. Purchase Orders (POs)** – Two (2) POs are generated by the Buyer and distributed in the following manner:

One (1) Purchase Order is given to the section-head or their designee, or the Buyer, to send the P.O. via e-mail to the vendor

To expedite the process it may become necessary for the Buyer to fax or e-mail a copy of the Purchase Order to the vendor.

The second original Purchase Order, along with a copy of the supporting documentation is forwarded to Finance.

The Buyer makes two (2) copies of the signed Purchase Order and any supporting documentation, i.e. the approved memo on the recommended selection, the budget sheet, etc., and three (3) copies if capital equipment is being procured.

One copy of the Purchase Order and back-up documents are given to the requesting SFWIB unit and one copy of the Purchase Order along with the original back-up documents are placed in the procurement file maintained by the Buyer.

A third copy of the completed package is forwarded to SFWIB Inventory personnel if the items procured are classified as Capital Equipment.

The Buyer will keep the original memo with the procurement file.

- C. Direct Payment** - The Buyer will make copies for her files, and the requesting department, and the original is forward to Finance.

**X. Purchasing Agent / Buyer**

- 1) The Buyer accesses the State Purchasing Subsystem (SPURS) and the County's Department of Procurement Management Advance Purchasing and inventory Control system (ADPICS) to verify vendor status, to view debarred contractors, the history of contractors, etc.
- 2) Vendors registered with Miami-Dade County and/or the State will be selected to compete in the procurement process.
- 3) Issue the solicitation to an adequate number of known suppliers (not less than three (3) vendors).
- 4) Effort shall be made to utilize small business, minority-owned firms, and women's business enterprises whenever possible.
- 5) Collect required operational documents for all RFQ's issued.
- 6) The collection of operational documents in connection with PSA's is the responsibility of the SFWIB Unit managing the RFP or ITB.
- 7) To insure and maintain a process that is fair and to broaden its approved vendor list, the Buyer will monitor and identify vendors awarded a contract during two (2) consecutive program years. To insure an impartial procurement process the SFWIB will exercise its discretion in selection of the vendor or supplier to receive the solicitation for quote. A vendor or supplier may be omitted from the procurement process for one (1) program year.
- 8) The Buyer will insure a cost/price analysis has been performed and is documented in every procurement file.
- 9) As per CFR 97.36(i), all purchase orders, contracts and agreements will contain applicable contractual provisions.
- 10) As per CFR 97.36, Procurement standards, section 2, the Buyer will ensure that all procurements are conducted in a manner that prohibits the use of statutorily or administratively imposed in-State or local geographical preferences in the evaluation of bids or proposals, except in those cases where applicable Federal statutes expressly mandate or encourage geographic preference.
- 11) Conduct a search of local, state and federal databases for current companies or individuals that have been declared ineligible to receive contracts due to a violation of Executive Order 11246, as amended Section 503 of the Rehabilitation Act of 1973, as amended 29 U.S.C. Section 793; and/or the Vietnam Era Veteran's Readjustment Assistance Act of 1974, as amended, 38 U.S.C. Section 4212.



## **XI. Appeal Procedures**

The South Florida Workforce Investment Board Service Provider Appeal Rules shall be followed in handling appeals. Vendors must file a written appeal with the office of the SFWIB Executive Director not later than five (5) calendar days after receipt by the vendor of written notice of the decision or action of the SFWIB to be appealed from. Appeal procedures can be accessed via SFWIB's website [www.careersourcesfl.com](http://www.careersourcesfl.com).

## **XII. Monitoring and Reporting Vendor Performance**

Any action or inaction by a vendor which does not comply with the terms and conditions will be considered nonperformance and will be documented.

### **NON PERFORMANCE - MEASURES TO IMPROVE PERFORMANCE**

- a) Vendor(s) nonperformance actions will be documented.
- b) The vendor will be contacted by telephone to discuss the problems being experienced. A mutual understanding will be attempted to be reached, and a time frame for corrective action established.
- c) A meeting will be arranged with the vendor to help resolve problems if necessary. Should the vendor continue not to meet the requirements, the vendor nonperformance form will be completed and any available documentation or letters sent to the vendor or records of meetings attached.

## **XIII. Breach of Contract**

The following is a non-exhaustive list of what may constitute a breach of contract:

- a) The Contractor fails, in whole or in part, to provide the goods or services set forth in the solicitation, Scope of Work, or other attachment;
- b) The Contractor refuses to allow the SFWIB full access to records.
- c) The Contractor attempts to meet Contractor's obligations under this Contract through fraud, misrepresentation or material misstatement;
- d) The Contractor fails to meet the terms and conditions of any obligation under any contract or otherwise or any repayment schedule to the SFWIB or any of its agencies or instrumentalities;

- e) The Contractor fails to fulfill in a timely and proper manner any and all of Contractor's obligations, covenants and agreements set forth in this Contract. Waiver of breach of any provisions of this Contract by the SFWIB shall not be deemed to be a waiver of any other breach of any other provision and shall not be construed to be a modification of the terms of this Contract;

#### **A. BREACH OF CONTRACT: SFWIB REMEDIES**

If the Contractor breaches this Contract, the SFWIB may pursue any or all of the following remedies:

- The SFWIB may terminate this Contract by providing written notice to the Contractor of such termination and specifying the effective date thereof. In the event of termination, the SFWIB may: (a) request the return of all finished or unfinished documents, products, or goods, prepared or obtained by the Contractor with SFWIB funds under this Contract; (b) seek reimbursement of SFWIB funds awarded to the Contractor under this Contract; and (c) terminate or cancel any other contracts entered into between the SFWIB and the Contractor. The Contractor shall be responsible for all costs associated with such termination;
- The SFWIB may suspend payment, in whole or in part, under this Contract by providing written notice to the Contractor of such suspension and specifying the effective date thereof. All payments to Contractor as of the effective date of suspension shall cease. On the effective date of suspension, if requested by the SFWIB, the Contractor shall immediately cease to provide goods or services pursuant to this Contract. If payments are suspended, the SFWIB shall specify in writing the actions that shall be taken by the Contractor as a condition precedent to resumption of payments and shall specify a date for compliance. The SFWIB may also suspend any payments, in whole or in part, under any other contracts entered into between the SFWIB and the Contractor. The Contractor shall be responsible for all costs associated with such suspension, including SFWIB attorneys' fees;
- The SFWIB may seek enforcement of this Contract by any action at law or equity available to SFWIB, including, but not limited to, filing an action in a court of competent jurisdiction. The venue of any such action shall be in Miami-Dade County, Florida. The Contractor shall be responsible for all program and administrative costs of SFWIB associated with such enforcement, including SFWIB attorneys' fees and attorneys' fees on appeal;
- The SFWIB may debar the Contractor from future SFWIB contracting;
- If, for any reason, the Contractor attempts to meet Contractor's obligations under this Contract through fraud, misrepresentation or material misstatement, the SFWIB shall, whenever the SFWIB deems it to be in the SFWIB's best interest, terminate this Contract by providing written notice to the Contractor of such termination and specifying the effective date thereof. In such case the SFWIB may terminate or cancel any other contracts which such Contractor has with the SFWIB. Such Contractor shall be responsible for all program and administrative costs of the SFWIB associated with any such termination or cancellation, including attorney's fees. Any contractor who attempts to meet its contractual obligations with SFWIB through fraud, misrepresentation or material misstatement may be debarred from SFWIB contracting for a period not to exceed five (5) years;

- Any other remedy available at law or equity or administratively;
- All remedies provided herein and otherwise shall all be deemed independent and cumulative.

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#### **XIV. SFWIB Exceptions**

- i. At the beginning of the fiscal year through an open competitive process, the SFWIB may issue an RFQ to secure vendors or suppliers from various trades to be contacted for emergency situations (i.e. plumbing, electrical, alarm repairs, and equipment repairs). These services may be covered under an agreement or service contract.
- ii. Vendors utilized for the Monroe County Centers may not be registered with the county or the state.
- iii. The selection or award shall be made to the bidder(s) whose bid is responsive to the solicitation and is most advantageous to the SFWIB. The SFWIB may deem it necessary to select multiple vendors to achieve the results called for in the solicitation.
- iv. There may be occasions due to operational necessity that the SFWIB may choose to utilize prices obtained through a previous competitive bid process to acquire the same good or service and avoid redundant efforts.

Reasons may include but are not limited to the following:

- i. The Region experiences an adjustment in funding allocation;
- ii. There is an expansion, reduction, re-alignment in the service delivery system;
- iii. The number of Center offices and/or locations increased/decreased, or similarly modified;
- iv. . Or other compelling reason that does not violate policies and procedures.
- v. In order to piggy-back off the previous procurement action, after a substantial period of time has lapsed, the SFWIB must obtain a written statement from the vendor attesting to the vendor agreeing to extend prices previously submitted. All subsequent procurement files must include the original solicitation, all vendor bids, & analysis used in determining the selection. This action will not be utilized as a means to replace or by-pass the open competitive procurement process.

#### **XV. Cone of Silence**

The Cone of Silence prohibits ex-parte communications regarding the solicitation between a current or potential contractor and any SFWIB member, SFWIB staff person, or any other person serving as a selection committee member during the solicitation process.

Pursuant to Section 2-11.1(t) of the County code as amended by County Ordinance No. 08-111, all solicitations, once advertised and until an award recommendation has been forwarded to the appropriate authority are under the Cone of Silence.

## **XVI. Conflict of Interest**

Members of the LDWB board and staff are expected to perform their duties without prejudice, remaining impartial and unbiased. No LDWB board member or staff working for the board shall participate in the selection, award or administration of a contract if a conflict of interest, real or apparent, would be involved. Effort must be made to avoid nepotism, conflicts of interest, situations that might be perceived as conflicts of interest or potential situations that might impair their judgment.

Conflicts of interest regarding board members and board employees must be disclosed on the form provided by the SFWIB prior to the board's voting to approve the contract; board members who benefit financially or who have a relationship with the contracting vendor must abstain or recuse himself/herself from the vote, and the contract must be approved by a two-thirds vote of the board when a quorum has been established. Completion of this form does not in any way supercede or substitute for compliance with the conflict of interest disclosure requirements of 29 CFR 97.36 (b)(3), 2 CFR 200.303, F.S. 112.3143, or Section 101(f), WIOA.

## **XVII. Records Retention**

The purchasing and procurement files are maintained for a minimum of five (5) years for each procurement process. These records include documentation for the purpose and rationale for the method of procurement, contractor / vendor selection, cost/price analysis and any pertinent information. Required documentation includes:

- Request for Procurement form
- Purchase Order
- Written justification
- Cost analysis
- Vendor quotes
- Approval Memorandum
- Supporting documentation
- Authorized signature
- Request for Procurement Worksheet
- W-9

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## **XVIII. Purchase Orders**

- A. Small Purchase Orders (SPOs)** should not exceed the aggregate amount of \$100,000 for the same goods and/or services during the fiscal year.

Purchases of up to \$100,000: The SFWIB may choose to use a formal bid process when it is practical for the SFWIB.

1. Minimum of three (3) quotes requested
2. Effort to include minority owned businesses and women's business enterprises will be made whenever possible.
3. Quotes must be written. No telephone solicitation allowed.
4. Cone of silence applies.
5. May be used for emergency and emergency disaster purchases.

**B. Blanket Purchase Order**

SFWIB will establish blanket purchase orders to cover needs that are not expressly known. This may include maintenance services, office supplies, janitorial supplies, board activities, and similar needs to pay invoices as needed.

**C. Purchase Order Modifications/Cancellations**

Purchase orders may require modifications based on one or more factors that alter the purchase order from its original appearance. Either Facility or Information Technology Managers or Assistant Director of Finance can request a modification to a purchase order. Some factors that may necessitate a purchase order modification are as follows:

1. Delivery date
2. Delivery address
3. Quantity of items
4. Description / or substitution of items
5. Price (increase / decrease) from initial quote
6. Cancellation of Request for Procurement
7. Vendor name change and / or federal ID number
8. Increase time period

**D. Cancelling a Purchase Order**

Appropriate justification must be provided and the approval of the Executive Director is required in order to cancel a purchase order. In these situations described below, the funds allocated to the purchase order can then be re-allocated to cover other operational expenses.

- a. If it has been determined that the services or goods initially procured are no longer necessary.
- b. There has been no activity associated with the purchase order and the original amount on the purchase order has not been modified.
- c. The vendor has not submitted an invoice to the SFWIB for payment because no products have been furnished and/or no services performed

## **XIX. Miscellaneous**

Certain purchases made by the SFWIB are considered appropriate for direct payment, and are therefore excluded from the bid quote process. These may include circumstances described as “emergency procurements”. The current lists of purchases that may be authorized for direct payment are below:

1. Utilities
2. Millage
3. Petty Cash
4. Freight
5. Permits
6. Memberships
7. Tuition
8. Miscellaneous Refunds
9. Registration
10. Postage
11. Newspaper and Magazine – Subscriptions
12. Books
13. Gasoline Credit Cards
14. Notary Fees
15. Films
16. Special Assessment Bills
17. Tax Bills
18. Tax and Law Service Publications
19. Newspaper and Magazine Advertising

## **XX. Conducting Business with Non-Governmental Vendors**

The SFWIB administrative staff will receive and analyze all procurement requests and ensure normal process are applied in all cases, to include accessing approved vendor lists, complying with state/federal/local guidelines and awarding contracts fairly and impartially.

Under certain special situations SFWIB will seek the services of non-governmental vendors on a special situation e.g., emergency basis, acts of nature or other catastrophes, goods and/or services not available through a government registered vendor, funding limitation/availability, when the use of a particular vendor is required by a landlord or where specific services are defined under the terms of any existing contracts, leases or agreements held by a contracted partner conducting business on behalf of the SFWIB and to purchase goods and services in Monroe County.

## **XXI. Attachments**

- a. Request for Procurement Worksheet
- b. Nepotism / Conflict of Interest Disclosure Form
- c. Vendor Non-Performance Form
- d. Service Provider Procurement Request Form
- e. Professional Service Agreements Data Request Form
- f. Purchase Order Form



**ATTACHMENT A**

**REQUEST FOR PROCUREMENT-Worksheet**  
SECTION I

Date of Request: \_\_\_\_\_

Project Due Date: \_\_\_\_\_

Requestor: \_\_\_\_\_

Executive Director Approval Attached \_\_\_\_\_ Yes \_\_\_\_\_ No  
(Attach memo, e-mail, or other supporting documentation)

Describe Request and/or Your Need: (Attach Specifications if available)

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Requestor's Signature: \_\_\_\_\_

Date: \_\_\_\_\_

SECTION II

Vendor Registered with governmental entity: **(S)** State **(MDC)** Miami-Dade County **(NG)** Non-Governmental **(SS)** Sole Source

Vendors Contacted	Registered with Gov't Entity (Y/N)	Vendor Status Effective Date	Response Received (Y/N)	Verified on Sunbiz (Y/N)

Additional Vendor(s) (see page 2 and/or Approval Memorandum)

**PROCUREMENT OVER \$100,000 MUST BE PROCURED THROUGH SEALED BID PROCESS**

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**RECOMMENDATION (Attach quotes)**

SECTION III

Comments:

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Buyer's Signature: \_\_\_\_\_

Date: \_\_\_\_\_





**ATTACHMENT A**

**SECTION II**

Page 2

Vendor Registered with governmental entity: **(S)** State    **(MDC)** Miami-Dade County    **(NG)** Non-Governmental    **(SS)** Sole Source

Vendors Contacted	Registered with Gov't Entity (Y/N)	Vendor Status Effective Date	Response Received (Y/N)	Verified on Sunbiz (Y/N)

## NEPOTISM AND CONFLICT OF INTEREST POLICIES

### Basis for Policy/Purpose

The South Florida Workforce Investment Board (SFWIB) is committed to the highest standards of conduct from all employees who are employed by or assigned to the SFWIB. All members of the staff are expected to perform their duties without prejudice, remaining impartial and unbiased. Employees must avoid nepotism, conflicts of interest, situations that might be perceived as conflicts of interest or potential situations that might impair their judgment.

The consequences of nepotism might constitute illegal employment discrimination and wrongful termination under Federal discrimination laws or state equivalent in either the private or public sector.

### Definitions

**Nepotism** is the showing of favoritism towards relatives based upon that relationship rather than on an objective evaluation of ability or suitability.

**Conflict of Interest** can be defined as any situation that represents, or appear to represent a conflict between an individual's personal interest and their public or corporate duties.

**Relatives** are defined as immediate family members, father, mother, son, daughter, brother, sister, domestic partner, uncle, aunt, first cousin, nephew, niece, husband, wife, father-in-law, mother-in-law, son-in-law, daughter-in-law, brother-in-law, sister-in-law, stepfather, stepmother, stepson, stepdaughter, stepbrother, stepsister, half-brother and half-sister.

<b>Nepotism Statement</b>	
Do you have any relatives working for South Florida Workforce Investment Board or for a service provider agency awarded a contract by the SFWIB supported by federal funds?	
Yes _____ No _____	
If Yes, please list their name, relationship and agency/organization:	
Name: _____	Relationship _____ Agency/Organization: _____
Name: _____	Relationship _____ Agency/Organization: _____
Name: _____	Relationship _____ Agency/Organization: _____
Signature: _____	Date: _____

**Conflict of Interest Statement**

A. \_\_\_\_\_ No, to the best of my knowledge and belief, I am not aware of any impairment that would interfere with my independence of judgment in the performance of my public duties. In the event that any impairment occurs, I acknowledge my obligation to disclose it promptly to the South Florida Workforce Investment Board.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

B. \_\_\_\_\_ Yes, I wish to acknowledge an actual or potential impairment could be perceived as interference to my independence of judgment in the performance of my public duties. Please explain the actual or potential impairments and list their name, relationship, and the Agency/Organization.

**If Yes, please list their name, relationship and agency/organization:**

Name: \_\_\_\_\_ Relationship \_\_\_\_\_ Agency/Organization: \_\_\_\_\_

Name: \_\_\_\_\_ Relationship \_\_\_\_\_ Agency/Organization: \_\_\_\_\_

Name: \_\_\_\_\_ Relationship \_\_\_\_\_ Agency/Organization: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

I \_\_\_\_\_ declare to the best of my knowledge, that all statements contained in this document and any accompanying documents are true and correct, with full knowledge that all statements made in this document are subject to review and that any false or dishonest statement may require administrative action to be taken up to and including termination from county service.



VENDOR NON-PERFORMANCE FORM

Vendor's Name: \_\_\_\_\_ Vendor's F.E.I.N. No.: \_\_\_\_\_

Vendor's Address: \_\_\_\_\_

Phone No.: \_\_\_\_\_ E-mail address: \_\_\_\_\_

Effective Date of Contract/Agreement/P.O. : \_\_\_\_\_ Date of Reported Performance Issue: \_\_\_\_\_

Business/Organization Contact Person: \_\_\_\_\_

- o PERFORMANCE ISSUE: (PLEASE ATTACH ALL SUPPORTING DOCUMENTATION AND CORRESPONDENCE)

\_\_\_\_\_
\_\_\_\_\_
\_\_\_\_\_
\_\_\_\_\_
\_\_\_\_\_
\_\_\_\_\_

Date Vendor was contacted: \_\_\_\_\_ Person contacted by: \_\_\_\_\_

- o Vendor Statement

\_\_\_\_\_
\_\_\_\_\_
\_\_\_\_\_
\_\_\_\_\_

Remedy/Corrective Action: Accepted By Vendor: Yes or No (Date) \_\_\_\_\_

1. Period of Monitoring for Improvement/Compliance: (FROM) \_\_\_\_\_ (TO) \_\_\_\_\_

2. Terminate Contract: \_\_\_\_\_ Effective Date: \_\_\_\_\_

3. No Action is Required: \_\_\_\_\_ Reason: \_\_\_\_\_

\_\_\_\_\_
\_\_\_\_\_

SFWIB REPRESENTATIVE SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

## SERVICE PROVIDER PROCUREMENT REQUEST FORM

### **INSTRUCTIONS FOR COMPLETION**

The Service Provider shall ensure all Procurement Requests forms are filled out completely to avoid delays in processing. All Procurement Requests must be submitted to SFWIB not later than sixty (60) days prior to the contract termination date. Procurement Requests received after the specified timeline will not be processed.

#### **SECTION I and II**

Procurement requests for information technology or/and Procurement requests for facility-related must be submitted separately. Please do not combine requests on same form.

The Service Provider shall:

- 1) Complete sections I and II of the Service Provider Procurement Request Form
- 2) Attach Justification or Reason for each request being submitted
- 3) Forward the original completed procurement request form(s) signed and dated by the Service Provider's Executive Director to the SFWIB's Contract Unit

#### **SECTION III**

The SFWIB's Contracts Unit shall:

- 1) Review amount budgeted
- 2) Identify and complete Service Provider's index code
- 3) Sign the form and forward to the Finance Unit

The SFWIB's Finance Unit shall:

- 1) Identify and complete available funding
- 2) Identify and complete budget line item #
- 3) Sign and forward request form to Information Technology Unit or Facility Management Unit

The SFWIB's Information Technology Unit or Facility Management Unit shall:

- 1) Complete the Procurement process in accordance with the SFWIB's internal procedures
- 2) Process the Procurement Request within approximately 4-6 weeks

#### **SECTION III**

Approvals

- 1) Procurement package is forwarded for signature:
  - A. Assistant Director for Administration
  - B. Assistant Director for Finance
  - C. Executive Director, SFWIB

FROM PROCUREMENT TO ACQUISITION OF GOOD or SERVICE

- 1) If amount of purchase exceeds budgeted amount, the request must be returned to the Contracts Unit.
- 2) The SFWIB shall keep the Service Provider apprised of the status of the procurement activity.
- 3) Only the SFWIB will contact the selected vendor to arrange the date for the delivery of the good or date service will begin.



## SERVICE PROVIDER PROCUREMENT REQUEST FORM

TO BE COMPLETED BY SERVICE PROVIDER

### SECTION I

Date: \_\_\_\_\_

Service Provider: \_\_\_\_\_ Service Location: \_\_\_\_\_

Address: \_\_\_\_\_ Address: \_\_\_\_\_

\_\_\_\_\_

Contact Person: \_\_\_\_\_ Contact Person: \_\_\_\_\_

### SECTION II

TO BE COMPLETED BY SERVICE PROVIDER

QTY	ITEM DESCRIPTION (Attach Additional Sheet If Necessary)	G/L ACCT.	PROGRAM	FUNDING SOURCE

FUNDING SOURCE / PROGRAM: \_\_\_\_\_ (Specify)

#### JUSTIFICATION FOR REQUEST – (ATTACH SEPARATE SHEET)

Executive Director Approval: \_\_\_\_\_ Date: \_\_\_\_\_

### SECTION III

#### INTERNAL REQUEST FOR APPROVAL

**SFWIB USE ONLY FOR IDENTIFICATION AND ALLOCATION OF FUNDS FOR PROCUREMENT**

#### CONTRACTS UNIT

INDEX CODE # \_\_\_\_\_

AMT BUDGETED: \$ \_\_\_\_\_

\_\_\_\_\_  
SIGNATURE

\_\_\_\_\_  
DATE

#### FINANCE UNIT

AVAILABLE FUNDING: \$ \_\_\_\_\_

BUDGET LINE ITEM #: \_\_\_\_\_

\_\_\_\_\_  
SIGNATURE

\_\_\_\_\_  
DATE

#### REQUEST FOR:

SOFTWARE OR HARDWARE

SFWIB Information Technology (IT) Unit Manager

\_\_\_\_\_  
SIGNATURE

\_\_\_\_\_  
DATE

#### FURNITURE/EQUIPMENT/SERVICE

Facilities Unit Manager

\_\_\_\_\_  
SIGNATURE

\_\_\_\_\_  
DATE

If Request by Others

Divisional Request

\_\_\_\_\_  
SIGNATURE

\_\_\_\_\_  
DATE

#### APPROVALS

ASSISTANT DIRECTOR, ADMINISTRATION

\_\_\_\_\_  
SIGNATURE

\_\_\_\_\_  
DATE

ASSISTANT DIRECTOR, FINANCE

\_\_\_\_\_  
SIGNATURE

\_\_\_\_\_  
DATE

EXECUTIVE DIRECTOR, SFWIB

\_\_\_\_\_  
SIGNATURE

\_\_\_\_\_  
DATE

Data Required for: "Professional Services Agreement"				
<b>Indicate New PSA or Extension as applicable:</b>				
<b>PROCUREMENT (complete and verify below) STAFF NAME AND DATE :</b>				
<b>Legal Name of the Organization</b>	<b>Period of Performance (start &amp; end date)</b>	<b>Name of Authorized Representative (president or vice president as it appears in sunbiz)</b>	<b>Title: President or Vice-President</b>	<b>Full Address: (including suite #: if applicable)* City, State, Zip Code</b>
<b>Entity type</b> (Corporation or LLC or LLP, Government, Public School, College or University, Quasi Government):				
<b>If Corporation, LLC or LLP: Is it active on www.sunbiz.org?</b>				
<b>Program/Project (Services to be rendered):</b> Data Analytics & Reporting				
<b>Procurement Type</b> (indicate ITB/RFQ/emergency, etc.)				
<b>Is Background Screening required (Yes/No)?</b> (Note: If required attach Procurement document with language)				
<b>Were Operational Documents approved during procurement (Yes/No):</b> (Note: attach approved Operational Documents package)				
<b>If "NO" list items that are missing/incomplete:</b>				
<b>Is there a renewal term allowed under the original procurement?</b> <b>Amount:</b>				
<b>If Yes, please state renewal term:</b> <b>Funding Type:</b>				
<b>RISK MANAGEMENT (complete and verify below) STAFF NAME AND DATE:</b>				
<b>INDICATE INSURANCE REQUIREMENTS:</b>		<b>Yes/No</b>		
Professional Liability				
General Liability				
Automobile Liability				
Workers Compensation				
Re-employment Assistance Insurance				
<b>If this is a PSA Extension please provide most recent Insurance Certificate</b>				
<b>ADMINISTRATION (FACILITIES/HR) STAFF NAME AND DATE:</b>				
<b>Exhibits Attached (indicate Yes/No)</b>				
	<b>Yes / No</b>	<b>Approved by and date</b>	<b>Date Reviewed by Vendor; if applicable</b>	
Provide a completed <b>Exhibit A - Statement of Work</b> (with attachments as applicable)				
Provide a completed: <b>Exhibit B - Payment Provisions</b>				
Are there "Deliverables" associated with this Agreement?				
<b>If Yes, Include Deliverable Section in Exhibit A &amp; Exhibit B</b>				
Are there reporting requirements associated with this Agreement?				
<b>If Yes, Include Reporting Requirements Section in Exhibit A</b>				
Upon Review Contracts to Provide to Administration for release (check one):	<b>Three (3) Printed Sets</b>	<b>Soft Copy only</b>	Note: Administration will release either Three (3) printed sets with a cover letter signed by Authorized Individual (as determined by Administration) or an e-mail soft copy with a pdf version of the letter.	
<b>CONTRACTS COMMENTS:</b>				

NOTE: Memorandum of Approval signed by Mr. Beasley needs to be provided to Contracts along with completed Data Form

**PURCHASE ORDER GENERAL TERMS AND CONDITIONS**

Purchase Orders are entered by and between South Florida Workforce Investment Board d/b/a CareerSource South Florida (hereinafter referred to as the "SFWIB") and the Vendor (hereinafter also referred to as the "Contractor") (each a "Party" and collectively the "Parties").

Whereas, the Parties understand and accept that they have entered into a mutually binding legal relationship obligating the Vendor to furnish the supplies or services and the SFWIB to pay for them;

Whereas, the Vendor understands and agrees to adhere to the standards and requirements established under the SFWIB's formal solicitation for this Purchase Order and Vendor's response pursuant to which this Purchase Order was awarded and funded;

Whereas the SFWIB has selected the Vendor as a non-exclusive supplier of goods or services, Vendor agrees to provide the good or service as set forth in the solicitation, Statement of Work, or other attachment.

Now therefore, in consideration of the mutual terms, conditions, promises, covenants, and payments hereinafter set forth, the Parties agree as follows:

**Formal Solicitation**

The formal solicitation and Vendor's response are both incorporated by reference herein as if fully set forth in their entirety. In the event Vendor's response conflicts with the terms and conditions set forth in this Purchase Order then the terms and conditions in this Purchase Order (hereinafter referred to as "Purchase Order" or "Contract") shall prevail and control.

**ACQUISITION/RECEIPT/DELIVERY OF GOODS or SERVICES**

1. The SFWIB shall inspect and approve goods and/or services within five (5) calendar days of receipt unless the solicitation, its attachments, or its exhibits specify otherwise.
2. The Vendor must safeguard, protect, and otherwise ensure materials are delivered in good condition. Damaged materials will not be accepted.
3. Materials rejected for any reason will be returned to the Vendor at its risk and expense.
4. All prices must include shipping. When a specific purchase price is negotiated, the Vendor must prepay the shipping charges and add them to the invoice.
5. The Vendor may not change, modify, or adjust the agreed upon quantity of goods being procured unless agreed to in writing by both Parties.
6. The Vendor must completely fill-out, sign and return all required signatory pages within ten (10) calendar days of receipt of Purchase Order (PO) otherwise the SFWIB will exercise its option to cancel the award and proceed to select another vendor.

**Purchase Order Dates:**

Purchase Orders shall be valid from the date indicated on page 1 of the Purchase Order and shall expire on June 30, of the program year. The SFWIB shall not be obligated to pay for costs incurred by the vendor in relation to this Purchase Order prior to the date of its issuance or after June 30.

**Payments:**

Purchase Order's shall not exceed the amount specified on page 1 and page 2, which shall be paid by the SFWIB in consideration for Contractor's provision of goods and/or services as set forth by the terms and conditions of this Purchase Order. The SFWIB's performance and obligation to pay under this Purchase Order are contingent upon an annual appropriation by the Legislature and availability of any and all applicable federal funds. The SFWIB shall be the final authority as to the availability of funds for this Purchase Order, and as to what constitutes an "annual appropriation" of funds to complete this Purchase Order. If such funds are not appropriated or available for fulfilling the Purchase Order, such event will not constitute a default by the SFWIB. The SFWIB agrees to notify Contractor in writing at the earliest possible time if funds are not appropriated or available. If funds are not appropriated or available, the SFWIB may terminate the Contract as set forth in Article 12.



**Contractor Payments:**

Invoices must, at a minimum, comply with the following:

Invoices for fees or other compensation for services or expenses shall be submitted in detail sufficient for a proper pre-audit and post-audit thereof.

Invoices must be legible originals and must itemize the goods/services that were provided in accordance with the terms of the Purchase Order for the invoice period. Payment does not become due under the Purchase Order until the invoiced deliverable(s) and any required report(s) are approved and accepted by the SFWIB, and until SFWIB has received a proper and complete invoice as outlined herein.

Invoices must contain the Vendor's name, address, federal employer identification number or other applicable Vendor identification number, the Purchase Order number, the invoice number, and the invoice period. The SFWIB may require any additional information from Vendor that the SFWIB deems necessary to process an invoice.

Invoices must be submitted in accordance with the time requirements specified in the solicitation, Statement of Work, or other attachment.

Payment shall be made in accordance with the solicitation documents, Statement of Work, or other attachment. The SFWIB shall pay all invoices within 30 calendar days of the invoice date. If any portion of the invoice is disputed, the SFWIB shall pay the undisputed portion within 30 calendar days of the invoice date, and shall pay the disputed portion of the invoice once the dispute is resolved between the Parties, within 30 calendar days of receipt of the revised invoice.

**Final Invoice:**

The Contractor shall submit their final invoice for payment to the SFWIB not later than thirty (30) calendar days after delivery of services or goods, or thirty (30) calendar days after the Purchase Order expires or is terminated. If the Contractor fails to do so, all rights to payment are forfeited and the SFWIB will not honor any requests submitted after this time period.

The Contractor shall abide by any statutory, regulatory, or licensing requirement and comply with all applicable federal, state and local laws, including but not limited to:

**1. Copeland "Anti-Kickback" Act** The Contractor shall comply with the Copeland "Anti-Kickback" Act (40 U.S.C. 3145 and 18 U.S.C. 874), as supplemented by Department of Labor regulations (29 CFR Part 3, "Contractors and Subcontractors on Public Building or Public Work Financed in Whole or in Part by Loans or Grants from the United States"). The Act provides that each contractor or subrecipient must be prohibited from inducing, by any means, any person employed in the construction, completion, or repair of public work, to give up any part of the compensation to which he or she is otherwise entitled. The non-federal entity must report all suspected or reported violations to the federal awarding agency..

**2. Davis-Bacon Act** When required by federal program legislation, all prime construction contracts in excess of \$2,000.00 awarded by non-federal entities must include a provision for compliance with the Davis-Bacon Act (40 U.S.C. 3141-3144, and 3146-3148) as supplemented by Department of Labor regulations (29 CFR Part 5, "Labor Standards Provisions Applicable to Contracts Covering Federally Financed and Assisted Construction"). In accordance with the statute, contractors must be required to pay wages to laborers and mechanics at a rate not less than the prevailing wages specified in a wage determination made by the Secretary of Labor. In addition, contractors must be required to pay wages not less than once a week. The non-federal entity must place a copy of the current prevailing wage determination issued by the Department of Labor in each solicitation. The decision to award a contract or subcontract must be conditioned upon the acceptance of the wage determination. The non-federal entity must report all suspected or reported violations to the federal awarding agency..

**3. Contract Work Hours and Safety Standards Act** Where applicable, all contracts awarded by the non-federal entity in excess of \$100,000.00 that involve the employment of mechanics or laborers must include a provision for compliance with 40 U.S.C. 3702 and 3704, as supplemented by Department of Labor regulations (29 CFR Part 5). Under 40 U.S.C. 3702 of the Act, each contractor must be required to compute the wages of every mechanic and laborer on the basis of a standard work week of 40 hours. Work in excess of the standard work week is permissible provided that the worker is compensated at a rate of not less than one and a half times the basic rate of pay for all hours worked in excess of 40 hours in the work week. The requirements of 40 U.S.C. 3704 are applicable to construction work and provide that no laborer or mechanic must be required to work in surroundings or under working conditions which are unsanitary, hazardous or dangerous. These requirements do not apply to the purchases of supplies or materials or articles ordinarily available on the open market, or contracts for transportation or transmission of intelligence.

## ATTACHMENT F

**4. Clean Air Act (42 U.S.C. 7401 et seq.) and the Federal Water Pollution Control Act (33 U.S.C. 1251 et seq.), as amended:** The Contractor agrees that if this Contract is for more than \$150,000.00, the Contractor shall comply with all applicable standards, orders or regulations issued pursuant to the Clean Air Act (42 U.S.C. 7401-7671q) and the Federal Water Pollution Control Act as amended (33

U.S.C. 1251-1387). Violations must be reported to the federal awarding agency and the Regional Office of the Environmental Protection Agency (EPA). As applicable, the Contractor shall comply with the Clean Air Act and Federal Water Pollution Control, as amended.

**5. Energy Efficiency:** The Contractor shall comply with mandatory standards and policies relating to energy efficiency which are contained in the State of Florida's Energy Conservation Plan issued in compliance with the Energy Policy and Conservation Act (Public Law 94-163).

**6. Nepotism/Conflict of Interest (Section 112.3135, Florida Statutes)/Code of Ethics:** The Contractor shall maintain written standards of conduct governing the performance of its employees engaged in the award and administration of contracts. No employee, officer, or agent shall participate in the selection, award, or administration of a contract supported by federal funds if a real or apparent conflict of interest would be involved. Such a conflict would arise when the employee, officer, or agent, any member of his or her immediate family, his or her domestic partner, or an organization which employs or is about to employ any of the parties indicated herein, has a financial or other interest in the firm selected for an award. The officers, employees, and agents of the recipient shall neither solicit nor accept gratuities, favors, or anything of monetary value from contractors, or parties to sub-agreements. The Contractor agrees to comply with the Miami-Dade County, Conflict of Interest and Code of Ethics Ordinance codified at Section 2-11.1 et al. The Contractor shall set and/or adopt standards of conduct which describe obligations under Section 2-11.1 et al. and provide for disciplinary actions to be applied for violations of such standards by officers, employees, or agents of the Contractor.

**7. Incorporation of Compliance with Specific Appropriation 2006 of the 2011 General Appropriations Act Proviso and 2011 Appropriations Implementing Bill Requirements by Reference.** The requirements of "the Specific Appropriation 2006, and associated proviso, of the 2011 General Appropriation Act, section 445.007, Florida Statutes" set forth in **Attachment 1 (CareerSource Florida State and Local Workforce Development Board Contracting Conflict of Interest Policy)** attached hereto are incorporated herein by reference and Contractor agrees to comply with same. The Contractor shall provide a completed **Disclosure and Certification of Conflict of Interest in a Contract, Attachment 2 (Applicable for contracts exceeding \$25,000).**

**8. Rights to Inventions Made Under a Contract or Agreement:** Contracts or agreements for the performance of experimental, developmental, or research work shall provide for the rights of the federal government and the recipient in any resulting invention in accordance with 37 CFR part 401, "Rights to Inventions Made by Nonprofit Organizations and Small Business Firms Under Government Grants, Contracts and Cooperative Agreements," and any implementing regulations issued by the awarding agency.

**9. Audits, Inspection, Access and Retention of Records:** The Contractor shall keep such books, records, and accounts as may be necessary in order to record complete and correct entries related to this Purchase Order where applicable, and includes, but shall not be limited to:

The Contractor shall maintain books, records, and documents maintained in accordance with generally accepted accounting procedures and practices which sufficiently and properly reflect all expenditures of funds provided by the SFWIB under this Purchase Order.

The Contractor will provide a financial and compliance audit to the SFWIB, if applicable, and ensure that all related party transactions are disclosed to the auditor.

The Contractor shall permit the SFWIB or the SFWIB's designees, the State of Florida and the federal government, or any other duly authorized agent of a governmental agency to audit, inspect, examine, excerpt, copy or transcribe the Contractor's books, records, and accounts that are related to this Agreement.

The SFWIB may immediately terminate this Purchase Order or any renewal if the Contractor refuses to allow public access to all documents, papers, letters, or other material made or received by the Contractor in connection with this Agreement, unless the records are exempt from

S.24 (a) of Article I of the Florida Constitution and Chapter 119, Florida Statutes, and the Contractor has properly and immediately asserted such exemption.

The Contractor shall preserve and make available, at reasonable times for examination and audit by the SFWIB or the SFWIB's designees, the State of Florida and the federal government or any other duly authorized agent of a governmental agency, all financial records, supporting documents, statistical records, and any other documents (including storage media) pertinent to this Agreement for the required retention period of the Florida Public Records Law (Chapter 119, Florida Statutes), if applicable, or, if the Florida Public Records Law is not applicable, for a minimum period of five (5) years after termination of this Agreement or any renewal. If any audit has been initiated and audit findings have not been resolved at the end of the retention period or five (5) years, whichever is later, the books, records, and accounts shall be retained until resolution of the audit findings. If the Florida Public Records Law is determined by the SFWIB or any court of competent jurisdiction to be applicable to the Contractor's records, the Contractor shall comply with all requirements thereof; however, the Contractor shall not violate confidentiality or non-disclosure requirement of either federal or state law. Any incomplete or incorrect entry in such books, records, and accounts shall be a basis for the SFWIB's disallowance and recovery of any payment based upon such entry.

The Contractor shall include the aforementioned audit, inspection, access and retention of records requirements in all approved subcontracts and assignments.

**10. Patents, Copyrights, and Royalties:**

Except for the Contractor's own internal use, the Contractor shall not publish or reproduce any data or information, in whole or in part, that is recorded in any form or medium whatsoever and that is delivered or specified to be delivered under this Contract, nor may the Contractor authorize or permit others to do so without the written consent of the federal government, through the State of Florida, until such time as the federal government may have released such data or information to the public. As authorized by 49 CFR 18.34, the federal government, through the State of Florida, reserves a royalty free, nonexclusive and irrevocable license to reproduce, publish or otherwise use, and to authorize the State of Florida and others to use:

1. Any work developed under this Purchase Order or a resulting subcontract irrespective of whether it is copyrighted.
2. Any rights of copyright to which Contractor or subcontractor purchases ownership with funds provided for under this Contract.

In the event the Contractor is granted written approval from the SFWIB to utilize subcontractors to perform any services required by this Purchase Order, the Contractor shall prohibit such subcontractors, by written contract, from violating any of the terms of this Section.

**11. Indemnification**

**For Florida Governmental Entities:** The Contractor shall indemnify and hold harmless the SFWIB, its officers, employees, agents, servants, agencies and instrumentalities from any and all liability, losses or damages, including attorneys' fees and costs of defense, which the SFWIB and its officers, employees, agents, servants, agencies or instrumentalities may incur as a result of any and all claims, demands, suits, causes of action or proceedings of any kind or nature arising out of, relating to or resulting from the performance of this Purchase Order by the Contractor or the Contractor's officers, employees, agents, servants, partners, principals or subcontractors or any other individual performing work on the Contractor's behalf under this Purchase Order. The Contractor shall pay all claims and losses of any kind in connection therewith and shall investigate and defend all claims, suits or actions of any kind or nature in the name of the SFWIB, where applicable, including appellate proceedings, and shall pay all costs, judgments, and attorneys' fees which may issue thereon, subject to the extent of, and within the limitations of section 768.28, Florida Statutes. Further, this indemnification shall only be to the extent and within the limitations of, section

768.28 Florida Statutes, whereby the Contractor shall not be held liable to pay a personal injury or property damage claim or judgment by any one person which exceeds the sum of \$200,000.00, or any claim or judgment or portions thereof, which, when totaled with all other claims or judgments paid by the Contractor or any other governmental entity covered under section 768.28 arising out of the same incident or occurrence which exceeds the sum of \$300,000.00 from any and all personal injury or property damage claims, liabilities, losses or causes of action which may arise as a result of the negligence of the Contractor or the Contractor's officers, employees, servants, agents, partners, principals or subcontractors.

**All Entities Which are Not Florida Governmental Entities:** The Contractor shall indemnify and hold harmless the SFWIB, and its officers, employees, agents, servants, agencies and instrumentalities from any and all liability, losses or damages, including attorneys' fees and costs of defense, which the SFWIB and its officers, employees, agents, servants, agencies or instrumentalities may incur as a result of any and all claims, demands, suits, causes of action or proceedings of any kind or nature arising out of, relating to or resulting from the performance of this Agreement by the Contractor or the Contractor's officers, employees, agents, servants, partners, principals or subcontractors or any other individual performing work on the Contractor's behalf under this Contract. The Contractor shall pay all claims and losses in connection therewith and shall investigate and defend all claims, suits or actions of any kind or nature in the name of the SFWIB, where applicable, including appellate proceedings, and shall pay all costs, judgments, and attorneys' fees which may issue thereon. The Contractor expressly understands and agrees that any insurance policies required by this Agreement or otherwise provided by the Contractor shall in no way limit the responsibility to indemnify, keep and save harmless and defend the SFWIB and its officers, employees, agents, servants, agencies and instrumentalities as herein provided.

**Term of Indemnification:** The provisions of this indemnification shall survive the expiration, termination, or cancellation of the Purchase Order and shall terminate upon the expiration of the applicable statute of limitation.

**12. Termination Due to the Lack of Funds:**

If funds to finance this Contract become unavailable or if federal or state funds upon which this Contract is dependent are withdrawn or redirected, the SFWIB, in its sole discretion, may terminate this Contract upon no less than twenty-four (24) hours' notice in writing to the Contractor. Said notice shall be delivered by certified mail, return receipt requested or in person with proof of delivery. The SFWIB shall be the final authority as to the availability of funds and will not reallocate funds earmarked for this Contract to another program thus causing "lack of funds." In the event of termination of this Contract under this provision, the Contractor will be compensated for any work completed to SFWIB's satisfaction prior to the date of the notification of termination. The Contractor shall not be entitled to recover any cancellation charges, consequential damages, indirect costs, or lost profits

**13. Termination for Cause Including Default and Breach of Contract:** The SFWIB may terminate the Contract for default and breach of contract as set forth in **Section 2, Breach of Contract**. In the event of termination of this Contract under this provision, any payments to the Contractor shall be determined based upon the provisions of **Section 3-Breach of Contract: SFWIB Remedies**. Rule 60A-1.006(3), F.A.C., governs the procedure and consequences of default. The Contractor shall continue to perform any work not terminated. The SFWIB's rights and remedies in this clause are in addition to any other rights and remedies provided by law or under the Contract. If SFWIB terminates the Contract for default, the Contractor shall not be entitled to recover any cancellation charges, consequential damages, indirect costs, or lost profits.

**14. Termination for Convenience:**

The SFWIB, by written notice to the Contractor, may terminate the Contract for convenience in whole or in part when the SFWIB determines in its sole discretion that it is in the SFWIB's interest to do so. The Contractor shall not furnish any product after it receives the notice of termination for convenience, except as necessary to complete the continued portion of the Contract, if any. If SFWIB terminates the contract for convenience, the Contractor shall not be entitled to recover any cancellation charges, consequential damages, indirect costs, or lost profits.

**15. Termination for Circumstances Beyond the Contractor's Control:**

Either Party may terminate this Contract for circumstances beyond the Contractor's control including, but not limited to, labor disputes, strikes, fire, riot, war, terrorism, acts of God, or any other causes beyond the control of the Parties. In the event of termination of this Purchase Order under this provision, neither party will be responsible for failure or delay in performance of this Contract and the failure or delay in performance will not result in any additional charge or costs, under this Contract to either Party. The Party seeking termination of the Purchase Order under this provision shall provide immediate notice of termination to the other Party. In no event shall notice not be provided later than thirty (30) days of the occurrence triggering termination.

**16. Grievance Procedures:**

The Contractor agrees to comply with all applicable Grievance and Complaint Procedures of the SFWIB and as required by state and federal laws.

**17. Breach of Contract:**

A non-exclusive list of breaches of this Purchase Order is as follows:

- a. The Contractor fails, in whole or in part, to provide the goods or services set forth in the solicitation, Statement of Work, or other attachment;
- b. The Contractor refuses to allow the SFWIB full access to records.
- c. The Contractor attempts to meet Contractor's obligations under this Contract through fraud, misrepresentation or material misstatement;
- d. The Contractor fails to meet the terms and conditions of any obligation under any contract, purchase order or otherwise or any repayment schedule to the SFWIB or any of its agencies or instrumentalities;
- e. The Contractor fails to fulfill in a timely and proper manner any and all of Contractor's obligations, covenants and agreements set forth in this Contract. Waiver of breach of any provisions of this Contract by the SFWIB shall not be deemed to be a waiver of any other breach of any other provision and shall not be construed to be a modification of the terms of this Purchase Order;
- f. Waiver of breach of any provisions of this Purchase Order by the SFWIB shall not be deemed to be a waiver of any other breach of any other provision and shall not be construed to be a modification of the terms of this Purchase Order.

**18. Breach of Contract: SFWIB's Remedies:**

If the Contractor breaches this Purchase Order, the SFWIB may pursue any or all of the following remedies:

- a. The SFWIB may terminate this Purchase Order by providing written notice to the Contractor of such termination and specifying the effective date thereof. In the event of termination, the SFWIB may: (a) request the return of all finished or unfinished documents, data studies, surveys, reports, products, or goods, prepared or obtained by the Contractor with the SFWIB's funds under this Purchase Order; (b) seek reimbursement of SFWIB's funds awarded to the Contractor under this Purchase Order; and (c) terminate or cancel any other contracts or purchase orders entered into between the SFWIB and the Contractor. The Contractor shall be responsible for all costs associated with such termination, in addition to the SFWIB's attorneys' fees;
- b. The SFWIB may suspend payment, in whole or in part, under this Purchase Order by providing written notice to the Contractor of such suspension and specifying the effective date thereof. All payments to Contractor as of the effective date of suspension shall cease. On the effective date of suspension, if requested by the SFWIB, the Contractor shall immediately cease to provide goods or services pursuant to this Contract. If payments are suspended, the SFWIB shall specify in writing the actions that shall be taken by the Contractor as a condition precedent to resumption of payments and shall specify a date for compliance. The SFWIB may also suspend any payments, in whole or in part, under any other contracts or purchase orders entered into between the SFWIB and the Contractor. The Contractor shall be responsible for all costs associated with such suspension, in addition to the SFWIB's attorneys' fees;
- c. The SFWIB may seek enforcement of this Contract by any action at law or equity available to the SFWIB, including, but not limited to, filing an action in a court of competent jurisdiction. The venue of any such action shall be in Miami-Dade County, Florida. The Contractor shall be responsible for all program and administrative costs of the SFWIB associated with such enforcement, in addition to the SFWIB's attorneys' fees through and including final resolution of the matter including appeal;
- d. The SFWIB may debar the Contractor from future SFWIB contracting;
- e. If, for any reason, the Contractor attempts to meet its obligations under this Contract through fraud, misrepresentation or material misstatement, the SFWIB shall, whenever the SFWIB deems it to be in the SFWIB's best interest, terminate this Contract by providing written notice to the Contractor of such termination and specifying the effective date thereof. In such case the SFWIB may terminate or cancel any other contracts or purchase orders which such Contractor has with the SFWIB. The Contractor shall be responsible for all of the SFWIB's program and administrative costs associated with any such termination or cancellation, in addition to its attorneys' fees. Any contractor who attempts to meet its contractual obligations with the SFWIB through fraud, misrepresentation or material misstatement may be debarred from SFWIB contracting for a period not to exceed five (5) years; and
- f. Any other remedy available at law or equity or administratively.
- g. All remedies provided herein and otherwise shall all be deemed independent and cumulative.

**19. Damages Sustained:**

The Contractor shall not be relieved of liability to the SFWIB for damages sustained by the SFWIB caused by any breach of this Purchase Order by the Contractor, and the SFWIB may withhold any payments to the Contractor until such time as the exact amount of damages due to the SFWIB are determined. The SFWIB may also pursue any remedies available at law or equity to compensate for any damages sustained by any such breach by the Contractor. The Contractor shall be responsible for all program and administrative costs of the SFWIB associated with such breach, including the SFWIB's attorneys' fees.

**20. Florida Public Records Law:**

The Contractor shall allow public access to all documents, papers, letters, or other materials subject to the provisions of Chapter 119, Florida Statutes, made or received by the Contractor in connection with this Purchase Order, except that public records which are made exempt and/or confidential from public records disclosure by law must be protected from disclosure and includes, but is not limited to, criminal history information derived from the U.S. Department of Justice. The Contractor's failure to allow such public access shall result in the immediate termination of this Purchase Order or any renewal. The Contractor shall maintain public records stored in electronic record keeping systems in accordance with Chapter 119, Florida Statutes, and Rule IB-26.003 of the Florida Administrative Code.

Pursuant to section 119.0701, Florida Statutes, the Contractor shall:

- a) Keep and maintain public records that ordinarily and necessarily would be required by the public agency in order to perform the service;

## ATTACHMENT F

- b) Upon request from the SFWIB's custodian of public records, provide the SFWIB with a copy of the requested records or allow the records to be inspected or copied within a reasonable time at a cost that does not exceed the cost provided in this chapter or as otherwise provided by law;
- c) Ensure that public records that are exempt or confidential from public records disclosure requirements are not disclosed except as authorized by law for the duration of the contract term and following completion of the purchase order if the Contractor does not transfer the records to the SFWIB; and
- d) Meet all requirements for retaining public records and transfer to the SFWIB, at no cost to the SFWIB, all public records created, received, maintained and/or directly related to the performance of this Purchase Order that are in possession of the Contractor upon termination of this Purchase Order. Upon termination of this Purchase Order, the Contractor shall destroy any duplicate public records that are exempt and/or confidential from public records disclosure requirements. All records stored electronically must be provided to the SFWIB in a format that is compatible with the SFWIB's information technology systems.

For purposes of this Article, the term "public records" shall mean all documents, papers, letters, maps, books, tapes, photographs, films, sound recordings, data processing software, or other material, regardless of the physical form, characteristics, or means of transmission, made or received pursuant to law or ordinance or in connection with the transaction of the SFWIB's official business.

**If the Contractor has questions regarding the application of Chapter 119, Florida Statutes, to the Contractor's duty to provide public records relating to this Purchase Order, contact the custodian of public records at:**

Via e-mail: [recordsrequest@careersourcesfl.com](mailto:recordsrequest@careersourcesfl.com)  
**Office of the Executive Director. Telephone: 305-929-1500 South Florida Workforce Investment Board**  
**The Landing at MIA**  
**7300 Corporate Center Drive, Suite 500**  
**Miami, Florida 33126-1234**

In the event the Contractor does not comply with the public records disclosure requirement set forth in section 119.0701, Florida Statutes of this Purchase Order, the SFWIB shall avail itself of the remedies set forth in **Breach of Contract and Breach of Contract: SFWIB's Remedies** of this Agreement.

A Contractor who fails to provide the public records as required by law, within a reasonable time, may be subject to penalties under section 119.10, Florida Statutes.

### **21. Confidentiality of Records:**

The Contractor shall maintain the confidentiality of any information regarding program participants that identifies or may be used to identify program participants and which may be obtained through proposal forms, interviews, tests, reports from public agencies or counselors, or any other source. The Contractor shall not divulge such information without the written permission of the participant, or participant's responsible parent or guardian when authorized by law, if applicable, except that such information which is necessary, as determined by the SFWIB, for purposes related to the performance or evaluation of the Purchase Order may be divulged to the SFWIB or such other persons as the SFWIB may designate who have responsibilities for monitoring or evaluating the services and performances under the Purchase Order, or to governmental authorities to the extent necessary for the proper administration of the law and the provision of services. All releases of information shall be in accordance with applicable federal and state laws as well as the policies and procedures of the SFWIB. No release of information by the Contractor, if such release is required by federal or state law, shall be construed as a breach of this Purchase Order.

### ASSURANCES AND CERTIFICATIONS

The South Florida Workforce Investment Board (**SFWIB**) will not award funds where the Respondent (“Contractor”) has failed to accept the **ASSURANCES AND CERTIFICATIONS** contained in this section. In performing its responsibilities under this agreement, the Contractor hereby certifies and assures that it will fully comply with the following:

- (a) **Certification Regarding Debarment, Suspension and Other Responsibility Matters (29 CFR Part 98)**
- (b) **Certification Regarding Lobbying (29 CFR Part 93)**
- (c) **Certification Regarding Drug-Free Workplace Requirements (29 CFR Part 94)**
- (d) **Non-discrimination and Equal Opportunity Assurances (29 CFR Part 38)**
- (e) **Certification Regarding Public Entity Crimes (section 287.133, Florida Statutes)**
- (f) **Sarbanes-Oxley Act of 2002**
- (g) **Association of Community Organizations for Reform Now (ACORN) Funding Restrictions Assurance (Pub. L. 111-117)**
- (h) **Scrutinized Companies Lists Certification (section 287.135, Florida Statutes)**
- (i) **Discriminatory Vendors (section 287.134, Florida Statutes)**

By signing the agreement, the Contractor is providing the above assurances and certifications as detailed below:

**(a) CERTIFICATION REGARDING DEBARMENT, SUSPENSION, AND OTHER RESPONSIBILITY MATTERS – PRIMARY COVERED TRANSACTION**

As required by the regulation implementing Executive Orders No. 12549 and 12689, Debarment and Suspension, 29 CFR 98, the Contractor certifies to the best of the Contractor’s knowledge and belief, to the following:

1. The Contractor is not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any federal department, agency or subcontractor;
2. The Contractor has not, within a three-year period preceding this application/proposal/contract, been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (federal, state, or local) transaction or agreement under a public transaction; violation of federal or state antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
3. The Contractor is not presently indicted for or otherwise criminally or civilly charged by a government entity (federal, state, or local) with commission of any of the offenses enumerated in paragraph A.2 of this certification; and
4. The Contractor has not, within three-year period preceding this application/proposal/contract, had one or more public transactions (federal, state, or local) terminated for cause or default.

The Contractor shall comply with the language of the certification with regards to the Contractor’s subcontractors. The Contractor shall ensure and require the same certification from its subcontractor(s), which shall be forwarded to the SFWIB along with the request to subcontract as required by this solicitation/Contract.

Where the Contractor is unable to certify to any of the statements in this certification, such Contractor shall submit an explanation to the SFWIB attached to this form.

**(b) CERTIFICATION REGARDING LOBBYING**

The Contractor certifies, to the best of the Contractor's knowledge and belief, that:

1. No federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of a Contractor, a member of Congress, an officer or employee of Congress, or an employee of a member of Congress in connection with the awarding of any federal contract, the making of any federal grant, the making of any federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any federal contract, grant, loan, or cooperative agreement.
2. If any funds other than federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a member of Congress, an officer or employee of Congress, or an employee of a member of Congress in connection with this federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.
3. The Contractor shall require that the language of this certification be included in the award documents for "all" sub-awards at all tiers (including subcontracts, subgrants and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose the same accordingly.

This certification is a material representation of fact upon which reliance was placed when the Contract was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by the Byrd Anti-Lobbying Amendment section 1352, Title 31, U.S.C. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

**(c) CERTIFICATION REGARDING DRUG-FREE WORKPLACE REQUIREMENTS**

The Contractor assures and guarantees that the Contractor shall comply with the federal Drug Free Workplace Act of 1988, its implementing regulations codified at 29 CFR 94, subpart F, and the Drug-Free Workplace Rules established by the Florida Worker's Compensation Commission.

**(d) NON-DISCRIMINATION AND EQUAL OPPORTUNITY ASSURANCES**

As a condition for the award of financial assistance from the Department of Labor under Title I of the Workforce Innovation and Opportunity Act (WIOA), and the Personal Responsibility and Work Opportunity Reconciliation Act of 1996, the Contractor assures that it has the ability to comply fully with the nondiscrimination and equal opportunity provisions of the following laws and will remain in compliance for the duration of the award of federal financial assistance:

1. Section 188 of the WIOA, which prohibits discrimination against all individuals in the United States on the bases of race, color, religion, sex (including pregnancy, childbirth and related medical conditions, transgender status and gender identity, gender expression or sex stereotyping) (except as otherwise permitted under Title IV of the Education Amendments of 1972), national origin (including Limited English Proficiency), age, disability, or political affiliation or belief, or against beneficiaries on the bases of either citizenship status or participation in any WIOA Title I - financially assisted program or activity;
2. Title VI of the Civil Rights Act of 1964 (42 U.S.C 2000d et seq.), as amended, which prohibits discrimination on the bases of race, color and national origin;
3. Section 504 of the Rehabilitation Act of 1973 (29 U.S.C. 794), as amended, which prohibits discrimination against qualified individuals with disabilities;
4. Title IX of the Education Amendments of 1972 (20 U.S.C. 1681 et seq.), as amended, which prohibits discrimination on the basis of sex in educational programs;
5. The Age Discrimination Act of 1975 (42 U.S.C. 6101), as amended, which prohibits discrimination on the basis of age;
6. Section 654 of the Omnibus Budget Reconciliation Act of 1981 (42 U.S.C. 9849), as amended, which prohibits discrimination on the bases of race, creed, color, national origin, sex, handicapping condition, political affiliation or beliefs;



7. Titles I (42 U.S.C. 12111 et seq.), II (42 U.S.C. 12131 et seq.) and III (42 U.S.C. 12181 et seq.) of the Americans with Disabilities Act of 1990, as amended, which prohibit discrimination on the bases of disability, respectively, by:  
(a) private employers, state and local governments, employment agencies and labor unions that employ 15 or more employees; (b) state and local government entities (“public entities”) and requires public entities to provide persons with disabilities an equal opportunity to benefit from their programs, services and activities; and (3) places of public accommodations and mandates that places of public accommodations and commercial facilities be designed, constructed, and altered in compliance with specific accessibility standards;
8. Executive Order (EO) No. 11246, “Equal Employment Opportunity” as amended by EO No. 11375, “Amending Executive Order 11246 Relating to Equal Employment Opportunity,” and as supplemented by regulations at 41CFR Part 60, “Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor”; and in Department of Labor regulation 29 CFR Parts 33 and 37 as well as 45 CFR Part 80; and Part 92, if applicable;
9. Equal Employment Opportunity in Apprenticeship and Training (29 CFR Part 30); and
10. Chapter 11A of the Code of Miami-Dade County, Florida which, among other things, prohibits discrimination in employment and places of public accommodations on the bases of race, color, religion, ancestry, national origin, sex, pregnancy, age, disability, marital status, familial status, actual or perceived status as a victim of domestic violence, dating violence and stalking, gender identity, gender expression, or sexual orientation.

The Contractor also assures that Contractor will comply with 29 CFR Part 38 and all other regulations implementing the laws listed above. This assurance applies to Contractor’s operation of the WIOA Title I and TANF – financially assisted program or activity and to all agreements the Contractor makes to carry out the WIOA Title I and TANF – financially assisted program or activity. The Contractor understands the United States has the right to seek judicial enforcement of this assurance.

**(e) CERTIFICATION REGARDING PUBLIC ENTITY CRIMES, SECTION 287.133, FLORIDA STATUTES**

The Contractor hereby certifies that neither the Contractor, nor any person or affiliate of the Contractor, has been convicted of a Public Entity Crime as defined in section 287.133, Florida Statutes, nor placed on the convicted vendor list.

The Contractor understands and agrees that the Contractor is required to inform the SFWIB immediately upon any change in circumstances regarding this status.

**(f) SARBANES-OXLEY ACT OF 2002**

It is the policy of the SFWIB to comply with the requirements of the Sarbanes-Oxley Act of 2002, sections 1102 and 1107, set forth by the Act, the United States Code Title 18, sections 1512 and 1513, as amended, and the requirements of the Workforce Board. By signing below, the Contractor assures that the Contractor will comply with the Sarbanes-Oxley Act provisions as set forth below:

**Provisions of the Act – Title X1 – Corporate Fraud Accountability**

**Section 1102 – Tampering with a record or otherwise impeding an official proceeding** – “Whoever corruptly: 1) alters, destroys, mutilates, or conceals a record, document or other object, or attempts to do so, with the intent to impair the object’s integrity or availability for use in an official proceeding 2) otherwise obstructs, influences, or impedes any official proceeding, or attempts to do so, shall be fined under this title or imprisoned not more than 20 years, or both”.

**Section 1107 – Retaliation against Informants** – “Whoever knowingly, with the intent to retaliate, takes any action harmful to any person, including interference with the lawful employment or livelihood of any person, for providing to a law enforcement officer any truthful information relating to the commission or possible commission of any federal offense, shall be fined under this title or imprisoned not more than 10 years, or both”.

**(g) ASSOCIATION OF COMMUNITY ORGANIZATIONS FOR REFORM NOW (ACORN) FUNDING RESTRICTIONS ASSURANCE (PUB. L. 111-117)**

As a condition of a contract, the Contractor assures that the Contractor shall comply fully with the federal funding restrictions pertaining to ACORN and its subsidiaries per the Consolidated Appropriations Act, 2010, Division E, section 511 (Pub. L. 111-117). The Continuing Appropriation Act, 2011, section 101 and 103 (Pub. L. 111-242), provides that appropriations made under Pub. L. 111-117 are available under the conditions provided by Pub. L. 111-117.

**(h) SCRUTINIZED COMPANIES LISTS CERTIFICATION, SECTION 287.135, FLORIDA STATUTES**

Section 287.135, Florida Statutes, prohibits agencies from contracting with companies, for goods or services over \$1,000,000, that are on either the Scrutinized Companies with Activities in Sudan List or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, both of which are created pursuant to section 215.473, Florida Statutes, or the Scrutinized Companies that Boycott Israel List or is engaged in a Boycott of Israel as described in section 215.4725,

Florida Statutes, or is engaged in business operations in Cuba or Syria.

As the person authorized to sign on behalf of the Contractor, I hereby certify that the company identified in the section entitled "Contractor Name" is not listed on either the Scrutinized Companies with Activities in Sudan List or the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List. I understand that pursuant to section 287.135, Florida Statutes, the submission of a false certification may subject company to civil penalties, attorneys' fees, and/or costs.

**(i) DISCRIMINATORY VENDORS, SECTION 287.134, FLORIDA STATUTES**

The Contractor shall disclose to the SFWIB if the Contractor appears on the discriminatory vendor list. An entity or affiliate placed on the discriminatory vendor list pursuant to section 287.134, Florida Statutes may not:

1. Submit a bid on a contract to provide any goods or services to a public entity;
2. Submit a bid on a contract with a public entity for the construction or repair of a public building or public work;
3. Submit bids on leases of real property to a public entity; or
4. Be awarded or perform as a contractor, supplier, sub-contractor, or consultant under a contract with any public entity; or transact business with any public entity.

**BY SIGNING BELOW, THE CONTRACTOR CERTIFIES AND ASSURES THAT THE CONTRACTOR WILL FULLY COMPLY WITH THE APPLICABLE ASSURANCE OUTLINED IN PARTS A THROUGH I, ABOVE.**


\_\_\_\_\_  
**Contractor Name**

\_\_\_\_\_  
**\*Name and Title of Authorized Representative**

\_\_\_\_\_  
**Signature of Authorized Representative**

\_\_\_\_\_  
**Date**

**\*The signatory should be fully and duly authorized to execute agreements on behalf of the Contractor named above.**

	<b>2020.05.2020</b>
<p style="text-align: center;"><b>Title:</b> Regional Workforce Board Covid-19 Policy</p>	
<p style="text-align: center;"><b>Program:</b> Programs &amp; Policy</p>	
<p style="text-align: center;"><b>Adopted:</b> 05/1/2020</p>	
<p style="text-align: center;"><b>Effective:</b> 05/1/2020</p>	

**I. STATEMENT OF POLICY**

South Florida Workforce Investment Board d/b/a CareerSource South Florida values all of our employee's, contractors and subcontractors and their safety is our primary concern. The goal of this policy and process is to provide basic guidance as it relates to the coronavirus disease 2019 (COVID-19) pandemic.

**II. PURPOSE AND SCOPE**

The purpose of this document is to provide all employees and contractors of CSSF with interim guidance on the reporting of a positive test result, reporting of direct contact with an infected person, 14-day quarantine notification, and Self-attestation of good health. A sample form is provided and is the only authorized form for reporting purposes.

This interim guidance is based on what is currently known about COVID-19. COVID-19 is a respiratory illness that is can spread from person to person. The outbreak first started in China, but the virus continues to spread internationally and in the United States. CSSF Headquarters will update this interim guidance as federal, state and local government as well as the Center for Disease Control and Prevention (CDC) promulgate additional directions.

### **III. OVERVIEW**

#### **Who is covered by this guidance?**

All CSSF Headquarters staff, contracted staff, subcontracted staff, volunteers and/or anyone receiving CSSF funding to provide a service on behalf of CSSF.

#### **Reporting a positive test result:**

Any employee of CSSF, contractor, subcontractor, or volunteer working for or on behalf of CSSF is required to report a positive Covid-19 test result to their immediate supervisor as soon as possible. The individual should not return to work to do so but may report the result over the phone or via e-mail. The supervisor should notify their parent company in accordance with their own company policy and the CSSF Headquarters.

CSSF Headquarters management will determine if and when a center needs to be closed and will take the necessary steps to ensure the center is properly sanitized. The center will be reopened at the direction of the CSSF Executive Director. To ensure the wellbeing of employees, staff, volunteers or clients, CSSF reserves the right to deny career center access to anyone it believes poses a risk to the health and safety of others.

All CSSF Headquarters staff who test positive for Covid-19 must notify their supervisor immediately.

#### **What do you do if you believe you have been exposed to someone who tested positive for COVID-19?**

Any individual that has had direct contact with a person who has tested positive shall be on a 14-day quarantine from the career center and/or headquarters office. Contracted providers may follow other guidelines as it pertains to quarantine, however CSSF will not allow access to any CSSF facility for a minimum of 14 days to include weekends.

#### **If any employee's spouse or family member tests positive for COVID-19, what should be done?**

Any individual whose spouse or close family member tested positive, that person should be directed to stay home for 14 days from the time of the positive test. No further action is required with the employee's co-workers, unless and until notice has been received that the employee has tested positive, in which case the steps above must be followed.

**The 14-Day Quarantine:**

CSSF shall require any individual that has tested positive or has had contact with a person who has tested positive to be quarantined for a period of 14 days. Contractor staff shall also adhere to the policies of their respective employer. Any individual requesting clearance to return to work must obtain clearance from their employer and submit a Satisfactory Health Attestation Form to CSSF Headquarters for approval prior to returning to work.

**Satisfactory Health Attestation Form:**

The CSSF Satisfactory Health Attestation Form should be used whenever a staff member has been out sick, has been quarantined for COVID-19, or has been in contact with someone who has either tested positive for COVID-19 or believe to be an active carrier of the virus. A copy of the form should be maintained by the career center manager and a copy forwarded to CSSF Headquarters.

**Responsibilities:**

All staff, contracted staff, and volunteers have the obligation and responsibility to immediately report the positive test result to his/her supervisor. CSSF cannot mandate that a staff member, contractor or volunteer get tested for COVID-19, however, CSSF strongly advises anyone who believes that he/she may have been infected to do so immediately. Staff seek guidance from their human resources liaison regarding the usage of accrued leave to cover their absences in connection with COVID-19 related illness, testing or self-quarantine.

**Protective Measures:**

These are steps all can take to slow the spread of the virus

- ❖ Wash hands often with soap and water for at least 20 seconds.
- ❖ Avoid close contact with people who are sick.
- ❖ Put distance between yourself and other people.
- ❖ Practice social distancing. Stay at least six (6) feet from other people. Stay out of crowded places and avoid mass gatherings.

## **Confidentiality**

**Career center management and headquarters staff shall abide by all rules and regulations as it pertains to HIPPA laws to insure the confidentiality of all medical information.**

**All documentation must be kept in a file separate from an individual's personnel file. Non-medical information obtained during this process is shared on an as needed basis with those involved in providing a reasonable accommodation.**

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## **Forms:**

- Satisfactory Health Attestation Form

## **IV. AUTHORITY**

Center for Disease Control and Prevention (CDC).

## **V. ATTACHMENTS**

- Form A: Satisfactory Health Attestation Form

**PERSONAL PROTECTIVE EQUIPMENT**

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- II. SCOPE**
- III. DEFINITIONS**
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- V. HOW WILL PPE BE ISSUED**
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## **I. PURPOSE**

CareerSource South Florida (CSSF) is committed to providing a safe and healthy environment for its employees, subcontractors, and public for employment and training services. This procedure sets the minimum requirements for the issuance and use of personal protective equipment (PPE) where any person is required to perform a task under emergency conditions such as hurricanes, epidemics, pandemics, acts of nature, or similar situations.

## **II. SCOPE**

This procedure applies to all Miami-Dade County (MDC), Department of Economic Opportunity (DEO), and temporary staffing agency employees, (“collectively referred to as employees”) assigned to work at the CSSF administrative office, its career centers or ancillary locations.

## **III. DEFINITIONS**

- a. Manager/Supervisor. For the purpose of this procedure, these terms refers to any person who:
  - Supervises the work of staff, or;
  - Supervises activities
- b. Personal Protective Equipment (PPE). For the purpose of this procedure, this will consist of face masks, latex gloves, or other items issued during emergency/disaster situations such as hurricanes, epidemics, pandemics, acts of nature, or similar situations, as precautionary measure to aid in minimizing health or safety risks at work.

## **IV. WHO IS TO WEAR PPE**

All employees assigned to work at the CSSF administrative office, its career centers or ancillary locations. Service providers who occupy space at any of the CSSF career centers shall be responsible for providing their employees with PPE.

## **V. HOW PPE WILL BE ISSUED**

Managers/supervisors shall make a request for PPE's to the Executive Director's office and shall be responsible for distributing to their staff one (1) per week or a pack of five (5) for 5 weeks.

## **VI. INVENTORY CONTROL**

Access to PPE is limited to the Executive Director's office and his designee. To help maintain control over access to the storage area, PPE's will be distributed Monday through Friday between the hours of 9:00 AM – 4:30 PM.

Managers/supervisor shall be administratively responsible for the PPE assigned to the unit. Periodic physical inventories, at least quarterly, shall be taken of all PPE items purchased and placed under control.



## **Chapter 2**

# **Facilities Administration**

## **Chapter 2**

### **Capital Inventory Management Procedures**

This chapter outlines CareerSource South Florida (CSSF) policies and procedures for accounting for the acquisition, control, and disposition of all capital equipment property. Individuals involved with property responsibility must fully comply with these procedures in every detail. It is only by adherence to the instructions contained in this chapter that CareerSource South Florida will meet the requirements of property management as delineated by appropriate legal authority.

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### Chapter 2

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## Chapter 1

### GENERAL PROVISIONS

1-1. PURPOSE: This chapter establishes CSSF policy and contains a standard accountability system for the acquisition, control, and disposition of all tangible personal property that has a purchase price of \$250 or more and a life expectancy of a year or more.

The purpose of these rules is to implement:

- (a) Section 273.02, Florida Statutes, which provides that “Each item of property which it is practicable to identify by marking shall be marked in the manner required by the Auditor General. Each Custodian shall maintain an adequate record of property in his or her custody, which record shall contain such information as shall be required by the Auditor General.”
- (b) Section 273.05(5), Florida Statutes, which provides that “Agency records for property certified as surplus shall comply with rules issued by the Auditor General.”
- (c) Section 273.055(2), Florida Statutes, which provides that “Custodians shall maintain records to identify each property item as to disposition. Such records shall comply with rules issued by the Auditor General.”

These rules prescribe the records and procedures considered appropriate by the Auditor General for marking, recording, and accounting for State-owned property as defined in Section 273.02, Florida Statutes, and the information to be recorded in each Custodian’s public records in regard to such property, including property certified as surplus and/or disposed of by the Custodian.

These rules are promulgated pursuant to Chapter 273, Florida Statutes, to promote the control and safeguarding of tangible personal property. Accordingly, they do not prescribe accounting guidance for reporting State-owned capital assets and related depreciation as required by Statement No. 34 of the Governmental Accounting Standards Board (GASB), Basic Financial Statements and Management’s Discussion and Analysis – for State and Local Governments. Statement No. 34 includes financial reporting requirements relating to infrastructure reporting and depreciation accounting. For guidance on financial reporting of capital assets, Custodians are encouraged to refer to the State of Florida Statewide Financial Statements Capital Asset Policy promulgated by the State’s chief financial officer.

- 1-2. AUTHORITY: Authority for this chapter is contained in Section 20.05, Florida Statutes, which gives the CSSF Executive Director authority to promulgate administrative rules; Chapter 273, Florida Statutes, which defines the state property system; and the Rules of the Auditor General, Chapter 10.300, State-Owned Tangible Personal Property.

## DEFINITIONS

- 1-3. CAPITAL INVENTORY - Tangible Property: Equipment, fixtures, and other tangible personal property of a non-consumable and non-expendable nature, the value or cost of which is \$500 or more, and the normal expected life of which is one year or more purchased by CSSF.

“Data Processing Software” has the meaning set forth in Section 119.07(3) (o) 1. Florida Statutes. Data processing software is not considered to be property within the meaning of these rules.

- 1-4. COST: Means acquisition or procurement cost (i.e., invoice price plus freight and installation charges less discounts.)
- 1-5. DEPRECIATED COST: GASB 34 requires all capital assets to be depreciated over their estimated useful lives unless they are either inexhaustible or are infrastructure assets reported using the modified approach. This applies to all tangible or intangible assets that are used in operations and that have initial useful lives extending beyond a single reporting period. The straight-line method will be used to calculate depreciation at year-end prior to closing for each capital asset recorded in the Asset Tracking System starting with the month that the asset is received.
- 1-6. FISCAL YEAR: Means the State’s fiscal year established by Section 215.01, Florida Statutes, to begin on the first (1) day of July and to end on the following thirtieth (30) day of June, both dates inclusive, in each and every year; or the fiscal year established by other law applicable to a particular Custodian.
- 1-7. CareerSource South Florida - Property Custodian: Any other person or agency entitled to lawful custody of property owned by the agency or state. The primary Custodian within the agency is the CSSF Director. Anyone who is delegated custodial responsibility becomes a Custodian.
- 1-8. SERVICE PARTNER EXECUTIVE DIRECTOR - Property Custodian Delegate: A person under the supervision of CSSF to whom CSSF has delegated the custody of the property and from whom CSSF requires a general inventory of all Service Partner/Center accountable property to be turned into the CSSF Administration Facilities Unit by each 3<sup>rd</sup>. working day of January of each fiscal year, or as soon thereafter as practicable.
- 1-9. CENTER DIRECTOR - Property Custodian Delegate Alternate: A Service Partner staff member delegated the responsibility of overseeing all matters dealing with the accounting of tangible property assigned to a specific organization in the absence of the assigned property Service Partner. A general inventory of all Service Partner/Center accountable property is to be turned into the CSSF Administration Division-Facilities Unit by each 3<sup>rd</sup> working day of January of each fiscal year, or as soon thereafter as practicable.

**1-10. CareerSource South Florida ADMINISTRATION OPERATIONS:** The division of CSSF charged with the responsibility of coordinating policies, procedures and instructions for the disposition of personal tangible property and excess/surplus property within CSSF. The section has sole authority to oversee the authorization of the disposal of all property for the Agency. The CSSF Administration Division shall be responsible for all aspects of personal tangible property including accountability and disposition of property for the Agency.

**1-11. CareerSource South Florida INVENTORY SPECIALIST:** A CSSF Administrative Division staff member who is responsible to tag capital equipment, input and maintain inventory database, provide inventory reports, to conduct physical inventory, and coordinate the Service Partner Executive Director/Center Director assignments.

Inventory Database information is derived from documents evidencing transactions affecting the acquisition, transfer, or disposition of property items and must be posted contemporaneously with entries to the individual property records.

**1-12. CareerSource South Florida PROPERTY BARCODE DECAL:** An alphanumeric identification decal assigned to the property denoting agency ownership placed on all tangible property that has a life expectancy of over 1 year and has a value of more than \$500 as required by the Rules of the Auditor General, Chapter 10.300.

**1-13. SURPLUS PROPERTY:** Any property that is no longer needed, required, or is in excess of at a location. Property within the meaning of these rules may be lawfully certified as surplus as provided in Section 273.05, Florida Statutes.

**1-14. DISPOSABLE PROPERTY:** Any property that is obsolete; or the continued use of which is uneconomical or inefficient; or which serves no function for any activity or daily operation. Property within the meaning of these rules may be lawfully disposed of as provided in Sections 273.04, 273.05, and 273.055, Florida Statutes and shall comply with rules issued by the Auditor General.

**1-15. LOST PROPERTY - Unaccounted for Property:** Means property of a Custodian subject to the accountability provisions of Section 273.02, Florida Statutes, which cannot be physically located by the Custodian or Custodian's delegate and which has not been otherwise lawfully disposed of.

Recording "unaccounted for" property as dispositions or otherwise removing the items from the property records shall be subject to the approval of the State's chief fiscal officer as provided in Section 17.04, Florida Statutes, and Rule 3A-21.002, Florida Administrative Code.

**1-16. CENTER:** Any Center, Youth Opportunity, Satellite or any location where CSSF inventory is located.

## Chapter 2

### ASSIGNED RESPONSIBILITIES

#### 2-1 CareerSource South Florida - Property Custodian:

Section 273.02, Florida Statutes, requires that CSSF take an annual inventory of property in their custody. The report of the physical inventory of all agencies is to take place by July 1st of each fiscal year, or as soon thereafter as practicable. The report to the State of Florida is to be turned in by August 15<sup>th</sup> of every year.

#### (a) Property Records Required

The Rules of the Auditor General, Chapter 10.350 addresses the required records for inventory property as follows:

- (1) Maintenance of Property Records. Custodians shall maintain adequate records of property in their custody. The records shall contain the information required by these rules.
- (2) Individual Records Required For Each Property Item. Each item of property shall be accounted for in a separate property record. However, related individual items which, taken as a whole, constitute a single functioning system may be designated as a group property item. A group property item may be accounted for in one record if the component items are separately identified within the record. Examples of property subject to group accountability include, but are not limited to, such items as modular furniture, computer components, and book sets.
- (3) Content of Individual Property Records. Each property record shall, as applicable, include the following information:
  - (i) Identification number.
  - (ii) Description of the item or items.
  - (iii) Physical location (the city, county, address or building name, and room number therein).
  - (iv) Name of the Custodian or the Custodian's delegate with assigned responsibility for the item.
  - (v) Class code. [Note: In recording class codes, Custodians should consider the State standard class codes for capital assets established by the State's chief fiscal officer.]
  - (vi) If group accountability is established, the number and description of the component items comprising the group.
  - (vii) Name, make, or manufacturer.

- (viii) Year and/or model(s).
  - (ix) Manufacturer's serial number(s), if any, and if an automobile, vehicle identification number (VIN) and title certificate number.
  - (x) Date acquired.
  - (xi) Cost or value at the date of acquisition for the item or the identified component parts thereof. When the historical cost of the item is not practicably determinable, the estimated historical cost of the item shall be determined by appropriate methods and recorded. Estimated historical costs shall be so identified in the record and the basis of determination established in the Custodian's public records. The basis of valuation for property items constructed by Custodian personnel must be the costs of material, direct labor, and overhead costs identifiable to the project. Donated items, including Federal surplus tangible personal property, must be valued at fair market value at the date of acquisition.
  - (xii) Method of acquisition and, for purchased items, the Statewide document (voucher) number.
  - (xiii) Date the item was last physically inventoried and the condition of the item at that date.
  - (xiv) If certified as surplus, the information prescribed in Rule No. 10.365(2).
  - (xv) If disposed of, the information prescribed in Rule No. 10.370(2).
  - (xvi) Any other information the Custodian may care to include.
- (4) Depreciation. Depreciation may be recorded to meet financial reporting requirements relating to depreciation accounting. However, depreciation must not be recorded on the individual property records or in the control accounts in such a manner as to reduce the recorded acquisition cost or value.
- (5) Guidelines for Tagging Property. Property Barcode Decals shall be uniformly located whenever possible on similar types of property as outlined below:
- |                       |   |
|-----------------------|---|
| (a) COPY MACHINES     | Front top left corner                           |
| (b) MODULAR FURNITURE | As appropriate to provide ready identification. |
| (c) COMPUTER MONITOR  | Front top middle.                               |
| (d) COMPUTER CPU      | Front top left corner.                          |
| (e) FAX EQUIPMENT     | Back top right corner.                          |
| (f) PRINTERS          | Back top right corner.                          |
| (g) HUBS/ROUTERS      | Front top left/right corner                     |



**2-2** SERVICE PARTNER EXECUTIVE DIRECTOR - Property Custodian Delegate:

The Service Partner Executive Director will have the responsibility of overseeing **ALL** matters relating to the accountability of tangible property assigned to a specific Agency.

- (a) The Service Partner Executive Director will be the liaison with the CSSF Facilities Unit who will respond to any questions, paperwork, or inventory issues associated with capital inventory property.
- (b) Annual Inventory Report - The Service Partner Executive Director will be responsible for making sure that all annual inventory report information is forwarded to the CSSF Facilities Unit in a timely manner so that the deadlines established by the CSSF and the Florida Statutes can be met. It is the responsibility of the Service Partner Executive Director to ensure that all inventories are completed and submitted by the due date set by CSSF.
- (c) The Service Partner Executive Director will also be responsible for providing accurate and complete information to CSSF Administration Division to properly record items within their division for fire/insurance coverage.
- (d) The Service Partner Executive Director will have front-line responsibility for keeping track of the inventory and filing all the appropriate forms pertaining to the property.

**NOTE: This is a highly responsible function. Service Partner Executive Director can be fined, pursuant to Section 273.09 and s.775.082, Florida Statutes, for not properly maintaining, tracking, and/or falsifying any documents or reports that pertain to the property assigned to them.**

**2-3** Center Director - Property Custodian Delegate Alternate:

The Center Director will assume all responsibilities outlined for the Service Partner Executive Director in their absence.

Annual Inventory Report - The Center Director will be responsible for conducting the annual physical inventory of their center and making sure that the annual inventory report information is forwarded to the CSSF Inventory Specialist in a timely manner so that the deadlines established by the CSSF and the Florida Statutes can be met.

**2-4.** CareerSource South Florida INVENTORY SPECIALIST:

CSSF has designated the CSSF Inventory Specialist to coordinate the physical inventory efforts. The CSSF Inventory Specialist will visit all Service Partner Offices, Centers, and Satellite Centers to conduct an annual physical inventory of all capital equipment and whenever there is a change of custody. All missing or lost items will be addressed immediately and appropriate paperwork completed.

The CSSF Inventory Specialist will update and maintain a database listing of the entire inventory for the agency and input into the database the information for new property that has been ordered and received. Inventory Database information is derived from documents evidencing transactions affecting the acquisition, transfer, or disposition of property items and must be posted contemporaneously with entries to the individual property records.

**NOTE: The Service Partner Executive Director/Center Director shall not conduct the physical inventory for the property for which they are directly responsible, pursuant to Section 10.380, State of Florida Auditor General Rules.**

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## Chapter3

### PROCEDURES

#### 3-1. CONTROL OF TANGIBLE PROPERTY:

There are four basic activities associated with the control of tangible property:

- (a) Recording the acquisition of new property by entering it into the Asset Tracking property system,
- (b) Documenting the transfer of property from one location to another,
- (c) Conducting physical inventories of capital equipment as required by law and
- (d) Providing documentation when property is disposed of.

#### 3-2. PROPERTY ACQUISITION - Adding newly purchased items to the database:

The CSSF Administrative Division must exclusively do all capital inventory purchases whether it is for the CSSF Headquarters or any of the Service Partners/Centers.

##### (a) Service Partner/Center Request for Capital Inventory

Service Partner/Centers that want to purchase capital inventory valued at five hundred dollars (\$500) or greater must submit a written request to the CSSF Contract Manager to obtain approval.

##### (1) Request for Software or Hardware

The CSSF Information Technology (IT) Unit Administrator must first approve specifications before final approval can be granted.

##### (2) Request for Office Furniture/Decorations or Office Equipment

The Facilities Unit Manager must first approve specifications before final approval can be granted.

##### (b) Request-To-Purchase Approval

Once the specification approvals are obtained, the CSSF Contract Manager will further determine if there are sufficient funds available in the Service Partner's budget to cover the purchase.

##### (1) Unapproved Request-to-Purchase

If the specifications requested are not approved or if there are insufficient funds in the budget, the CSSF Contract Manager will advise the Service Partner.

##### (2) Approved Request-to-Purchase

The CSSF Contract Manager will issue a Request-to-Purchase memorandum with the appropriate management signature to the CSSF Procurement Unit accompanied by the original Service Partner Procurement Request Form and the approved specifications.

The Contract Manager will forward copies of the approved Request-to-Purchase to the Service Partner.

The copy of the approval letter, along with the back-up correspondence is also copied to the CSSF Budget and Management Division, the CSSF Procurement Unit and the CSSF Inventory Specialist.

- (c) CareerSource South Florida Internal Request for Goods or Services for Service Partner/Center  
Request for procurement of goods or services valued at five hundred dollars (\$500) or greater by either the CSSF Facilities Unit or the CSSF IT Unit must be submitted in writing to the CSSF Assistant Director for Administration to obtain approval. The CSSF Assistant Director for Finance will identify and allocate funds to cover the purchase; request will be forwarded to the Executive Director for final approval.
- (1) Unapproved Request-to-Purchase  
If there are insufficient funds in the budget, the CSSF Contract Manager will advise the requesting Administration Division.
- (2) Approved Request-to-Purchase  
The CSSF Assistant Director for Finance will issue a Request-to-Purchase memorandum with the appropriate management signature to the CSSF Procurement Unit accompanied by the original Internal Request for Procurement for Service Partner Form and the approved specifications.
- (d) CareerSource South Florida Procurement Unit  
The CSSF Procurement Unit will generate a two (2) part original Purchase Order (P.O.) that must be signed by the Assistant Director of Administration. One (1) original P.O. is given to the vendor and one (1) original is given to the Budget and Management Division along with copies of the initial request, the approved specifications and approval documents. The Inventory Specialist, Facilities Unit and Procurement Unit receive copies of the same.
- (e) CareerSource South Florida Inventory Specialist  
The CSSF Inventory Specialist maintains a file on new equipment and/or furniture that needs to be identified and tagged.
- (f) Receipt of Capital Inventory Order  
Upon delivery of the merchandise such as furniture or office equipment the Service Partner/Center must notify the CSSF Facilities Unit within twenty-four (24) hours.

Upon delivery of the merchandise such as telephone equipment, computer software or hardware, or any other computer related equipment the Service Partner/Center must notify the CSSF IT Unit within twenty-four (24) hours.

(g) Receipt of Procured Goods and Services

A CSSF Facilities Unit or CSSF IT Unit representative must visit the delivery site and physically confirm the order along with the Service Partner representative. They must also pick up the original packing slip and forward it to the CSSF Procurement Unit.

The CSSF Facilities Unit or IT Unit representative notifies the CSSF Inventory Specialist of the receipt of the order to commence bar coding procedures.

(h) Packing Slip

The CSSF Procurement Specialist makes two (2) copies the packing slip, one for the procurement file and one to the CSSF Inventory Specialist. The original is forwarded to the CSSF Finance Division.

(i) Tagging of New Capital Equipment

Upon notification, the CSSF Inventory Specialist will go out to the Service Partner/Center location, CSSF warehouse affix the CSSF Property Barcode Decals and enter all pertinent information into the Asset Tracking System.

(j) CareerSource South Florida Finance Division

Vendor sends the invoice to the CSSF Division for payment. Once CSSF Finance Division reconciles the invoice against the purchase order and corresponding bid information, accounts payable will issue a check to the vendor. They must forward a copy of the invoice and check to the CSSF Inventory Specialist.

(k) New Entry Verification

Upon receipt of the invoice and check copies from the CSSF Finance Division, the CSSF Inventory Specialist should have all the pertaining paperwork for the new merchandise, which consists of copies of:

- (1) The initial Service Partner request
- (2) The approved specifications
- (3) The CSSF approval documents
- (4) The approved P.O.
- (5) The packing slip
- (6) The vendor's invoice
- (7) The check

The printout of the new item's Inventory Input Form along with all pertaining paperwork must be signed off and verified by the CSSF Administration Manager.

### 3-3. TRANSFERRING PROPERTY:

To maintain the integrity of the Asset Tracking System, it is essential that transfers of property from one office to another be properly documented and that the property records be subsequently adjusted to reflect these transfers for accountability and fire / insurance coverage. **Service Partner is not to conduct the physical transferring of any property.**

#### **Computer Equipment**

The transfer of any computer equipment must be request through the CSSF IT Unit, whether it is within the same facility or out to another facility.

#### **Office Equipment or Furniture**

The transfer any office equipment or furniture must be request through the CSSF Facilities Unit, whether it is within the same facility or out to another facility.

#### (a) Transfer from Location to Location

In order for a transfer to be properly executed, the CSSF IT Unit or the CSSF Facilities Unit must notify the CSSF Inventory Specialist of the intent to transfer property by completing a *CSSF Property Transfer Form*. Both the transferring Service Partner/Center representative and the receiving Service Partner/Center representative must sign the *CSSF Property Transfer Form*.

The CSSF IT Unit or the CSSF Facilities Unit is responsible for completing the *CSSF Property Transfer Form*. The procedure for completing and processing the *CSSF Property Transfer Form* is as follows:

- (b) The Service Partner/Center representative who is originating the transfer requests a *CSSF Property Transfer Form* and completes the top portion of the form designating their office/center, unit # and location address, the date of the transfer (date they relinquish responsibility for the property), a listing of tag numbers and/or purchase order numbers, a description of the items being transferred, complete serial numbers, condition, plus their handwritten signature;
- (c) The original is sent to the CSSF Inventory Specialist. Three copies are made of the *CSSF Property Transfer Form*; one copy is retained by the originating Service Partner/Center and two copies are sent to the receiving Service Partner/Center;
- (d) The receiving Service Partner/Center representative completes their portion of the *CSSF Property Transfer Form* designating their office/center and location address. They then sign and date the transfer form and submit an original copy to the CSSF Inventory Specialist. The other copy is retained by the recipient Service Partner/Center for file purposes;

- (e) Upon receipt of the original *CSSF Property Transfer Form* the CSSF Inventory Specialist is made aware that a transfer is taking place and files the form in the transfer pending file. Upon receipt of the signed second copy, the CSSF Inventory Specialist pulls the original *CSSF Property Transfer Form* from the transfer pending file and records the transfers into the Assets Tracking System.

**3-4. CENTER – RELOCATION OR CLOSINGS:**

The CSSF Facilities Unit will coordinate the relocation of property, which cannot be moved by the Service Partner involved. They will initiate a *CSSF Property Transfer Form* prior to finalizing the move and submit it to the CSSF Inventory Specialist.

**All the Center rooms, offices and cubicles must have room numbers in order to facilitate the locating of inventory items.**

**3-5. SERVICE PARTNER/CENTER INVENTORYING PROPERTY:**

CSSF requires that each Service Partner/Center take an annual inventory of the property in their custody. The general inventory of all Service Partner/Center accountable property is to be turned into the CSSF Inventory Specialist by each 3<sup>rd</sup> working day of January of each fiscal year, or as soon thereafter as practicable.

The CSSF Inventory Specialist will send out reminder letters to each Service Partner/Center when the CSSF Capital Inventory Report is due. An “Inventory Packet” containing a list of the Custodian’s property and a *CSSF Property Form* will be provided to the Service Partner/Center. The inventory should be systematically taken throughout the entire area. The Service Partner/Center, prior to commencing the physical inventory process, should divide the area/office space with room numbers/departments and set up in advance of the inventory logical routes to ensure that all property items are inventoried. The Service Partner/Center should also take into account property that is being used in business travel and property located at associates’ residences. Appropriate pen and ink notations will be made to listing as to the physical presence/absence, tag number, condition, and property description of each item. The Service Partner/Center Director must certify the correctness of the listing.

The barcode scanners will verify the inventory when the CSSF Inventory Specialist conducts the physical inventory. Make notations to the listing designating the following conditions as appropriate:

(a) Item is physically present and properly described on the listing

Physically inspect the item first, then, locate the matching tag number and description on the listing. Indicate the condition of the property: E-Excellent; G-Good; F-Fair; P-Poor; S-Scrap. Verify that the serial number listed matches the serial number of the physical item. If the serial number is omitted from the inventory list, write in the serial number. Record your initials to signify that the item has been inventoried.

- (b) Item is physically on hand, item tag number correct, but item description is wrong

Line out the incorrect description and enter correct information immediately above or after the incorrect entry. Follow procedures under (1) above.

- (c) Item is physically on hand; item is tagged, but is not on the listing

Enter the tag number (alpha and numeric), purchase order number (if known), description, serial number, and condition on the *CSSF Property Inventory Additions Form* provided.

- (d) Item is physically on hand, but is untagged

If the item is accountable (i.e., the cost was \$500 or more), record this item on the *CSSF Property Inventory Additions Form*. Provide all requested information for each item. Under the column requesting the tag number write "NT" for Not Tagged. The Inventory Specialist will affix a new barcode tag and scan the item into the property database. If the item was received by transfer, provide a copy of the *CSSF Property Transfer Form*. If the item was received new, include a copy of the purchase order, packing slip or invoice.

If the original tag has come off, provide the serial number in order to search the database for the old identification number.

- (e) Item is on the listing, but is not physically on hand

Draw a line through the entry and make the appropriate notation as follows: "Not Owned", "Transferred", "Stolen", "Lost", "Surplus" or "Storage". No other annotation will be accepted.

**NOTE: CSSF property located in non-CSSF locations must also be accounted for (i.e., laptop used on business travel).**

- (1) "Not Owned" - There is no record of previously having the property. Check the previous inventory prior to returning the inventory record to the CSSF.
- (2) "Transferred" - The item was transferred to another Service Partner/Center. Attach a copy of the *CSSF Property Transfer Form*. Include the transfer date, the cost center number and the complete address to where the property was transferred.
- (3) "Stolen" - a *CSSF Notification of Missing Property Form* should be prepared identifying the item as stolen and a copy of the Police Offense Report must be attached. The Center Director and the Service Partner shall sign the completed form. A COPY OF THE CSSF NOTIFICATION OF MISSING PROPERTY FORM AND A LEGIBLE COPY OF THE POLICE REPORT MUST BE ATTACHED TO THE INVENTORY REPORT.



- (4) “Lost” - Missing/lost items should be reported on a *CSSF Notification of Missing Property Form* and signed by the Service Provide/Center. A COPY OF THE CSSF NOTIFICATION OF MISSING PROPERTY FORM MUST BE ATTACHED TO THE INVENTORY REPORT
  - (5) “Surplus” – Inventory items no longer needed for daily operation of the Service Partner/Center or Agency. These items should be reported to the CSSF Facilities Unit on a *CSSF Surplus Property Form*.
  - (6) “Storage” - CSSF Facilities Unit will authorize the transfer of functional inventory items to the CSSF Storage Warehouse. A *CSSF Transfer Form* is to be completed by the CSSF Facilities Unit in order to remove the item(s) from the inventory of the Service Partner/Center’s Inventory.
- (f) After completing the inventory  
Enter the date, required certification signatures, and other requested information on the last page of the Service Partner/Center’s Inventory List. Send the original noted Inventory List to the CSSF Inventory Specialist; remember to keep a copy for Service Partner and/or one copy for the Center files.

### **3-6. STOLEN PROPERTY:**

Whenever a loss or theft of agency property is discovered, the following procedures must be followed:

The Service Partner/Center is responsible for reporting of all lost or stolen property within 24 hours to CSSF Facilities Unit. The CSSF Facilities Unit will notify the CSSF Inventory Specialist immediately.

- (a) Upon the discovery of any missing property items, the Service Partner/Center, in whose custody the items are listed, will immediately notify their supervisor.
- (b) The Service Partner/Center will be responsible for contacting the appropriate law enforcement agency, conduct an investigation to determine the reason for its disappearance or to secure evidence of wrongdoing.
- (c) The Service Partner/Center must prepare a *CSSF Notification of Missing Property Form* identifying the item as stolen and submitted to the CSSF Inventory Specialist within 24 hours. A COPY OF THE CSSF NOTIFICATION OF MISSING PROPERTY FORM AND A LEGIBLE COPY OF THE POLICE REPORT MUST BE ATTACHED TO THE CSSF MISSING PROPERTY FORM. The stolen property will be removed from the Service Partner’s/Center’s inventory list and placed in the Stolen Property File.

**3-7. LOST PROPERTY – Unaccounted for Property:**

Missing/lost items must be reported on a *CSSF Notification of Missing Property Form* signed by the Service Partner/Center and submitted to the CSSF Inventory Specialist.

- (a) Report Missing Item: If items that have been reported as lost/missing have not been recovered after six months, the Service Partner/Center will send a memorandum to the CSSF Inventory Specialist stating that the items remain missing after six months and requesting that the items be removed from their inventory. The CSSF Inventory Specialist shall then remove the missing property from the Service Partner's/Center's property account and place it in the Missing Property File. The six-month period commences from the Service Partner/Center signature date on the *CSSF Notification of Missing Property Form*. The CSSF Inventory Specialist maintains a suspense file of all *CSSF Notification of Missing Property Form* received.
- (b) Still Missing after 6 Months: If a form becomes over six months old, the CSSF Inventory Specialist will notify the appropriate Service Partner/Center to resolve the status of the property in question. Recording "unaccounted for" property as dispositions or otherwise removing the items from the property records shall be subject to the approval of the State's chief fiscal officer as provided in Section 17.04, Florida Statutes, and Rule 3A-21.002, Florida Administrative Code.
- (c) Un-located Asset Deletion

Lost Property – Unaccounted/Un-located Property: Means property of a Custodian subject to the accountability provisions of Section 273.02 Florida Statutes, which cannot be physically located by the Custodian or Custodian's delegate and which has not been otherwise lawfully disposed of.

Un-located Asset Deletion – Assets which have been reported as "un-located" for a minimum of three (3) consecutive annual physical inventories, and which have a depreciated dollar valuation of "zero", when generally accepted depreciation schedules for that classification of asset are applied, can be deleted from the active Capital Inventory records and the Asset Tracking database. The fixed Assets Manager is authorized to delete from the Capital Inventory records and Asset Tracking database, property that no longer meets the current dollar value definition for capital equipment as specified and amended by Florida Statute 273. A Police Report must be filed by the Property Custodian in all instances where property is not located during the annual re-inventory.

Upon completion of a minimum of three (3) consecutive annual physical inventories for the un- located property, the following documentation will be submitted below for deletion approval:

- (a) Notification of Missing/Stolen/(Unaccounted for) Property Form: This form must be completed by the Inventory Specialist for each item listed in the former Service Center location (for up to 5 items). In the event more than 5 items are missing, one (1) Notification of missing/Stolen Property Form can be filled out to represent a list of items (an itemized list of items will need to be attached).
- (b) Police Report – Request and attach a copy of the Police Report with the Notification of Missing/Stolen Property Form (for unaccounted items)
- (c) Disposition Request:  
A disposition Memorandum Request to remove the items for the Asset Tracking Database is to be completed and submitted to the Administration Unit. The Memorandum Request will list the items missing with barcode numbers.
- (d) Depreciation Report: This Report must be attached showing the depreciation of items with the value of “zero” to the lost/missing or unaccounted/un-located items submitted for disposition in the Asset Tracking Database.
- (e) Approval to Remove items from Inventory Asset Tracking Database: Submit the following documents for approval:
  - 1. Notification of Missing/Stolen (Un-located/Unaccounted for) Property Form
  - 2. Police Report
  - 3. Disposition Memorandum Request
  - 4. Depreciation Report

**Items with a purchase price of \$1,000.00 or more to Finance Director and Executive Director.**

**3-8. SURPLUS/EXCESS PROPERTY:**

Defined as inventory items no longer needed for daily operation of the Service Partner/Center or Agency.

All Service Partners/Centers – Must use the *CSSF Certification of Surplus Property Form* report to the CSSF Facilities Unit any property that is surplus to an office’s needs. The CSSF Facilities Unit will inform the CSSF Inventory Specialist.

- (a) The Service Partners/Centers is responsible for preparing the entries on the *CSSF Certification of Surplus Property Form* which should include the following information:
  - (1) Service Partner/Center Name
  - (2) Service Partner/Center Address
  - (3) Contact person, Telephone and Fax Number

- (4) CSSF Bar Code Decal ID (if no tag number, use the abbreviation NT-No Tag)
- (5) Description/Model/Manufacture
- (6) Condition
- (7) Serial Number
- (8) Advise if item is operational and describe on the reverse side of the form any additional comments.
- (9) Surplus inventory will be distributed to other Service Partner/Center Locations as necessary.

**3-9. DISPOSITION OF PROPERTY:**

Defined as any property that is obsolete; or the continued use of which is not economical or efficient; or which serves no function for any activity or daily operation of the Service Partner/Center or Agency.

The CSSF Inventory Specialist has the right to spot check the request for disposal to ensure condition codes and shall be responsible for all aspects of disposing of property for the CSSF.

**CareerSource South Florida Property cannot be sold, transferred, cannibalized, scrapped, warehoused or destroyed without prior written permission from CSSF Assistant Director for Administration.**

- (a) Offices are requested to list scrap and poor condition items on a *CSSF Request for Disposition* form identifying the JTPA, WIA, HRS, Welfare Transition (WT) or WAGES tag number, item description, model #, serial #, and reason for disposition. The form must be signed by the Service Partner Executive Director and/or Center Director and forwarded to the CSSF Inventory Specialist.
- (b) The *CSSF Request for Disposition* form will be processed by the CSSF Inventory Specialist for disposition approval. The CSSF Inventory Specialist will notify the Service Partner Executive Director and/or Center Director of the approval along with the disposition guidelines.
- (c) Disposition Guidelines:
  - (1) Methods of Disposition -- It is recommended that the item(s) be donated to the local school district, or to a non-profit charitable organization (Goodwill, Salvation Army, etc.), or delivered to a recycling center, landfill, or dump. *Items cannot be donated to any church affiliated organization.* If possible, the property tag(s) should be removed prior to the property being disposed or donated.

**IMPORTANT—DISPOSITION OF COMPUTER EQUIPMENT: Service Partner/Centers are not allowed to dispose of any computer equipment without the prior written approval from CSSF. The Service Partner/Centers must coordinate with the CSSF IT Unit the removal of any sensitive information from the computers. The CSSF IT Unit will**

**notify the CSSF Inventory Specialist of the intent to dispose computer equipment. Computers, monitors, printers and any other electronics must be taken to a recycling center.**

(2) Required Information. -- The following information shall be recorded on the *CSSF Disposal Affidavit*:

- (i) County where disposition took place.
- (ii) Identity of the employee witnessing the disposition, if cannibalized, scrapped or destroyed.
- (iii) Office Name and Address.
- (iv) Approval Number supplied to you by CSSF.
- (v) Name of Landfill or nonprofit/charitable organization.
- (vi) Date of disposition.
- (vii) Signature of the employee witnessing the disposition
- (viii) Have the affidavit notarized.

After the items have been disposed of and the Disposal Affidavit form completed, the Service Partner/Center representative must attach the **ORIGINAL receipt** from the recycling center/landfill/dump site or the charitable organization to the **ORIGINAL CSSF Disposal Affidavit** and mail it within 5 days of disposal to the Inventory Specialist.

The cost or value of items lawfully disposed of shall be removed from the control account at the time of disposition.

### **3-10. PROCEDURES FOR COMPLETING: PROPERTY TRANSFER FORM**

The CSSF Property Transfer Form shall be completed and submitted to the CSSF Facilities Unit.

#### **A. Items Completed When An Item Is Moved by the Originating Service Partner/Center**

1. Name of Service Partner/Center, Street Address, City, Signature, and Date.
2. Tag Number (if the item has not received a tag, be sure to include the purchase order number, if known, and a complete serial number).
3. Description of Item.
4. Serial Number.
5. Condition of Item.
6. Receiving Service Partner/Center and New Location of Property (Street Address and City), if known.

B. Distribution of Property Transfer Form Copies

One (1) Original – CareerSource South Florida Facilities Unit  
One (1) Copy – Retained by Originating Service Partner/Center  
Two (2) Copies – Receiving Service Partner/Center

C. The Receiving Service Partner/Center Must Complete The Following

1. Complete receiving Service Partner/Center and new address if blank.
2. Verify the accuracy of the information and receipt of the listed property by signing and dating both copies. This is the date of transfer.
3. Retain one copy for your records.
4. Forward one copy to:  
CareerSource South Florida  
Attn: Facilities Unit  
7300 Corporate Center Drive, Suite 500  
Miami, FL 33126-1232
5. CSSF Facilities Unit will forward a copy completed by both parties to the CSSF Inventory Specialist.



## PROPERTY TRANSFER FORM

**From:** \_\_\_\_\_ **To:** \_\_\_\_\_ **Date:** \_\_\_\_\_  
**Address:** \_\_\_\_\_ **Address:** \_\_\_\_\_  
**Phone:** \_\_\_\_\_ **Phone:** \_\_\_\_\_ **PY:** \_\_\_\_\_

Line #	BARCODE#	MANUFACTURER	DESCRIPTION OF PROPERTY ITEM CODE	MODEL NUMBER	SERIAL NUMBER	CONDITION
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						

**CONDITION OF PROPERTY: E-EXCELLENT; G-GOOD; F-FAIR; P-POOR; S-SCRAP**

**I HEREBY CERTIFY THIS PROPERTY AS SURPLUS PURSUANT TO CHAPTER 274 OF THE FLORIDA STATUTE AND CHAPTER 10.300 OF THE RULES OF THE AUDITOR GENERAL**

**CSSF FACILITIES/INVENTORY UNIT  
USE ONLY**

**Date:** \_\_\_\_\_

**Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**ORIGINATING TRANSFER SIGNATURE:**  
 Printed Name / Signature / Date: \_\_\_\_\_

**RECEIVING TRANSFER:**  
 Printed Name / Signature / Date: \_\_\_\_\_

**IT UNIT OR FACILITIES UNIT:**  
 Printed Name / Signature / Date: \_\_\_\_\_

**FORM DISTRIBUTION:** (1) ORIGINAL – CSSF Facilities Unit  
 (1) COPY – Originating Transfer Office  
 (1) COPY – Receiving Transfer Office  
 Once transfer is complete, the IT Unit / Facilities Unit representative must forward the completed copies to the parties named on the distribution list.

### **3-11. PROCEDURES FOR COMPLETING: NOTIFICATION OF MISSING PROPERTY FORM**

The Notification of Missing Property Form shall be completed and submitted to the CSSF Facilities Unit whenever an item is discovered missing.

1. Complete the property item number, description, and complete serial number. If more than one item is missing for the same reason, write: *SEE ATTACHED LISTING* and attach a list of the items.
2. Answer questions (1) through (8) describing loss.
3. Service Partner/Center signs and dates form.
4. Service Partner/Center obtains supervisor's review, comments, signature and date.
5. Service Partner/Center keeps a copy for their file then forwards the form and accompanying backup to their Director's Office for final review, approves, signs and dates.
6. Completed package should then be forwarded to the CSSF Facilities Unit at:

CareerSource South Florida  
Attn: Facilities Unit  
7300 Corporate Center Drive, Suite 500  
Miami, FL 33126-1232

7. Upon receipt, the CSSF Inventory Specialist shall record the following:

Missing Property: Form is placed in a pending file until the expiration of the Waiting Period. A six-month clock starts as of the Service Partner/Center's signature date. Actions should be taken during this time to locate missing property.

8. If the item is found, the Service Partner/Center shall send a copy of the form and a memo to the CSSF Inventory Specialist stating that the item has been found. The CSSF Inventory Specialist shall then remove the item from the pending file and file the document under the Service Partner/Center's organization code.
9. If after six months the item is still missing, the Service Partner/Center shall write a memo to the CSSF Inventory Specialist and attach a copy of the form, stating that the item has been missing for over six months and that it should be removed from the Service Partner/Center's Inventory List.
10. The CSSF Inventory Specialist will transfer the item to the Missing Property organization code and file the form in the Missing Property File.





## NOTIFICATION OF MISSING/STOLEN PROPERTY FORM

All items of information MUST be completed. Use additional pages if sufficient space is not provided for your explanation.

Barcode No. \_\_\_\_\_

Description  
(Manufacturer, Item Code and Model #) \_\_\_\_\_

Serial No. \_\_\_\_\_

1. The property described above has been (check one):      Lost       Stolen       Not Owned

2. The last date & location this item was used or observed: \_\_\_\_\_

3. Date the item was discovered missing: \_\_\_\_\_

4. What are the circumstances leading up to the loss of this item? \_\_\_\_\_

\_\_\_\_\_

5. What steps were taken prior to the incident to secure the property? \_\_\_\_\_

\_\_\_\_\_

6. What steps have been taken to recover the property? \_\_\_\_\_

\_\_\_\_\_

7. What steps have been taken to prevent a similar loss from happening again? \_\_\_\_\_

\_\_\_\_\_

8. Is a legible copy of the police offense report attached?      YES

NO  Why: \_\_\_\_\_

9. What police department did you report it to? \_\_\_\_\_

What is the police report case number? \_\_\_\_\_

10. Was this loss caused by negligence? \_\_\_\_\_

Comment: \_\_\_\_\_

\_\_\_\_\_

Service Partner Executive Director/Center Director Signature \_\_\_\_\_

Date \_\_\_\_\_

Send completed form to:      CareerSource South Florida  
Attn: Facilities Unit  
7300 Corporate Center Drive, Suite 500  
Miami, FL 33126-1232

### 3-12. PROCEDURES FOR COMPLETING: DISPOSITION OF CAPITAL INVENTORY

Please list the JTPA, WIA, HRS, WT or WAGES tag number, item description, model #, serial #, and reason for disposition on the attached **Request for Disposition Form**. Fax the completed form to the attention of CSSF Facilities Unit at 305-477-0113 for an approval for disposal.

Once you have received the approval letter from CSSF you may then dispose of the items following these guidelines:

- (1) Methods of Disposition. -- It is recommended that the item(s) be donated to the local school district, or to a non-profit charitable organization (Goodwill, Salvation Army, etc.), or delivered to a recycling center, landfill, or dump. *Items cannot be donated to any church affiliated organization.* If possible, the property tag(s) should be removed prior to the property being disposed/ or donated.

Computers, monitors, printers and any other electronics must be taken to a recycling center.

- (2) Required Information. -- The following information shall be recorded on the Disposal Affidavit:

- (a) County where disposition took place.
- (b) Identity of the employee witnessing the disposition, if cannibalized, scrapped, or destroyed.
- (c) Office Name and Address.
- (d) Approval Number supplied to you by CSSF.
- (e) Name of Landfill or nonprofit/charitable organization.
- (f) Date of disposition.
- (g) Signature of the employee witnessing the disposition
- (h) Have the affidavit notarized.

- (3) After you have disposed of the item(s), and have completed the Disposal Affidavit you must attach the **ORIGINAL receipt** from the recycling center/landfill/dump site or the charitable organization to the **ORIGINAL Disposal Affidavit** and mail it within 5 days of disposal to:

CareerSource South Florida  
Attn: Facilities Unit  
7300 Corporate Center Drive, Suite 500  
Miami, FL 33126-1232



## REQUEST FOR DISPOSITION

**To:** \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**From:** CSSF Facilities Unit  
CareerSource South Florida  
7300 Corporate Center Drive, Suite 500  
Miami, FL 33126-1232

**Page:** \_\_\_\_\_  
**Date:** \_\_\_\_\_

Line #	BARCODE#	DESCRIPTION OF PROPERTY	MODEL	SERIAL	CONDITION
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					

**CONDITION OF PROPERTY: F-FAIR; P-POOR; S-SCRAP**

**I HEREBY CERTIFY THIS PROPERTY AS SURPLUS PURSUANT TO CHAPTER 274 OF THE FLORIDA STATUTE AND CHAPTER 10.300 OF THE RULES OF THE AUDITOR GENERAL**

**OFFICE EQUIPMENT CUSTODIAN SIGNATURE:** \_\_\_\_\_

**IT:**

**INVENTORY SPECIALIST SIGNATURE:** \_\_\_\_\_

**FACILITIES ADMINISTRATOR:** \_\_\_\_\_

**ASST. DIR. FOR ADMINISTRATION APPROVAL:** \_\_\_\_\_

**FINAL DISPOSITION APPROVAL:** \_\_\_\_\_



# DISPOSAL AFFIDAVIT

STATE OF FLORIDA

COUNTY OF \_\_\_\_\_

Before me this day personally appeared \_\_\_\_\_

deposes and says that:

CareerSource South Florida, \_\_\_\_\_

Center/Office located in \_\_\_\_\_

placed "surplus items" listed on Certification Number: \_\_\_\_\_

**CSSF-DISP-**

in \_\_\_\_\_ Landfill or donated items, or arranged to be recycled

**Per F.S. (274.05, 274.06 & 274.07)**

Non-profit /charitable /state Organization.

In compliance with instructions, the scrap items were designated to pick-up for recycling by

on \_\_\_\_\_

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Witness

Signed and sworn to before me on \_\_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_.

He/She is personally known to me or \_\_\_\_\_

has produced \_\_\_\_\_

as identification.

Notary's Seal and Signature \_\_\_\_\_

Witness \_\_\_\_\_

**3-13. PROCEDURES FOR COMPLETING:  
CERTIFICATION OF SURPLUS PROPERTY FORM**

The CSSF Certification of Surplus Property Form shall be completed and submitted to the CSSF Facilities Unit any property that is surplus to an office's needs.

The CSSF Facilities Unit will inform the CSSF Inventory Specialist.

- (1) Complete the Service Partner/Center Name, Service Partner/Center Address, Contact person, Telephone and Fax Number
- (2) Complete the inventory control number, description, and complete serial number. If there is no tag number, use the abbreviation NT-No Tag.
- (3) Complete the current condition of the property.
- (4) Sign the form.

Completed form should be forwarded to:

CareerSource South Florida  
Attn: Facilities Unit  
7300 Corporate Center Drive, Suite 500  
Miami, FL 33126-1232

Upon receipt, the CSSF Facilities Unit will inform the CSSF Inventory Specialist.



## SURPLUS PROPERTY

**From:** \_\_\_\_\_ **To:** \_\_\_\_\_ **Date:** \_\_\_\_\_  
**Address:** \_\_\_\_\_ **Address:** \_\_\_\_\_  
**Phone:** \_\_\_\_\_ **Phone:** \_\_\_\_\_ **PY:** \_\_\_\_\_

Line #	BARCODE	DESCRIPTION OF PROPERTY	SERIAL NUMBER	CONDITION
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				

**CONDITION OF PROPERTY: E-EXCELLENT; G-GOOD; F-FAIR**

**Service Partner/Center SIGNATURE:** \_\_\_\_\_

**CSSF FACILITIES UNIT ACKNOWLEDGMENT:** \_\_\_\_\_

**FORM DISTRIBUTION:**  
 (1) ORIGINAL – CSSF Facilities Unit  
 (1) COPY – Originating Location  
 CSSF Facilities Unit will inform copy to the CSSF Inventory Specialist

**CSSF FACILITIES/INVENTORY UNIT  
USE ONLY**

Date: \_\_\_\_\_

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

### 3-14. PROCEDURES FOR COMPLETING: CSSF INVENTORY ADDITIONS

Use this form when conducting the semi-annual inventory for the following situations:

- Item is physically on hand, item is tagged, but is not on the listing

Enter the tag number (alpha and numeric), purchase order number (if known), description, serial number, and condition on the *CSSF Property Inventory Additions Form* provided. Complete as much information on the form as possible.

- Item is physically on hand, but is untagged

If the item is accountable (i.e., the cost was \$500 or more), record this item on the *CSSF Property Inventory Additions Form*. Provide all requested information for each item. Under the column requesting the tag number write "NT" for Not Tagged. The Inventory Specialist will affix a new barcode tag and scan the item into the property database. If the item was received by transfer, provide a copy of the *CSSF Property Transfer Form*. If the item was received new, include a copy of the purchase order, packing slip or invoice.

If the original tag has come off, provide the serial number in order to search the database for the old identification number. Complete as much information on the form as possible.



## ADMINISTRATIVE MANAGEMENT OPERATIONS INVENTORY ADDITIONS

Service Partner/  
Center Name: \_\_\_\_\_

Project: \_\_\_\_\_

Contact Name: \_\_\_\_\_

Report for \_\_\_\_\_

Program Year: \_\_\_\_\_

Inventory Located at: \_\_\_\_\_

**ALL ADDITIONS MUST HAVE BACK-UP DOCUMENTATION  
ATTACHED TO THIS FORM**

Barcode	Description	Serial #	Manufacturer	Model #	Purchase Date	Unit Cost	Funding Source Effective Date	Vendor

\_\_\_\_\_  
Assistant Director for Administration Signature

Page \_\_\_\_\_ of \_\_\_\_\_

\_\_\_\_\_  
Date



**3-15. PROCEDURES FOR COMPLETING:  
SERVICE PARTNER PROCUREMENT REQUEST FORM**

The Service Partner shall complete the Service Partner Procurement Request Form.

- (1) Complete the Date, the Contract Manager, the Service Partner information and the Service Location information.
- (2) Complete the description and the quantity of the items being requested.
- (3) Complete the reason and justification for the request.
- (4) Obtain the Authorized Executive Director Signature.

Completed form should be forwarded to the CSSF Contract Manager at:

CareerSource South Florida  
Attn: **[CSSF Contract Manager Name]**  
7300 Corporate Center Drive, Suite 500  
Miami, FL 33126-1232



**SERVICE PARTNER PROCUREMENT REQUEST FORM  
(FOR ALL PURCHASES OVER \$500)**

Date: \_\_\_\_\_

Service Partner: \_\_\_\_\_ Service Location: \_\_\_\_\_

Address: \_\_\_\_\_ Address: \_\_\_\_\_

Contact Person: \_\_\_\_\_ Contact Person: \_\_\_\_\_

QTY	ITEM DESCRIPTION	UNIT PRICE	TOTAL	G/L ACCT.	FUNDING SOURCE / PROGRAM*
		Total = \$00			

*\*FUNDING SOURCE / PROGRAM: WIA-AD, WIA-DL, WT, YOUTH, REF, or OS ALL.*

**REASON FOR REQUEST**

\_\_\_\_\_

\_\_\_\_\_

<p><b>If Request is for Software or Hardware</b>  <b>CSSF Information Technology (IT)</b>  <b>Unit Administrator</b></p>	_____	_____
<p><b><u>If Request for Office Furniture/Equipment/Service</u></b>  <b>Facilities Unit Manager</b></p>	_____	_____
<p><b><u>If Request by Others</u></b>  <b>Divisional Request</b></p>	_____	_____

**INTERNAL REQUEST FOR APPROVAL  
FOR IDENTIFICATION AND ALLOCATION OF FUNDS FOR PROCUREMENT:**

<b>BUDGET LINE ITEM:</b>	_____	_____
<b>FINANCE APPROVAL:</b>	_____	_____
<b>ASST. DIRECTOR FOR ADMINISTRATION APPROVAL</b>	_____	_____
<b>EXECUTIVE DIRECTOR'S APPROVAL:</b>	_____	_____
<b>FUNDING SOURCE OR SERVICE PARTNER CONTRACT #</b>	_____	_____

**3-16. PROCEDURES FOR COMPLETING:  
INTERNAL REQUEST FOR PROCUREMENT FOR SERVICE PARTNER/CENTER**

The CSSF Internal Request Form for procurement shall be completed by the CSSF Administrative staff and submitted to the Service Partner's CSSF Contract Manager whenever an internal purchase is required for a Center.

- (1) Complete the Date, the Service Partner information and the Service Location information.
- (2) Complete the description and the quantity of the items being requested.
- (3) Complete the reason and justification for the request.
- (4) Obtain the Assistant Director for Administration signature for approval.
- (5) Forward completed form to the CSSF Assistant Director for Finance for approval.
- (6) Forward complete form with approvals to Executive Director for final approval.

**CSSF Assistant Director for Finance must identify and allocate funds to procure the goods or services being requested before granting the approval.**



**ADMINISTRATIVE MANAGEMENT OPERATIONS  
INTERNAL REQUEST FOR PROCUREMENT**

Date: \_\_\_\_\_

Service Partner: \_\_\_\_\_ Service Location: \_\_\_\_\_

Address: \_\_\_\_\_ Address: \_\_\_\_\_

Contact Person: \_\_\_\_\_ Contact Person: \_\_\_\_\_

QTY	ITEM DESCRIPTION	UNIT PRICE	TOTAL	G/L ACCT.	FUNDING SOURCE / PROGRAM*
		<b>Total</b>	<b>= \$ .00</b>		

*\*FUNDING SOURCE / PROGRAM: WIA-AD, WIA-DL, WT, YOUTH, REF, or OS ALL.*

**REASON FOR REQUEST**

\_\_\_\_\_

\_\_\_\_\_

<u>If Request is for Software or Hardware</u> CSSF Information Technology (IT) Unit Administrator	SIGNATURE	DATE
<u>If Request for Office Furniture or Equipment</u> Facilities Unit Manager	SIGNATURE	DATE
<u>If Request by Others</u> Divisional Request	SIGNATURE	DATE
DIVISIONAL DIRECTOR'S APPROVAL	SIGNATURE	DATE
ASSISTANT DIRECTOR FOR ADMINISTRATION APPROVAL	SIGNATURE	DATE

**INTERNAL REQUEST FOR APPROVAL  
FOR IDENTIFICATION AND ALLOCATION OF FUNDS FOR PROCUREMENT:**

BUDGET LINE ITEM:		
FINANCE APPROVAL:	SIGNATURE	DATE
EXECUTIVE DIRECTOR'S APPROVAL:	SIGNATURE	DATE
FUNDING SOURCE OR SERVICE PARTNER CONTRACT #		

## **Fleet Management Procedures**

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## 1. Requirements

- 1.1. Employees are provided with the Miami-Dade County Employee Safe Driving Rules. Employees must sign & acknowledge receipt of these rules.
- 1.2. Licenses - Employees shall not operate any County or Agency vehicle unless he/she possess a valid State of Florida Driver's License or other required license. The vehicle shall be operated in accordance with all appropriate regulations.
- 1.3. A copy of the employees' Driver's License and auto insurance is taken and maintained in the Administrative Office. The employee shall immediately report to his/her supervisor and the Facilities and Transportation Officer, the suspension, alteration, expiration, or revocation of any licenses (e.g. Florida Driver's License) required to operate any County or Agency motor vehicle.
- 1.4. Inspection – The employee shall inspect the vehicle for defects, damage, or missing equipment before driving it. Any and all deficiencies shall be immediately reported to the Facilities and Transportation Officer. Any defect which would preclude safe operation of the vehicle (brakes, lights, windshields, tires, seat belts, exhaust, etc.) shall be cause not to operate the affected vehicle until properly repaired. Any vehicle with non-safety related damage (dents, scratches, etc.) shall be operated with the approval of the Facilities and Transportation Officer.
- 1.5. Employees are provided with Administrative Order No. 6-8 – Use of Cellular Telephones and Similar Wireless Devices while Operating Agency Vehicles. Employees are prohibited from engaging in text messaging, emailing or talking on a cellular telephone, or other personal wireless handheld device when driving Agency owned or Agency leased vehicles, unless a hands-free device is used. Employees must sign and acknowledge receipt of this Administrative Order.

## 2. Vehicle Request

- 2.1. Vehicle keys are retained by the Administration Division. The use of South Florida Workforce Investment Board (SFWIB) vehicles, can be made following the procedures below:

The employee checking out a County or Agency vehicle shall fill out the following information in the vehicle log:

- Date and time checking out vehicle
- Name of person driving
- Location name and address of destination(s)
- Dept. name

When returning the vehicle the employee shall complete the log with the following information:

- Time in
- Mileage out
- Mileage in
- Current amount of fuel in vehicle

Before returning the vehicle ensure the vehicle has sufficient fuel for next day operation. If the vehicle is reaches or is below the half tank, the vehicle shall be fueled before returning it. Driver shall be mindful that when parking the vehicles front end should not be driven over parking block to avoid damage to the vehicles.

## **2.2 To refuel CSSF vehicles:**

- 2.2.1 List of MDC fueling locations are located in glovebox of CSSF vehicle
- 2.2.2 No gas cards or mileage are needed to dispense fuel
- 2.2.3 Fueling Issues – instructions are located in glovebox of CSSF vehicle

If staff request an additional vehicle from Fleet Management, he/she must submit a Memorandum Request stating the purpose. The Memo must include the length of time needed along with the estimated cost for the additional vehicle. The Memo request must contain approval signatures from the Assistant Director, Administration; the Finance Controller, and the Executive Director.

## **3. Vehicle Overnight Request**

- 3.1. Fleet Management GSA Pool Car Overnight Authorization Form must be completed and signed by the Executive Director.
- 3.2. The signed GSA Pool Car Overnight Authorization Form must be faxed to the Downtown Motor Pool Division.



# Records Management Procedures

This chapter outlines the CareerSource South Florida (CSSF)  
Records Management Policy and Procedures.

## APPENDIX F

### Records Retention Management Policy and Procedure

CareerSource South Florida ensures that all agency public records are maintained according to the General Records Schedule (GS1-SL) for State and Local Government Agencies issued by the Department of State, Division of Library and Information Services, Bureau of Archives and Records Management, in accordance with the statutory provisions of Chapters 119 and 257 Florida Statutes.

CareerSource South Florida records retention and disposition management policy standards and procedures are in accordance with the *Florida Statute 119, 257, Chapter 1B-24 Florida Administrative Code*, and *General Records Schedule for State and Local Government Agencies (GS1-SL)*. These guideline principles are detailed as follows:

According to Chapter 119, F.S., “public records include all documents, papers, letters, maps, books, tapes, photographs, films, sound recordings, data processing software, or other material, regardless of the physical form, characteristics, or means of transmission, made or received pursuant to law or ordinance or in connection with the transaction of official business by any agency.”

According to Chapter 257, F.S., “it is the duty of each agency to cooperate with the division in complying with the provisions of this chapter and establish and maintain an active and continuing program for the economical and efficient management of records.

According to Chapter 1B-24 Florida Administrative Code “this rule establishes standards and procedures for the scheduling and dispositioning of public records to promote economical and efficient management of records and to ensure that records of archival value under an agency’s control are so designated and ultimately transferred to the Florida State Archives.”

Finally, the General Records Retention Schedule for State and Local Government Agencies (GS1-SL) establishes disposition standards for records pertaining to administrative and the program functions of an agency.

Calculating Eligibility Dates for Disposition:

**Table 5: Eligibility Dates for Disposition**

RETENTION PERIOD	DATE TO START COUNTING	ADD # OF YEARS	DATE ELIGIBLE FOR DESTRUCTION
3 Anniversary years	07/31/1997	+3	= 07/31/2000
3 Fiscal years	10/01/1997	+3	= 10/01/2000
3 Calendar years	01/01/1997	+3	= 01/01/2001

As the designated custodian of records, the goal of CareerSource South Florida (CSSF) Records Management Administration Division is to manage and control records through the entirety of their life cycle, from their creation and distribution, through their filing and use, and ultimately to their final disposition or permanent retention. In determining the retention and disposition requirements of public records, four variables are considered to assure that the records will fulfill their reason for creation and maintenance; they are: administrative, legal, fiscal and historical.

Each program (WIA, WT/CAP, Youth Ex-Offender and Refugee) participant's case file is being maintained according to the participant's social security number in numerical order in a file cabinet which holds 8 ½ x 11 file folders. Each file cabinet is labeled by year and separated by program.

All original program contracts are maintained in a legal-size (8 ½ x 14) file folder and file cabinet. Each file cabinet is labeled on the outside denoting the contract year, number and program. (i.e. WDS-CC-PY'10-51-00). Each contract is filed in alphabetical order and separated by program and year.

All CSSF program Policy Transmittals are maintained in a letter size (8 ½ x 11) file cabinets:

**Table 6: CareerSource South Florida Retention Schedule**

Type	Description	Retention Requirement
Audits: Internal	This record series consists of a report issued by an internal auditor to establish the position of the agency being audited against its standard of performance. The audits may be instigated by any agency, organization, or internal management.	Record copy: 5 fiscal years provided applicable audits have been released.  Duplicates: Retain until obsolete, superseded or administrative value is lost.
Audits: State/Federal	This record series consists of a report issued by a federal or state auditor to establish the position of the agency being audited against its standard of performance. The audits may be instigated by any agency, organization, or internal management. Records of such audits for state agencies are created pursuant to s.11.45(3) F.S.	Record copy: 10 fiscal years  Duplicates: Retain until obsolete, superseded or administrative value is lost.

Advertisements: Legal	This record consists of advertisements which have appeared in newspapers or other publications as stipulated in s.50.11, F.S. regarding matters pertaining to the agency and other legal advertisements which may directly or indirectly affect the agency. e.g. bid invitations, for construction jobs, public hearings or notices and public sales.	Record copy: 5 fiscal years provided applicable audits have been released.  Duplicates: Retain until obsolete, superseded or administrative value is lost.
Attendance and Leave Records	This record series consists of requests or applications for vacation, sick, family medical leave (FMLA) and other types of leave including leaves of absences, time sheets or timecards along with any required documentation (medical statements or excuses from a physician, jury duty summons, or military orders, etc.) submitted by an employee to document authorized absences.	Record copy: 3 fiscal years provided applicable audits have been released and resolved.  Duplicates: Retain until obsolete, superseded or administrative value is lost.
Budget Records: Approved Annual Budget	Approved Annual Budget. This record series consists of the approved annual budget and its' amendments.	Record copy: Permanent.  Duplicates: Retain until obsolete, superseded or administrative value is lost.
Budget Records: Supporting Documents	This records series consists of any supporting documentation, budget matters and requests.	Record copy: 3 fiscal years provided applicable audits have been released.  Duplicates: Retain until obsolete, superseded or administrative value is lost.
Committee/Board Appointment Records	This record series consists of records relating to the appointment of individuals to serve on committees, boards, advisory councils, etc. The series may include, but is not limited to applications, letters of recommendation, letters of appointments, letters of acceptance, oaths of office, resignation letters, and related correspondence and supporting documentation.	Record copy: 3 fiscal years after term of office or committee/ board is abolished.  Duplicates. Retain until obsolete, superseded, or administrative value is lost.
Complaints – Citizens/Consumers/Employees	This record series consists of individual complaints received from citizens, consumers or employees. This file includes the name, address, date of complaint, telephone number, the complaint; to whom referred and date, action taken and signature of person taking the action.	Record Copy: 1 year after resolved provided applicable audits have been released.  Duplicates: Retain until obsolete, superseded or administrative value is lost.

Client Case Files: Human/Social Services	This record series consists of the client case files for citizens receiving assistance from a county or city social services agency. The series may pertain to, but is not limited to, low cost energy assistance programs; emergency payments for electricity, medicine, medical care, food, rent; and referrals to doctor or social services organizations.	Record Copy. 5 fiscal years provided applicable audits have been released.  Duplicates; Retain until obsolete, superseded or administrative value is lost.
Contracts/Lease/Agreements: Capital Improvement	Capital Improvement. This record series consists of legal documents, correspondence, reports, etc., relating to the negotiation, fulfillment and termination of capital improvement contracts, leases or agreements to which the agency is a party. "Capital improvement" shall mean enhancement to buildings, fixtures and all other improvements to land. In addition, it includes contracts, leases or agreements with architects, engineers, builders, and construction companies.	Record copy: 10 years after completion or termination of contract/lease/agreement provided applicable audits have been released.  Duplicates: Retain until obsolete, superseded or administrative value is lost.
Contracts/Lease/Agreements: Non-Capital Improvement	This record series consists of legal documents, correspondence, reports, etc., relating to the negotiation, fulfillment and termination of non-capital improvement contracts, leases or agreements to which the agency is a party. In addition, it includes the various contracts, leases or agreements entered into for the purchase of goods and services such as the purchase of gas, fuel oil and annual purchases of inventory maintained items.	Record copy: 5 fiscal years after the completion or termination of contract/lease/agreement provided applicable audits have been released.  Duplicates: Retain until obsolete, superseded or administrative value is lost.
Correspondence & Memoranda: Administrative	This record series consists of routine correspondence and memoranda of a general nature that is associated with administrative practices but that does not create policy procedure, document the business of a particular program, or act as a receipt. (These records may have archival value).	Record copy: 3 fiscal years  Duplicates: Retain until obsolete, superseded or administrative value is lost.
Directives/Policies/Procedures	This record series consists of the official management statements of policy for the organization, supporting documents, and the operating procedures which outline the methods for accomplishing the functions and activities assigned to the agency. It includes all correspondence and memoranda generated relating to the policies and procedures which are to be followed by employees.	Record copy: 2 years after superseded or becoming obsolete.  Duplicates: Retain until obsolete, superseded or administrative value is lost.

<p>Disbursement Records: Detail</p>	<p>This series consists of records documenting specific expenditures or transfers of agency moneys for the procurement of commodities and services and other purposes. The series may include, but not limited to, procurement records such as requisitions, requisition logs, purchase orders, contracts, purchasing receipts, vendor invoices, payment vouchers, cancelled checks, check stubs, cancelled warrants, disbursement ledgers, journal transactions, expenditure reports, refund records and other account payable and related documentation.</p>	<p>Record copy. 5 fiscal years provided applicable audits have been released.</p> <p>Duplicates. Retain until obsolete, superseded, or administrative value is lost.</p>
<p>Disposition of Records</p>	<p>Florida Statutes Chapter 257.36(6) states that "a public record may be destroyed or otherwise disposed of only in accordance with retention schedules established by the division." In addition, disposing of records means that the records can be transferred to another public agency - CSSF (the custodian) of those records is responsible for the records being transferred.</p> <p>When trying to determine if a record is eligible for destruction, there are three different types of retention requirements. The three types of retention requirements are Anniversary, Calendar, and Fiscal. A record with a retention of "3 years" will have a different eligibility date than those records with "3 fiscal years" or "3 calendar years" retention requirements. These requirements are explained below:</p>	<p><u>Anniversary (years)</u> – from a specific date Example: 3 years If a record has a "3 year" retention, the eligibility date would be 3 years after the ending date of the record.</p> <p><u>Calendar</u> – January 1<sup>st</sup> thru December 31<sup>st</sup> Example: 3 calendar years.</p> <p>If a record has a "3 calendar year" retention, the eligibility date would be 3 years after the calendar year that the last record applies.</p> <p><u>Fiscal</u> - Example: 3 fiscal years School districts – July 1<sup>st</sup> thru June 30<sup>th</sup> Local (Miami-Dade Co.)– October 1<sup>st</sup> thru September 30<sup>th</sup> If a record has a "3 fiscal year" retention, the eligibility date would be 3 years after the end of the fiscal year that the last record applies.</p>
<p>Inventory Agency Property</p>	<p>This record series consists of all information regarding the physical inventory of agency property, including a perpetual inventory of expendable parts and supplies which may be located in a central supply office for use by agency employees, as well as Fixed Assets/Operating Capital Outlay (O.C.O.) items which require an identification number and tag. The records may include copies of disposition documentation when the property or equipment is relocated, transferred, surplus, sold, scrapped, traded in abandoned, stolen, cannibalized, or destroyed.</p>	<p>Record copy: 3 fiscal years provided applicable audits been released.</p> <p>Duplicates: Retain until obsolete, superseded or administrative value is lost.</p>

Insurance Records: Agency	This record series documents insurance policies held by an agency for fire, theft, liability, etc. on an agency's property and/or employees. The series may include, but is not limited to, policies; claim filing information such as applications, correspondences, and related documentation; documentation of premiums due and amounts paid; and information on insurance carriers and rates.	Record copy. 5 fiscal years after final disposition of claim or expiration of policy provided applicable audits have been released.  Duplicates. Retain until obsolete, superseded, or administrative value is lost.
Mail: Registered and Certified	This record series consists of receipts for registered or certified mail sent out by agency as well as undeliverable registered or certified mail items returned by the post office for any reason. This record is usually filed with the agency's copy of the item mailed.	Record copy. 1 fiscal year  Duplicates. Retain until obsolete, superseded or administrative value is lost.
Minutes: Official Meetings	This record series consists of any information which is the official record of meeting as defined in Florida Statutes Section 286.011(1) and (2); which may include transcriptions and/or agenda. (These records may have archival value).	Record copy: Permanent  Duplicates: Retain until obsolete, superseded or administrative value is lost.
Minutes: Official Meetings (Supporting Documents)	This record series consists of supporting documents for minutes and agendas generating by official meetings. These records provide information necessary for completing the minutes but do not document actual meeting proceedings. Records may include, but are not limited to, roll call sheets and sign-in sheets for speakers.	Record copy: 2 years <u>after</u> adoption of the official minutes Or certification of transcript.  Duplicates: Retain until obsolete, superseded or administrative value is lost.
Minutes: Other Meetings	This record series consists of minutes and all supporting documentation from meetings which are not included in "Minutes: Official Meetings" as defined in s.286.011(1) F.S. (These records may have archival value).	Record copy: 1 year  Duplicates: Retain until obsolete, superseded or administrative value is lost.
Organization Charts	This record series consists of organizational charts that show lines of authority and responsibility agency-wide, within and between the various departments of the agency.	Record Copy: Retain until obsolete, superseded or administrative value is lost.  Duplicates: Retain until obsolete, superseded or administrative value is lost.
Payroll Records: Supporting Documents	This record series consists of, but is not limited to, time sheets/cards and certification reports signed by the supervisor approving hours worked by employees, correction forms to rectify errors in payroll processing, pay lists used to verify the payroll certification report, and other related supporting materials.	Record copy. 3 years provided applicable audits have been released.  Duplicates. Retain until obsolete, superseded, or administrative value is lost.

<p>Petty Cash Documentation Records</p>	<p>This record series consists of records documenting an agency's petty cash account including, but not limited to, receipts, bills, and monthly balances indicating amount needed for replenishing the revolving account.</p>	<p><u>Record copy. 5 fiscal years provided applicable audits have been released.</u></p> <p><u>Duplicates: Retain until obsolete, superseded or administrative value is lost.</u></p>
<p>Personnel Records: OPS/Volunteer/Intern/Temporary Employment</p>	<p>This series consists of all personnel information relating to each Other Personnel Services (OPS), volunteer, intern or temporary employee within each agency, (i.e. employment applications, resumes, personal action reports, correspondence, oath of loyalty, fingerprints, job related medical examination reports, performance evaluation reports, workers compensation records, benefits records, work schedules / assignments, training records, emergency contact information, and other related materials.</p>	<p>Record copy. 3 fiscal years after separation or termination of employment provided applicable audits have been released.</p> <p>Duplicates. Retain until obsolete superseded or administrative value is lost.</p>
<p>Purchasing Records</p>	<p>This record series consists of copies of purchase orders which are retained by the Purchasing Department or originating office while another is sent to the appropriate vendor for action.</p>	<p>Record Copy: 5 fiscal years provided applicable audits have been released.</p> <p>Duplicates: Retain until obsolete, superseded or administrative value is lost.</p>
<p>Vendor Files</p>	<p>This record consists of records documenting services offered and/or provided by individual vendors. The series may include, but is not limited to, vendor background information; product/service and price lists; purchase/lease and payment histories; copies of invoices, purchase orders, and receiving reports; payment credit documentation; and other related records.</p>	<p>Record copy. Three (3) fiscal years provided applicable audits have been released.</p> <p>Duplicates, Retain until obsolete, superseded, or administrative value is lost.</p>



# **Emergency Preparedness Procedures**

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## Chapter 1 ADMINISTRATIVE OPERATIONS

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### INTRODUCTION TO CareerSource SOUTH FLORIDA EMERGENCY PREPAREDNESS MANAGEMENT

**1-1. Purpose.** In the event of a community emergency caused by a natural disaster or other disruptive circumstance, it is the mission of CareerSource South Florida (CSSF) to maintain a plan that will provide an effective response to emergencies and disasters.

**Policy:** It is the policy of CSSF to maintain a plan and process for major emergencies that threaten the safety of our customers and adversely impact on the workforce program activities.

**1-2. Background.** The Florida State Department of Economic Opportunity (DEO) requires each of the workforce regions of the State to undertake an organizational risk analysis related to potential disasters or public emergencies, the result of which should lead to the development of a disaster recovery and continuity of operations plan. This plan guides our preparedness response, recovery and mitigation actions and may be activated during the following incidents:

• Hurricanes	• Tornadoes
• Blizzards	• Floods
• Fires	• Explosions
• Extended power outages	• Civil unrest
• Terrorism and other national security incidents	• Hazardous materials release

In any emergency situation, our mission is to: protect employee and customer safety; secure infrastructure and facilities; and resume workforce program activities. Region 23 covers two counties (Miami-Dade and Monroe) and contains approximately 2.5 million residents. It is vulnerable to damage from severe weather related to tropical storms and hurricanes on a regular seasonal basis, anytime between June and December. The most typical weather related effects during and after a major storm are from wind and water damage. Loss of electrical power due to disrupted power lines, loss of communication due to disrupted telephone facilities, loss of full emergency services due to obstructions in roadways, are the chief causes of distress to the community during this type of natural disaster. Since CSSF is a public service agency and provides its services through a system of Centers, Refugee Service Agencies, and other miscellaneous sites, the preparation of a disaster preparedness, recovery and continuity of services plan is a prudent step to mitigate damage and ensure prompt recovery and continuation of important services to the public.

**1-3. Communication Before and After An Emergency.** The maintenance of communications before and after a major disaster of the type described above is clearly very important. Therefore, it will be necessary for key personnel in the organization to keep in contact with each other to communicate steps to take related to the emergency.

The Executive Director's Office will maintain a list of telephone numbers (home, office, cellular, etc.) of all the key supervisory persons in the organization. The list must be updated semi-annually, May and November. Each supervisor will be responsible for the creation and maintenance of a similar list of telephone numbers for their personnel, and in the event of any emergency, supervisors will be called upon to communicate with their personnel to relay emergency information and instructions. These lists must be available at home and at the office.

**1-4. Communication Between CSSF and the Center Network.** The communication between CSSF and the center personnel will be the responsibility of the CSSF Facilities Administration Unit. The Facilities Administrator will be responsible to communicate with all center managers within the region concerning the disposition of centers during natural disasters and emergencies.

Generally, the policy will be to follow local (County), State and Federal declarations and orders, e.g. local government decision to close offices; mandatory evacuation notice for the area; and all local government state of emergency announcements. Depending upon the nature of the disaster or emergency and the time allowed to take prudent action, specific instructions will be issued on a case-by-case basis; however, certain basic actions must be taken. These actions and policy guidelines will be the responsibility of the Facilities Administrator to develop and promulgate to the Center operators and their management staff. These policies shall be reviewed and updated on an annual basis and approved by the CSSF Executive Director and the Assistant Director for Administration.

**1-5. Communication Between the Administrative Entity and All Other Contractors.** Communication between the administrative entity and all other contractors who are providing workforce program services to customers of CSSF will be the responsibility of the Facilities Administrator. The Facilities Administrator will be responsible to communicate with program operators within the region during natural disasters and emergencies to provide guidance and direction.

Generally, the policy will be to follow local, State and Federal declarations and orders, e.g. local government decision to close offices; mandatory evacuation notice for the area; and all local government state of emergency announcements. Depending upon the nature of the disaster or emergency and the time allowed to take prudent action, specific instructions will be issued on a case-by-case basis; however, certain basic actions must be taken. These actions and policy guidelines will be the responsibility of the Programs Manager to develop and promulgate to the program operators and their management staff. These policies shall be reviewed and updated on an annual basis and approved by the Executive Director and the Assistant Director for Administration.

## Chapter 2 ADMINISTRATIVE OPERATIONS

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### RISK MITIGATION, DISASTER RECOVERY AND EMERGENCY MANAGEMENT POLICIES AND PROCEDURES

**2-1. Purpose: The purpose of the plan is to ensure that the employees, workforce partners and management of CSSF are prepared to respond and recover from natural and man-made emergencies that could shut down or disrupt the continuation of critical workforce program activities.**

**2-2. Objective of Policy. This plan sets forth policies and procedures for responding to emergencies using all systems, plans and resources necessary to preserve the health, safety and welfare of customers and employees within any facility occupied and/or operated by CSSF. The emergency management preparedness plan was designed to:**

- a. Establish procedures for the safe, timely and orderly evacuation of facilities.
- b. Set forth responsibilities that are primary and supportive to save life and property.
- c. Provide education that will assure the prompt response and reporting of hazardous situations/incidents.
- d. Allow immediate initiation of correct safety procedures.
- e. Provide procedures to continue or quickly restart services to meet the workforce needs of employers and other customers.

**NOTE:** *It is understood that local county officials will issue specific primary instructions regarding closure and re-opening of local facilities.*

**2-3. Scope. The Emergency Preparedness Manual (EPM) is intended as a flexible framework to guide CSSF in managing all safety/security threats, emergencies and disasters. The EPM defines the role and responsibilities of CSSF employees and workforce partners in the event of adverse safety conditions and/or natural or man-made emergencies. It also:**

- a. Describes the role of the administrative office to support employees, partners and customers of CSSF.
- b. Provides appropriate planning and preparation for emergency situations.
- c. Addresses the various types of emergencies that are likely to occur, from local emergencies to minor, major or catastrophic events.
- d. Establishes a concept of operations spanning the direction and control of an emergency from initial monitoring through post emergency/disaster recovery.

The Facilities Administrator is the responsible officer in the event of an emergency/disaster. The Facilities Administrator is designated the CSSF Safety Officer and Emergency Coordinating Officer (ECO). The ECO is the primary contact with the County Emergency Operation Center (CEOC) and is referenced throughout the rest of this document as the Emergency Coordinating Officer (ECO). Upon designation by the ECO and Assistant Director for Administration, the CSSF Administrative Officer II will serve as the back-up ECO.

**2-4. Assumptions. The following assumptions form the basis for emergency planning and response for CSSF and centers are intended to be the context within which this manual is implemented.**

- b. It is assumed that the magnitude of the emergency will be such that effective response and recovery will be beyond the capability of operating units.

- b. It is assumed that sufficient State resources will be dedicated to implement and operate the plan.
  
- c. It is assumed that the Governor will request federal disaster assistance and that such federal disaster assistance programs will be implemented to meet the needs of the affected operating units.

This manual further assumes that with the existing and continuing possibility of the occurrence of large-scale natural and man-made emergencies, CSSF must be adequately prepared to deal with, reduce vulnerability to, and recover from such emergencies. Therefore, CSSF emergency management functions must be coordinated to the maximum extent with other State/County agencies to ensure the most effective preparation and use of manpower, resources and facilities in response to emergencies/disasters.



## Chapter 3 ADMINISTRATIVE OPERATIONS

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### PROTECTION OF FACILITIES, EQUIPMENT AND PERSONNEL EVACUATION

**3-1. What to do in the Case of a Pending Emergency.** Center Managers and/or Center Manager's designee at other points of service access shall be required to perform the following actions using the checklist below (see Appendix H) upon notice of a pending emergency to mitigate possible wind or water damage to the facility and its contents and assisting with recovery:

- a. Secure the facility by causing the windows and glass doors to be shuttered or otherwise protected, if that is possible.
- b. Remove furniture and equipment away from windows and doors wherever possible.
- c. Cover furniture and equipment with plastic, water resistant materials.  
Recommended Supply List: **(Service Partner is responsible to purchase all supplies)**
  - Plastic water resistant bags
  - Flash light and batteries
  - Duct Tape
  - First Aid Kit
- d. Disconnect all computer and electrically powered equipment from power source.
- e. Take other prudent steps to mitigate possible damage to furniture, records and equipment. Remove all files from lower cabinet drawers and secure with plastic, water resistant materials.
- f. Change the message on telephone system.
- g. Elevate all computers from the floor.
- h. Verify/update telephone contact list.
- i. Establish a list of essential employees (skeleton crew) to report to work after a disaster to assess damages to facility and to mitigate further damages.

**3-2. What to do After Securing Facility.** Upon securing the facility in the above manner, the facility is to be evacuated and a report of its secured status and evacuation communicated directly to the CSSF Facilities Administrator, via telephone conference and the checklist must be completed and faxed or e-mailed to the Facilities Administrator.

**3-3. Damage Assessment and Recovery.** After a natural disaster or other community emergency, Center Managers shall physically assess the damages of the facility as soon as safely possible after the event passes. A telephone conference will be conducted within 4 hours after the event to report damages. A completed current event notification form reporting the status must be sent to the Facilities Administration within 24 hours. The CSSF Executive Director, Assistant Director for Administration or Facilities Administrator, will gather the necessary information to form an assessment of the organization's ability to continue normal operations. Depending upon the results of such an assessment, the Executive Director will issue directions to management personnel to return to normal operations, repair any damage and otherwise respond to specific conditions. The objective will be to quickly return to pre-disaster or pre-emergency service levels at all Centers and other points of service delivery to the public. If conditions do not permit the resumption of normal services, other steps may be taken, as appropriate, to ensure some level of continuity of service to the public; such steps might include the following:

- a. Creation of "Rapid Response Teams" to provide emergency workforce services;
- b. Creation of a "Disaster Relief Field Offices" to coordinate services with other relief agencies;
- c. Creation of a "Disaster & Emergency Communications/Operations" field office in the event the main office is not available.

**3-4. Financial Records Management.** After a natural disaster occurs the recovery usually involves the expenditure of resources to repair essential services so that the community can get back to its normal activity. It is essential, therefore, that preparation in advance of a potential emergency include steps to save financial information and records, and related electronic systems.

The Comptroller will be responsible for making sure that the appropriate steps are taken to back-up electronic files, secure hard-copy records, and secure electronic equipment necessary for the continuation of business under any circumstance post-emergency. Plans and contingencies to achieve maximum probable recovery of financial systems and information must be developed by the Assistant Director for Finance and approved by the Executive Director.

**3-5. Training on Emergency Preparedness Policies and Procedures.** To ensure that disaster and emergency policies and procedures are understood within the overall workforce system in Region 23, a series of training workshops will be offered to staff and the operators of program services within the entire service delivery area. This will be the responsibility of the Facilities Administrator and Training Manager to arrange and oversee its implementation.

**3-6. CareerSource South Florida Emergency Management Team.** The CSSF Emergency Management Team is comprised of the facilities and executive staff, and any proxies designated by the Executive Director. The Emergency Management Team is comprised of the following individuals: Facilities Administrator, Administrative Officer II; Executive Director, Comptroller; Manager of the Office of Continuous Improvement; Assistant Director for Administration; IT Manager; Manager of Programs; Fleet Officer, and the DEO Operations Manager.

The Emergency Management Team will identify a skeleton crew that will report to work to ensure that Administrative Services are uninterrupted.

The Assistant Director for Administration will be responsible for ensuring that the CSSF Management has the required emergency information. The management team will then communicate the required information to their respective staff.

In the event of a community emergency or natural disaster, the above team will come together to provide the necessary communication, leadership and management to deal with circumstances that occur. It is important that during the emergency, the above team members stay in communication with each other. Contact name and members have been provided to the team members listed above.

## Chapter 4 ADMINISTRATIVE OPERATIONS

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### EMERGENCY AND DISASTER SITUATIONS

**4-1. What Is an Emergency?** An emergency is any unplanned event that can cause death or significant injuries to employees, customers or the public; shut down or disrupt operations, cause physical or environmental damage or threaten the facility's financial standing or public image.

Policy: It is the policy of CSSF to maintain a plan and process for major emergencies that threaten the safety of our customers and adversely impact on the workforce program activities.

**4-2. What Is a Disaster?** A disaster is any natural, technological or civic emergency that causes damage of sufficient severity and magnitude to result in a declaration of a state of emergency by a county, the Governor or the President of the United States.

**4-3. How To Determine an Emergency.** An emergency is when immediate law enforcement, fire department or paramedic assistance is necessary to protect life or property. Before you dial 911, you must first make a determination if an emergency is occurring or if it is a non-emergency situation.

➡ **NOTE: *The use of 911 is for emergency use only. If you think or feel that there is an emergency, but are not sure, assume it is an emergency and use 911.***

**4-4. Types of Emergencies.** building fire; forest fire; hazardous material; flood; hurricane; tornado; earthquake; communications failure; civil disturbance; explosion; bomb threat; technological emergencies; workplace violence; terrorism and workplace injury/accident.

**4-5. What is Emergency Management?** Emergency management is the process of preparing for, mitigating, responding to and recovering from an emergency. However, the success of any emergency planning is dependent on the full support of upper management. The Executive Director must set the tone by authorizing and directing the senior staff to establish and implement an Emergency Management and Safety Plan. Additionally, said plan must be integrated into CSSF operations.

**4-6. Essential Emergency Elements.**

- a. **Alarms.** All CareerSource South Florida facilities contain an audible alarm system. However, some rely on intercom systems or voice commands. All employees, and in particular Floor Wardens (see 4-19), should become familiar with the location and the type of alarm system used in their facility.
- b. **Designated Assembly Area.** All CareerSource South Florida facilities should have pre-determined designated assembly areas located a minimum of 100 feet away from the building.

Care should be taken to select areas that are far enough away from any driveway that may be utilized by emergency vehicles; away from water hook-ups or fire hydrants; and far away from all electrical boxes (they may explode).

- c. Evacuation Route. Each building has pre-determined evacuation routes. Maps are displayed on hallway walls designating appropriate stairways to use for evacuation. It is very important that all Floor Wardens be familiar with all evacuation routes that are applicable in their area.
- d. Accountability. Staff persons from each unit must be appointed that will account for each person of the unit at the time of the emergency and ensure that all employees and/or customers are accounted for at the assembly point.

**4-7. Emergency Command Operation and Staffing**. Whenever an emergency is identified, whether prior to or during an incident, the ECO or other facilitators will enact appropriate safety and emergency/disaster response measures. CareerSource South Florida addresses emergency and disaster situations through the Emergency Management Agency (EMA). The EMA operates the County Emergency Operations Center (CEOC), which is designed to facilitate the assistance of citizens and support personnel in the event of an emergency/disaster situation in Miami-Dade and Monroe Counties. The magnitude of an emergency will dictate the levels of activation within CSSF and externally to the CEOC.

**4-8. Structure**. Florida Statutes, Section 252.365(4), requires each agency to designate a primary and alternate Emergency Coordinating Officer. The Emergency Coordinating Officers from each agency form the County Emergency Response Team (CERT). These individuals have direct contact with the CEOC.

In a similar fashion, CSSF has created an Emergency Management Team (EMT) from its core functional areas. The CSSF Emergency Coordinating Officer provides information to CSSF Senior Management and the agency's EMT in emergency and disaster situations. Additionally, each CSSF leased facility will have a designated Facility Safety Coordinator (FSC) who will be responsible for enacting local emergency plans.

**4-9. Emergency Coordinating Officer (ECO)**. The Facilities Administrator is the Emergency Coordinating Officer (ECO) and Safety Officer for CSSF. In an emergency, the ECO will coordinate the emergency preparedness procedures and actions to ensure immediate response capability to protect life and property. These procedures include actions designed to return the affected area to normalcy in the shortest possible time.

**4-10. Emergency Management Team (EMT)**. An Emergency Management Team (EMT) composed of representatives from CSSF key operating units will be established to assist the ECO in emergency situations. If disaster threatens, the ECO may activate the EMT prior to the Governor's decision to issue a proclamation of a "state of emergency."

**4-11. Emergency Facilities Officer (EFO)**. The CSSF Facilities Administrator is designated as the Emergency Facilities Officer. He/she is responsible for processing all paperwork necessary for the temporary acquisition of leased space in the event an office is rendered unusable or unsafe.

**4-12. Emergency Human Resource Officer (EHRO)**. The CSSF Human Resource Manager is designated as the Emergency Human Resource Officer. He/she is responsible for processing all emergency personnel paperwork including personnel actions and overtime activities. The Emergency Human Resource Officer will report such information to the ECO.

**4-13. Emergency Purchasing Officer (EPO)**. The CSSF Buyer is designated as the Emergency Purchasing Officer. He/she is responsible for the processing of emergency purchasing activities. The Emergency Purchasing Officer will report such information to the ECO.

**4-14. Emergency Communications Officer (CO).** The CSSF Public Information Officer is designated as the Emergency Communications Officer and is responsible for the collection and dissemination of information outlining the emergency/disaster relief programs offered through CareerSource South Florida.

The Emergency Communications Officer will be responsible for ensuring that the Executive Director of CareerSource South Florida is aware and involved with major initiatives involving the press during current emergencies/disasters. The Emergency Communications Officer will coordinate news conferences and assist with site visits. In case of an emergency/disaster, the Emergency Communications Officer is responsible for informing state and local media about CSSF available assistance to help victims. The Emergency Communications Officer and designated staff will meet with the CSSF Emergency Management Team to gather information for dissemination to the media and employees. It is the responsibility of CSSF senior staff and program managers to coordinate with the Emergency Communications Officer.

The Executive Director, Emergency Communications Officer, and the ECO will coordinate all information for dissemination. Emergency information will be distributed in a number of methods.

External communications will be accomplished through contact with the media such as newspapers, radio stations, and TV stations. Internal communications will be through electronic mail and fax. All media inquiries should be coordinated with the Emergency Communications Officer. The Communications Office will assist with responding to press calls as needed. A record of all press inquiries should be submitted to the Communications Office during all emergencies/disasters. Local safety representatives (Facility Safety Coordinators) should fax copies of local newspaper articles, relating to the event, directly to the Communications Office as soon as possible.

**4-15. Emergency Information Technology Officer (EITO).** The IT Administrator is designated as the Emergency Information System Officer. He/she is responsible for coordinating with management staff within the Office of Information Systems to determine anticipated resource needs to minimize disruption of critical data system functions and ensure the continuation of CSSF core business processes in the event of an emergency/disaster. The Emergency Information Systems Officer will report such information to the ECO.

**4-16. Emergency Financial Officer (EFO).** The Comptroller is designated as the Emergency Financial Officer. He/she is responsible for obtaining additional budget in the event an emergency/disaster makes it necessary. The Emergency Financial Officer will also assist in requesting and securing funds from the Federal Emergency Management Agency (FEMA) in the event an emergency/disaster is of the magnitude that federal assistance is available through the State REACT Coordinator. The Emergency Financial Officer will report such information to the ECO.

**4-17. Facility Safety Coordinators (FSC).** In addition to the EMT, the ECO will coordinate with workforce partners to identify and appoint a Facility Safety Coordinator (FSC) at each CSSF facility. The FSC will act as the principal contact in emergency and safety situations at the facility and assign additional staff as necessary. The FSC will be the responsible contact for effecting emergency activities at their respective facility. All affected operating units and FSC's will come under the direct control of the ECO in emergency/disaster situations.

**4-18. Floor Wardens.** Floor Wardens are selected from individual offices to assist Facility Safety Coordinators (FSC) in emergency situations. The floor wardens' primary responsibility is the safety of those individuals on the floor.

**4-19. Emergency Magnitude.** The magnitude of the emergency will guide the response of CSSF. In the event of an emergency/disaster threat or an actual occurrence, the emergency preparedness procedures will be implemented by the ECO. These procedures will be followed as closely as possible, depending upon the length of the warning period. The basic emergency preparedness procedures are as follows:

- a. Prepare to respond when emergency or disaster is imminent or threatening.
  - (1) Brief key agency personnel.
  - (2) Activate Emergency Management Team.
  - (3) Ensure protection CSSF employees, customers, partners, facilities, equipment and records.
  - (4) Assess the threat.
  - (5) Review and implement disaster plan.
  - (6) Staff additional required positions on Emergency Management Team.
  - (7) Alert emergency personnel.
  
- b. Mobilize personnel and resources to cope with disaster or emergency.
  - (1) Inform appropriate Boards, units, employees, partners, and appropriate public entities of emergency operation status.
  - (2) Begin operations.

**4-20. Emergency Magnitude Levels.** Emergency Magnitude Levels are indicators of the emergency’s potential adverse effect and the amount of support required based on the severity of the disaster, should it occur. There are three escalating emergency magnitude levels (minor, major, and catastrophic) as indicated and defined as follows:

<b>Table 1: Emergency Magnitude Levels</b>	
<b>Magnitude Level</b>	<b>Definition</b>
MINOR EMERGENCY	Any emergency that is likely to be within the response capabilities of local government and results in only minimal need for State or Federal assistance.
MAJOR EMERGENCY	Any emergency that will likely exceed local capabilities and require a broad range of State and Federal assistance. The Federal Emergency Management Agency (FEMA) will be notified and federal assistance will be predominantly recovery-oriented.
CATASTROPHIC EMERGENCY	Any emergency that will require massive state and federal assistance, including immediate military involvement. Federal assistance will involve response as well as recovery needs.

**4-21. Activation Levels.** The nature and severity of the emergency will also dictate the level of activity necessary for CareerSource South Florida to respond and recover.

**4-22. State Emergency Operations Center Activation Levels.** The State Emergency Operations Center (SEOC) has an escalating scale of activation levels designed to indicate the necessary resources required to adequately respond to the emergency/disaster situations. Level 3 is the lowest alert level, with activities focused on monitoring alert systems. Level 2 is a limited activation of personnel necessary to support emergency functions. Level 1 is the highest alert level, which includes full-scale activation of all primary support functions.

**4-23.** CareerSource South Florida Activation Levels. CSSF will utilize the same activation levels as those utilized by the CEOC. They include level 3-Low Activity (Monitoring Activation); Level 2-Moderate Activity (Partial Activation of CSSF Emergency Response Team); Level 1-High Activity (Full Scale Activation of CSSF Emergency Response Team).

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## Chapter 5 ADMINISTRATIVE OPERATIONS

### FACILITY ACTIVATION AND EMERGENCY MANAGEMENT TEAM ACTIVATION

**5-1. County Emergency Operations Center (CEOC) Activation.** CSSF Emergency Coordinating Officer will remain in contact with the Emergency Management Agency (EMA) and monitor the situation when the County Emergency Operations Center (CEOC) is at activation Level 1.

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**5-2. CareerSource South Florida Emergency Operations Center Activation.** The ECO determines the need and when a CSSF Emergency Operations Center will be established. The CSSF Emergency Operations Center will be located at the 7300 Corporate Center Drive, Miami, FL 33126. If necessary, an alternate site will be selected.

**5-3. County Emergency Response Team Activation.** The ECO will remain in contact with the Emergency Management Agency (EMA) and monitor the situation when the County Emergency Operations Center (EOC) is at activation Level 1.

**5-4. CareerSource South Florida Emergency Management Team Activation.** The CSSF ECO will activate the full EMT at activation levels 1 and 2 (major and catastrophic emergencies). However, the ECO and Emergency Communication Officer will be activated at all levels, including level 3 (minor emergencies). All EMT members will be notified and expected to monitor alert systems as part of Level 3 Activation.

**Table 3: Activation Level/Type of Emergency**

<b>Team Member</b>	<b>Level 1 High Alert</b>	<b>Level 2 Moderate Alert</b>	<b>Level 3 Low Alert</b>
Emergency Coordination Officer (ECO)	M, A, C	M, A, C	M, A, C
Emergency Facilities Officer (EFO)	A, C	A, C	Notice
Emergency Human Resources Officer (EHRO)	A, C	A, C	Notice
Emergency Purchasing Officer (EPO)	A, C	A, C	Notice
Emergency Communications Officer (CO)	M, A, C	M, A, C	M, A, C
Emergency Information Technology Officer (EITO)	A, C	A, C	Notice
Emergency Fiscal Officer (FO)	A, C	A, C	Notice

**Type of emergency: "M" Minor, "A" Major, "C" Catastrophic**

**5-5. Emergency Response Procedures.** This plan establishes procedures for responding to emergencies using all systems, plans and resources necessary to preserve the health, safety and welfare of customers, employees and tenants within any facility leased and/or owned by CareerSource South Florida. It also establishes procedures for the safe, timely and orderly evacuation of facilities; and sets responsibilities that are primary and supportive to protect life and property.



## Chapter 6 ADMINISTRATIVE OPERATIONS

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### EMERGENCY MANAGEMENT RESPONSIBILITIES

**6-1. Administrative Offices/Headquarters.** The Administrative Offices/Headquarters is comprised of the administrative and program components of CSSF. Included in these offices is the Office of the Executive Director, Finance, Communications, Employer Services, Programs, Administration and the Office of Continuous Improvement.

Upon official notification that an emergency has been declared by either local authorities, the Executive Director of CareerSouth South Florida, or by Executive Order of the Governor, the ECO shall immediately take appropriate steps to fulfill the requirements of the agency's emergency preparedness plan. The ECO will:

- a. Coordinate all activities with the Miami-Dade County Emergency Management Agency and Monroe County's Emergency Management Agency.
- b. Notify management of the situation.
- c. Determine the level of involvement required.
- d. Route resource requests that exceed CSSF capabilities.
- e. Coordinate CSSF's efforts during the emergency situation.

The involvement will be based on the nature and scope of the events, and the level of CSSF resources required.

The ECO is responsible for the scheduling, training and supervision of emergency support personnel. Emergency Support Functions (ESF) is support activities performed as needed by entities in response to disaster situations. These activities are assigned according to the authority, resources and capacity of the lead and support state agencies and other assigned entities.

The ECO will report all pertinent information to the Executive Director, and others identified by the Executive Director, as available and necessary.

In the event the administrative office is threatened or affected by an emergency of the magnitude that requires its evacuation, the Executive Director, Management and the EMT will move to an alternate facility; and, under the direction of the ECO, will activate the CSSF Emergency Operations Center.

If the administrative facility is damaged and cannot be occupied after the emergency, the Executive Director will designate a temporary facility not impacted by the event. The site will be fully equipped with telephone lines and computers for use in an emergency.

**6-2. Field Offices.** CareerSource South Florida partners are located in 13 different Centers and other service facilities. For definition purposes, office locations other than the administrative office will be considered field offices.

Each CSSF facility must have a Facility Safety Coordinator (FSC). An emergency management and safety plan must be developed and adopted for each facility, which complements the CSSF plan.

In the event of an emergency that threatens a CSSF facility, the FSC is designated the responsibility for effecting local emergency activities. Therefore, pre-emergency notification may not be possible when the emergency is localized and/or unexpected. All potentially disastrous localized situations should be reported to the local FSC, who will notify the CSSF Executive Director and Assistant Director for Administration.

If a field office cannot perform a disaster/emergency-related task, with its own resources, the FSC will request assistance through the administrative office. The request will be reviewed by the ECO to determine the availability of resources. The ECO will contact the local FSC to provide assistance based on the scope of the request. In the event CSSF is unable to meet the requirement with its own resources, the request will be forwarded to either the County Emergency Management Agency or the disaster field office. It will then be assigned to other state or federal agencies through the emergency support functions under the provisions of the State of Florida Comprehensive Emergency Management Plan.

Resources to support the affected field office will be taken from the non-impacted offices in the area. If the need can be met using department staff or other resources, they will be assigned to report to a location designated by the requesting office or transported to a predetermined location. In the event the requesting office is overwhelmed by the emergency/disaster, the CSSF Emergency Management Team (EMT) will provide support. The CSSF Emergency Response Team will be responsible for tracking all deployments of resources. The Agency Financial Officer will be responsible for the review of expenses incurred. He/she will inform the affected office if they are expending funds, which are not eligible for reimbursement.

The Agency ECO will conduct daily conference calls with the FSC's and/or center Managers whose offices are in the path of a threatened natural emergency prior to the projected landfall or impact, and after the event has occurred.

Each affected office will provide the administrative office with a daily [Situation Report Form](#) at 4:00 PM eastern time. The report will include information for the last 24 hours, from 2:00 PM to 2:00 PM. It will contain the following information: general information; disaster impacts; current operations; and future assessment. Immediate telephone contact should be made to report any major occurrence.

In the event of an emergency, all employees should listen to their county and local emergency management authorities for instructions and comply with orders issued by their local authorities. Under the State's Comprehensive Emergency Management Plan, local officials or emergency management authorities have primary responsibility for the safety and well being of their citizens. County emergency management authorities have primary responsibility for issuing County evacuation orders and opening shelters. In such cases, the evacuation will be coordinated and administered by local authorities. The Governor may issue an evacuation order in support of local orders in the event of multi-county or inter-regional evacuation.

**6-3. Operations.** The Senior Safety Coordinator is designated as the responsible entity in the event of an emergency. The Facilities Administrator is the Agency's Emergency Coordinating Officer (ECO). The Administration Division should maintain an updated list of all employees, their home phone numbers and emergency contact numbers.

**6-4. Center Managers, Program Managers and Service Partners.** Program Managers and Service Partners are responsible for their program areas and staff. If additional assistance is needed or resource requests exceed the capabilities of CSSF, they should contact the ECO who will forward such requests to the County Emergency Operations Center.

**6-5. Supervisors.** Supervisors are required to respond immediately to all reports of emergency situations by contacting appropriate emergency or other personnel as the situation may require. When the facility must be evacuated, the supervisor must account for his/her staff at the predetermined assembly point and report information to the Facility Safety Coordinator.

**6-6. Office Closures.** In the event local authorities issue an evacuation order, which results in the closing of a CSSF facility, the FSC must:

- a. Verify the order with local authorities (Emergency Manager, County Commission, Mayor's Office, etc.).
- b. Record the name of the person contacted/spoken to.
- c. Notify the CareerSource South Florida Emergency Coordinating Officer (ECO) by calling 305 594-7615.
- d. When calling the ECO, the FSC must provide:
  - (1) His/her name and title
  - (2) Location of the office and phone number where he/she can be reached.
  - (3) The authority/office that issued the order to evacuate.

In all cases, other than a Governor's Executive Order, the authority approving the closure shall notify the Emergency Coordinating Officer (ECO). The ECO will notify the Communications Officer and the Human Resource Officer of the closing and the reason such action was required.

**6-7. Primary Response Guidelines and Procedures.**

- (a) Treat all emergencies and threats seriously.
- (b) In an emergency and/or threat, contact the supervisor first. He/she will provide direction over the PA system/telephone, if possible.
- (c) Assess the situation to determine threat.
- (d) Remain calm.
- (e) CALL 911 if there is a threat of danger.
- (f) Determine need to evacuate. If evacuation is necessary, follow pre-determined evacuation routes for the facility.
- (g) Employees and/or visitors needing assistance to evacuate the building due to a disability (mobility, visual, cognitive, hearing, sensory etc.) will report to the designated area of rescue, and meet with the designated Floor Fire Marshall. If the elevators are operational and the location of the emergency has been isolated, the Floor Fire Marshall will escort said individuals using the elevators up to the first fifteen (15) minutes after hearing the alarm bells. If the elevators are not operational, the stairwell is to be used for evacuation purposes. Evacuation chairs will be operated by designated personnel.
- (h) Under no circumstances should employees delay evacuation.
- (i) Under no circumstances will an employee re-enter the building during or after an evacuation until the FSC has given approval to return to work.
- (j) Once employees have reached the assembly area, supervisors and/or designees are to *account for all their employees*. This information should be reported to the FSC. The FSC are responsible for providing this information to the supervisor whom will maintain the master list of employees.
- (k) Render first aid, if necessary.
- (l) Assign staff to attend to injured employee(s)/individual(s) with one staff member designated as "in charge".
- (m) Meet rescue and/or emergency personnel.
- (n) Have staff members direct rescue personnel to problem areas and provide access as needed by rescue personnel.
- (o) Be prepared to assist with securing your offices and covering computers, if necessary.
- (p) Assess damage to building prior to allowing staff back.
- (q) If it becomes necessary to close a facility, the ECO will make said decision.
- (r) Contact maintenance, if necessary.

- (s) Be supportive of staff during crisis situation and make arrangements for counseling after the situation, if needed.
- (t) Complete [Critical Event Notification Form](#).

**6-8. Injury Report Procedures.** If a visitor or employee reports an injury to any supervisor, complete the following steps:

- a. After all emergency or first aid response is rendered, complete the [Critical Event Notification Form](#) (General Liability Loss Report) and give to the Facility Safety Coordinator.
- b. The supervisor or designee shall notify the emergency contact person as soon as possible after an accident or injury, if necessary.
- c. A second contact with the individual should be made, as appropriate, within three days of the accident or injury to determine status.
- d. If necessary, complete [Follow-up Report of Critical Event Form](#) (General Liability Loss Report).

**6-9. Fire/Bomb Threat Procedures.**

a. Staff Responsibility:

- (1) Notify supervisor or other authority.
- (2) Activate the alarm manually, if the fire alarm has not sounded.
- (3) Take your client(s) and anything that is easily accessible with you and exit the building quickly and quietly.
- (4) In accordance with the posted evacuation plan, go to the designated area.
- (5) If possible, assist those who have special needs, such as children, individuals with a disability, and the elderly.
- (6) Move a safe distance from the building and proceed to your pre-designated safe area. If someone appears to be missing, notify the supervisor or designee, do not attempt to re-enter the building.
- (7) Wait for the "all clear" signal to return to the building.

b. Supervisor Responsibility:

- (1) Once the fire alarm has sounded:
  - A. Have staff exit the building.
  - B. Account for all staff in your area.
  - C. Establish a need for first aid.
- (2) Contact the Facility Safety Coordinator.
- (3) When the "all clear" is given, use an "all clear" signal to re-enter the building.

**6-10. Disaster Procedures.** If there is no danger outside the building, the facility alert system will be used to advise occupants to evacuate the building.

a. Staff Responsibility:

- (1) Assess situation and notify supervisor of damage and possible injury.  
Supervisor will provide direction
- (2) In case of an evacuation:
  - A. Remain calm.
  - B. Exit building and take your customer(s) and personal belongings (i.e. purse, car keys, etc.) with you
- (3) Leave lights on.
- (4) Do not lock doors.

b. Supervisor Responsibility:

- (1) Determine need to evacuate the facility or remain inside (shelter in place).
- (2) If decision is made to remain inside, identify safe areas inside the facility away from the problem area and routes to be taken.
- (3) CALL 911.
- (4) Contact the Facility Safety Coordinator (FSC).
  - A. Attend to injured.
  - B. Assign staff to attend to the injured employee/party with one staff member designated as "in charge".
  - C. Meet rescue personnel.
  - D. Have staff members direct rescue personnel to problem areas and provide access, as needed, by rescue personnel.
  - E. Contact maintenance, if necessary.

**6-11. Severe Weather Situation.** Office closures will normally be determined by the County emergency operations office and announced on local radio and television stations. CSSF will follow the same closures as other County government offices before, during and after severe weather/disaster.

a. Staff Responsibility:

- (1) Continue regular activities unless otherwise notified.
- (2) Be prepared to assist with securing your offices and covering computers.
- (3) Contact your immediate supervisor if you have questions/concerns.

b. Supervisor Responsibility:

- (1) Notify staff in your unit of any weather watches or warnings issued by the National Weather Service.
- (2) Maintain an updated list of employees, their home phone numbers and emergency contact numbers. Keep this list with you at all times.
- (3) Make sure the building is secure and all computers are covered in case of water damage.
- (4) Render first aid, if necessary.
- (5) Assess damage to building prior to allowing staff back in or opening the center.
- (6) Contact maintenance, if necessary.

**6-12. Life Threatening Intruders/Trespassers.**

a. Staff Responsibility:

- (1) Notify supervisor. Your supervisor will provide direction over PA system/telephone, if possible.
- (2) Remain in your office with the door closed and locked. If you have no lock, block the door by placing a chair under the doorknob.
- (3) Do not exit your office unless instructed to do so by a verified police officer or your supervisor.
- (4) Keep telephone lines open for emergency use, you may need to talk with emergency personnel to notify them of where you are located.

b. Supervisor Responsibility:

- (1) Assess the situation to determine threat.
- (2) Remain calm. Try not to raise your voice. However, if it becomes necessary, do so with clarity. Your tone and demeanor will strongly influence the outcome of the crisis.
- (3) Notify staff, if possible, of the need for lock down (over the PA system)
- (4) CALL 911 if there is a threat of danger.
- (5) Contact the Facility Safety Coordinator (FSC).
- (6) Be prepared to act as a resource and liaison between the office and police. Provide/gather as much information as possible, such as:
  - A. Copy of the building floor plan for law enforcement.
  - B. The location and a detailed description of the intruder/trespasser as well as a description of any weapon(s).
  - C. Pertinent information about the intruder/trespasser, including the possible reason for the threat or attack.
- (7) Isolate suspected intruder/trespasser as much as possible.
- (8) Avoid heroics look for a place to jump or dive. Keep a safe, non-intimidating distance.
- (9) Do not use force or touch the person or weapon if interaction with the intruder/trespasser is imminent. Avoid sudden moves or gestures.
- (10) Negotiate minimally until law enforcement arrives.
- (11) Confer with law enforcement when they arrive. They will advise you how they intend to proceed.
- (12) Be prepared to assist staff with counseling after the incident.

**6-13. Irate Clients/Staff/General Public**

a. Staff Responsibility:

- (1) Notify supervisor.
- (2) When dealing with a violent individual, the following actions should be considered:
  - A. If directed at a specific individual, remove that person from the situation.
  - B. Be empathetic. Try not to be judgmental of the individual's feelings. They are real, even if not based on reality, and must be attended to.
  - C. Clarify messages. Listen to what is really being said. Ask reflective questions and use both silence and restatements appropriately.
  - D. Respect personal space. Stand at least 6 feet from the individual acting out. Encroaching on personal space tends to arouse and escalate the actions of the individual.
  - E. Be aware of body position. Standing eye-to-eye and/or toe-to-toe with the individual sends a challenge message. Standing one length away and at an angle off to the side is less likely to escalate the actions of the individual.
  - F. Permit verbal venting when possible. Allow the individual to release as much energy as possible by venting verbally. If this cannot be allowed, state directives and reasonable limits during lulls in the venting process.
  - G. Set and enforce reasonable limits. If the individual becomes belligerent, defensive or disruptive; state limits and directives clearly and concisely.

- H. Avoid overreacting. Remain calm, rational and professional. How you respond will directly affect the individual.
- I. Use physical techniques as a last resort. Use the least restrictive method possible.
- J. Avoid employing physical techniques on an individual who is only acting out verbally. It may escalate the situation.
- K. Ignore challenging questions. When the client challenges your position, training, policy, etc., redirect the individual's attention to the issue at hand. Answering these questions often fuels a power struggle.
- L. Keep your nonverbal cues non-threatening. Be aware of your body language, movement, and tone of voice. The more an individual loses control, the less he listens to our actual words. More attention is paid to nonverbal cues.

*Source: The National Crisis Prevention Institute*

b. Supervisor responsibility:

- (1) Follow same list as outlined for staff.
- (2) CALL 911, if needed, for law enforcement or activate the front desk "panic switch," if available.
- (3) Be supportive to staff when needed during crisis situation.
- (4) Make arrangements for counseling to staff after the situation, if needed.
- (5) Complete the Incident Report.

**6-14. Gas Leaks**

a. Staff responsibility:

- (1) Notify supervisor. He/she will provide direction over the PA/phone system, if available.
  - If evacuation is necessary:
    - A. Assign staff member(s) to check halls, restrooms, etc., for clients or other employees as they exit the building.
    - B. Upon exiting, leave outside doors open if possible to allow for fresh air ventilation.
    - C. If you are outside, move upwind from any door.
    - D. Establish a need for first aid.
    - E. Account for employees in your area.
- (2) Contact the utility company.
- (3) Notify ECO.
- (4) Contact facility maintenance.
- (5) When the "all clear" is given, use an "all clear" signal to re-enter the building.

**6-15. Work Place Safety and Security.** In keeping with management's commitment to provide employees with secure, safe and healthy workplaces, it is the policy of CSSF that employees immediately report all accidents, injuries, and non-secure, unsafe and unhealthy conditions to supervisors and Facility Safety Coordinators.

If an incident occurs between 8 A.M. and 5 P.M. CSSF employees should contact the Facilities Administrator or Administrative Officer II at 305 594-7615 or (305) 929-1500. If an emergency occurs after 5 P.M. or before 8 A.M., employees should contact the same personnel at (305) 929-1649. DEO employees should call, at (305) 934-6805, as soon as possible after the incident. All employee workplace injuries must also be reported.

- 6-16. Damage Assessment Procedures.** When a community has been affected by an emergency/disaster, an evaluation will be done as soon as possible of all owned/leased CSSF facilities to determine the preliminary amount of damage. If possible, a visual review and assessment will be made as soon as safely possible by the Facility Safety Coordinator and reported to the ECO. In major damage situations where a disaster is declared, damage assessments will be done in conjunction with the Emergency Coordinating Officer who will activate the Hazard Mitigation and Recovery Team. If the damage is considered minor, the local FSC will prepare a detailed written report of damages and submit it to the ECO within five days of the event.
- 6-17. Recovery Procedures.** After the event has occurred, CSSF will locate and account for all staff and insure that their special needs are addressed, if possible. The agency ECO will simultaneously initiate recovery procedures, which will result in the resumption of services to the public in the shortest possible time. Alternate work sites and other work/service options will be implemented including the deployment of mobile service units as needed.

In minor emergencies, state recovery assistance may be adequate. However, in major declared emergencies, federal assistance may be required. In these instances the state's role and CSSF role will be to provide resources to local affected areas and individuals.

CSSF Senior Staff, Center Managers and the FSC will return immediately after the hurricane to assist in recovery operations. All others will return when the County Manager orders employees to resume operations.



## Chapter 7 ADMINISTRATIVE OPERATIONS

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### CareerSource SOUTH FLORIDA HURRICANE EMERGENCY PROCEDURES

**7-1. Introduction.** Miami-Dade and Monroe Counties are located in one of the most hurricane vulnerable areas of the United States. It is important for the overall response of Miami-Dade and Monroe Counties that workforce partners prepare and maintain effective hurricane emergency procedures. The guidelines in this manual have been prepared with the assistance of the Office of Emergency Management to provide the basic foundation upon which to build hurricane emergency procedures.

The Mayor is the incident commander for hurricane emergencies. Official orders from the Mayor will be disseminated through normal communication channels as well as through the broadcast media. CSSF will base emergency work schedules on these announcements:

- a. The County officials in Miami-Dade and Monroe Counties have ordered all offices closed.
- b. The County officials in Miami-Dade and Monroe Counties have ordered employees with recovery responsibilities to return to work.
- c. The County officials in Miami-Dade and Monroe Counties have ordered offices to resume normal operations.

This manual presents the basic steps to be followed, areas to be addressed, and references required for the preparation of the hurricane emergency procedure.

**7-2. Responsibilities.** CSSF is responsible for compliance with these hurricane preparedness guidelines, including: the preparation of the hurricane emergency procedures; familiarization of all personnel with their specific duties in the event of a hurricane emergency; and distribution of the hurricane procedure to all employees.

**7-3. Staffing Policy.** The Facilities Administrator will serve as the Emergency Coordination Officer (ECO) and be responsible for coordinating the implementation of the emergency procedures. The Administrative Officer II will serve as an alternate. (Since CSSF has no hurricane operational responsibilities, no staff will be required to remain in the facilities).

**7-4. Hurricane Watch/Alert Phase.** The following employees will be responsible for preparing the CSSF Administrative Offices and the Centers in the event of a Hurricane:

- a. Facilities Unit—Facilities Administrator and Property Manager.
- b. Information Technology—Senior Systems Analyst/IT Manager and IT Network Analysts.
- c. Administrative Management Support—Assistant Director for Administration and DEO Program Manager.

**7-5. General Hurricane Information.** Hurricanes are tropical cyclones in which winds reach a constant speed of at least 74 miles per hour (mph) and may gust up to 200 mph. Their spiral clouds may cover an area several hundred miles in diameter. The spirals are heavy cloud bands from which torrential rains fall and tornadoes may be generated. The eye of the hurricane is deceptively calm and almost free of clouds with light winds and warm temperatures. Beyond the eye, counterclockwise winds bring death and destruction to coastlines and islands in their erratic path.

The months of September and October have the highest level of activity and most storms have been category 2 and 3. It is important to remember that the position of the storm given by the National Hurricane Center is the “eye” of the storm. High winds and heavy rain may extend up to 200 miles from the eye. Hazardous conditions may arrive 6-10 hours before the eye makes landfall.

The SAFFIR/SIMPSON Scale is used by the National Hurricane Center to provide a continuing assessment of the potential for wind and storm surge damage.

**Table 4: SAFFIR/SIMPSON Scale**

Categories	Winds	Storm Surge
Category 1	74 – 95 MPH	5 ft.
Category 2	96 – 110 MPH	5 ft.
Category 3	111 – 130 MPH	10 ft.
Category 4	131 – 155 MPH	15 ft.
Category 5	Above 156 MPH	15 ft. +

**7-6. Hurricane Categories.** The following is a description of the damage potential by hurricane category.

- a. Category 1. Winds of 74 to 95 miles per hour. Damage occurs primarily to shrubbery, trees, and unanchored mobile homes and to poorly constructed signs. Low-lying coastal roads are inundated, minor pier damage occurs, and some small craft in exposed anchorage are torn from moorings.
- b. Category 2. Winds of 96 to 110 miles per hour. Considerable damage to shrubbery and trees with some blown down. Major damage to exposed mobile homes. Extensive damage to poorly constructed signs. Some damage to roofing materials, windows and doors but not major damage to buildings. Coastal roads and low-lying escape routes inland cut by rising water two to four hours before arrival of hurricane center. Considerable damage to piers. Marinas flooded. Small craft in unprotected anchorages torn from moorings.
- c. Category 3. Winds of 111 to 130 miles per hour. Extensive damage to large trees. Poorly constructed signs are blown down. Damage to roofing materials, windows and doors. Mobile homes destroyed. Serious flooding along coast with many smaller coastal structures destroyed and large structures damaged by battering waves and floating debris. Low-lying escape routes further inland inundated by rising water three to five hours before hurricane center arrives.
- d. Category 4. Winds of 131 to 155 miles per hour. Shrubs and trees blown down; all signs down. Extensive damage to roofing materials, windows and doors. Complete destruction to mobile homes. Major damage to lower floors of structures near shorelines due to flooding, battering waves and floating debris. Low-lying inland escape routes cut by rising water three to five hours before hurricane center arrives. Major erosion of beaches.

- e. Category 5. Winds greater than 155 miles per hour. Shrubs and trees blown down, considerable damage to roofs and buildings, all signs, failure of roofs on many residential and industrial buildings. Extensive shattering of glass in windows and doors. Some complete building failures. Small buildings overturned or blown away. Complete destruction of mobile homes. Low-lying escape routes inland cut by rising water three to five hours before hurricane center arrives.

**7-7. Land falling.** Miami-Dade and Monroe Counties are vulnerable to land falling, paralleling, and exiting hurricanes and tropical storms. If response actions must be taken before a watch is issued, the County officials will issue a hurricane alert.

**7-8. Evacuation Areas.** Miami-Dade and Monroe Counties primarily evacuates in response to storm surge. As the intensity of the storm increases so does the storm surge and the danger it presents to life and property. CSSF employees should report to their supervisors in advance if their homes are in an evacuation area. If so, supervisors must identify which category storms they will be ordered to evacuate for. Mobile home residents should evacuate in any hurricane and in some tropical storms. Due to their lightweight construction mobile homes are easily damaged; strong winds can tear mobile homes from their anchorage.

The Miami-Dade County evacuation map, located in Appendix C, is shaded to indicate evacuation areas by storm category.

## Chapter 8 ADMINISTRATIVE OPERATIONS

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### ADMINISTRATIVE PROCEDURES

**8-1. Pre-Season Preparedness.** The Center Managers shall ensure that the landlord in their respective facilities addresses the following safety measures: Check security, flooding and lighting; and identify loose items in outside areas that may be blown around by the wind.

Essential staff shall ensure that the administrative offices and each Center have a battery-operated radio or Television; a first-aid kit; and a flashlight with extra batteries. Essential staff will also provide non-essential staff with hurricane preparedness information.

**8-2. Hurricane Watch.** Issued by the [National Hurricane Center](#) when a hurricane threatens, the watch covers a specific area and time period. A hurricane watch indicates hurricane conditions are possible, usually within 24-36 hours, but it does not mean they will happen.

- a. Archive E-mail and Calendar - Backup of documents and archiving of e-mail and calendars must be completed no later than 2:00 p.m. on the day of disaster preparation. Server shutdown procedures will be initiated beginning at 2:00 p.m. - there will be no exceptions. Server broadcast messages will remind users throughout the day of the time requirements.
- b. Boxing/Securing Paper Files – All files must be secured. Files in all external offices must be boxed, wrapped in plastic bags, sealed and labeled with the file owner's name. Labels should be placed on the box and on the outside of the plastic bag. These boxes should then be placed in an internal, secured area (such as the main office area for each section). Any critical files located in internal offices or cubicles should also be secured as described above. Remove all files from lower cabinet drawers.
- c. Offices and Workstations – All objects must be removed from all work surfaces and secured by placing in boxes, overhead bins, or desk drawers. Pictures must be removed from walls, wrapped in plastic, labeled with picture owner's name or the office location, and placed in an internal, secured area (such as the main office area for each section). All external office doors, overhead bins and desk drawers must be locked if possible.
- d. Personal Computers (PC) – Shutdown Windows. Turn off the PC and disconnect power. Place the components into a plastic bag and seal with the user's name, and place in an internal, secured area (such as the main office area for each section).
- e. Calculators, Lamps and Other Electrical Equipment in Offices or Workstations – Unplug all electrical equipment and place the components into a plastic bag and seal. Label with the user's name, and place in an internal, secured area (such as the main office area for each section).
- f. Postage Meter, Fax Machines and Other Electrical Equipment – Unplug all electrical equipment and place into a plastic bag, seal and label with the item description and office location, and place in an internal, secured area (such as the main office area for each section).

- g. Telephones – Telephones should be the last items that are secured before the offices are vacated. Unplug the telephone, place it in a plastic bag, seal the bag, label with the user’s name, and place in an internal, secured area (such as the main office area for each section).
- h. Essential employees shall notify non-essential employees of “Watch” phase and ensure that all doors, windows and other openings are locked or otherwise secured against wind and water; verify that vital records are in a safe storage area; confirm availability of necessary computer support; inventory emergency supplies and restock, if necessary.
- i. Center supervisors shall ensure that records are relocated to areas away from windows and exterior walls, which may leak; files and boxes shall be placed off the floor and taken out of all bottom file drawers if facilities are on ground level. All users of computer equipment are to:
  - (1) Backup all information data on floppy, zip disk, tape or other recoverable source.
  - (2) Turn off and unplug all equipment (PC, typewriters, fax machines, copiers, etc.) and place them away from windows.
  - (3) Cover computer equipment with plastic bags.
- j. Mobile Unit – Secure mobile service units in pre-designated protective area.

**8-3. Hurricane Warning and Landfall.** Essential staff shall complete activities begun under Hurricane Watch. Move or cover desks, files, and equipment near un-shuttered window. Wrap office equipment in plastic to protect against moisture. Upon notice from County Manager, dismiss all non-essential personnel. Turn off air conditioning, disconnect electrical equipment and turn off lights. Essential staff is then dismissed.

**8-4. Emergency During Regular Work Hours.** In the event that an emergency develops during regular work hours, each employee is responsible for securing his/her own office or cubicle space by following the general office procedures. When an individual’s office or cubicle space is secured then each employee is required to assist in securing his/her department and the entire office before leaving the premises. Employees may not leave the office until all areas are secured and authorization is given by essential personnel. SFW essential personnel will address personal issues or concerns on an individual basis. If an employee is out of the office, plans must be made within the affected department to secure all files.

**8-5. Emergency Outside of Regular Work Hours.** In the event that an emergency develops during unscheduled work hours the management team should contact employees if they must be called in to assist with the Emergency Preparation Procedures.

Employees must contact their supervisors or the ECO to determine if they must report to the office to assist with the emergency preparation procedures. All employees are responsible for contacting their supervisor in the event an emergency develops at the employee’s home or in the community.

**8-6. Recovery.** Upon notice from the Mayor, employees with recovery assignments (essential staff) are to return to work stations and conduct the following:

- a. Assess basic damages at work site including water damage, broken windows, roof damage, etc.
- b. Submit emergency expenditure receipts and damage repair estimates to the ECO.
- c. Initiate clean-up work site.
- d. If vital records have been damaged by water, do not touch them. Contact the ECO at 305- 594-7615 for advice and assistance.
- e. Do not turn computer equipment on if there are indications of:
  - (1) low voltage / power fluctuations
  - (2) low air conditioning output
  - (3) water and raised floor
  - (4) broken windows
  - (5) damaged equipment
- f. Upon notice from County officials, the ECO will direct employees when to return to work to resume normal operations.

## Chapter 9 NATIONAL EMERGENCY GRANTS

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**9.1 Program Purpose.** This section provides guidance regarding who is responsible for the filling of National Emergency Grants (NEG) for Region 23, clarification when NEG's are to be filled, and the application procedures for NEG's. Information included in this section is derived from the U.S. Department of Labor, Employment and Training Administration, Federal Register/Vol.69, No. 81 / Tuesday, April 27, 2004 / Notices, Part V, Workforce Investment Act: National Emergency Grants – Application Procedures.

**9.2 Program Background.** National Emergency Grants (NEG's) are discretionary grants awarded by the Secretary of Labor pursuant to Section 173 of WIA, as amended. Funds are awarded to provide ***employment-related services for dislocated workers*** as authorized under WIA Section 173 and 20 CFR part 671. Funds are reserved and made available for obligation by the Secretary under Sections 132 and 173 of WIOA, as amended.

**9.3 NEG Application Procedures.** Authorization or NEG applications will be under the jurisdiction of the CSSF Executive Director. The action filing and completion of documentation for the NEG funding application will be responsibility of the DEO Program Manager. All fiscal computations in the NEG application will be subject to review and approval of the CSSF Comptroller. Once the Comptroller has approved the funding requested, the application will be submitted to the CSSF Executive Director for final approval prior to submission to DEO Grants Section, Tallahassee. All NEG funding requests must be submitted electronically to Tallahassee.

National Emergency Grants can be filed at any time. Although these grants are traditionally related to natural disasters, i.e., hurricanes, freezes, flooding, etc., that result in a significant loss of employment, NEG's are also available significant un-employment occurs that is not the result of nature. Mass dislocations by industries, a critical negative impact of an industry closure to a community dependent upon that industry, and a significant loss of jobs/employment due to imports are all justifications for filing NEG's.

**9.4 Federal Register National Emergency Grants – Application Procedures; Notices**

## Appendixes

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This appendix consists of five appendices to the **CareerSource South Florida Emergency Preparedness Manual**. These appendices provide additional information and resources available to our employees and workforce partners to aid them in the proper management of center and other service locations operations during an emergency. Appendices A through E are organized as follows:

- Appendix A: CareerSource South Florida center Locations
- Appendix B: CareerSource South Florida Refugee Center Locations
- Appendix C: [Storm Surge Planning Zones](#)
- Appendix D: Emergency Preparedness Manual Glossary of Terms
- Appendix E: American Red Cross Evacuation Centers Located in Miami-Dade County

Appendix A: *CareerSource South Florida centers service locations*, program year 2018-2019 listing of service locations for WIOA, WT/CAP and Wagner-Peyser program services.

Appendix B: *CareerSource South Florida Refugee service centers*, program year 2018-2019 listing of service locations for Refugee Program services.

Appendix C: *Storm Surge Planning Zones*, an aerial map located throughout Miami-Dade County.

Appendix D: *Emergency Preparedness Manual Glossary* defines administrative terms applicable to CSSF contracted service providers from the regulations and applicable circulars.

Appendix E: *American Red Cross Evacuation Centers Located in Miami-Dade County*.



## APPENDIX A

### CareerSource South Florida Center Locations

<b>Chart 5: Full Service Center Sites</b>		
<b>Location</b>	<b>Address</b>	<b>Telephone/Facsimile</b>
Carol City center Operated by: CareerSource South Florida	4888 N.W. 183 <sup>rd</sup> Street Suites 201-206 Miami Gardens, FL 33055	Tel: 305-620-8012 Fax: 305-620-9813
Edison Courts Re- Employment Center Operated by: CareerSource South Florida	325 N.W. 62 Street Miami, FL 33150	Tel: 305-795-2058 Fax: 305-795-2059
Hialeah Downtown center Operated by: Arbor E&T, LLC	240 East 1st Avenue, Suite 222 Hialeah, FL 33010	Tel: 305-883-8070 Fax: 305-883-6910
Homestead center Operated by: Youth Co-Op, Inc.	28951 S. Dixie Highway Homestead, FL 33033	Tel: 305-242-5373 Fax: 305-242-2438
Little Havana center Operated by: Youth Co-Op, Inc.,	5040 N.W. 7 <sup>th</sup> Street Suite 200 Miami, FL 33126	Tel: 305-442-6900 Fax: 305-469-5640
Miami Beach center Operated by: CareerSource South Florida	833 6th Street, 2nd Floor Miami Beach, FL 33139	Tel: 305-532-5350 Fax: 305-532-9307
Northside center Operated by: CareerSource South Florida	7900 NW 27th Avenue, Suite 200 Miami, FL 33147	Tel: 305-693-2060 Fax: 305-693-2071
N. Miami Beach center Operated by: CareerSource South Florida	801 NE 167 Street N. Miami Bch, FL 33162	Tel: 305-654-7175 Fax: 305-654-7188
Opa-Locka center Operated by: CareerSource South Florida	780 Fisherman Street Suite 110 Opa-Locka, FL 33054	Tel: 305-953-3407 Fax: 305-953-3415
Perrine center Operated by: Youth Co-Op, Inc.	18901 S.W. 106 Avenue, Suite 218 Miami, FL 33157	Tel: 305-252-4440 Fax: 305-278-1066
West Dade center Operated by: Youth Co-Op, Inc.,	8485 Bird Road, 2nd Floor Miami, FL 33155	Tel: 305-228-2300 Fax: 305-228-2321
Key Largo center Operated by: CareerSource South Florida	103400 Overseas Highway, Suite 239 Key Largo, FL 33037	Tel: 305-853-3540 Fax: 305-853-3543
Key West center Operated by: CareerSource South Florida	1111 12 Street, Suites 307 & 308 Key West, FL 33040	Tel: 305-292-6762 Fax: 305-292-6891

APPENDIX B

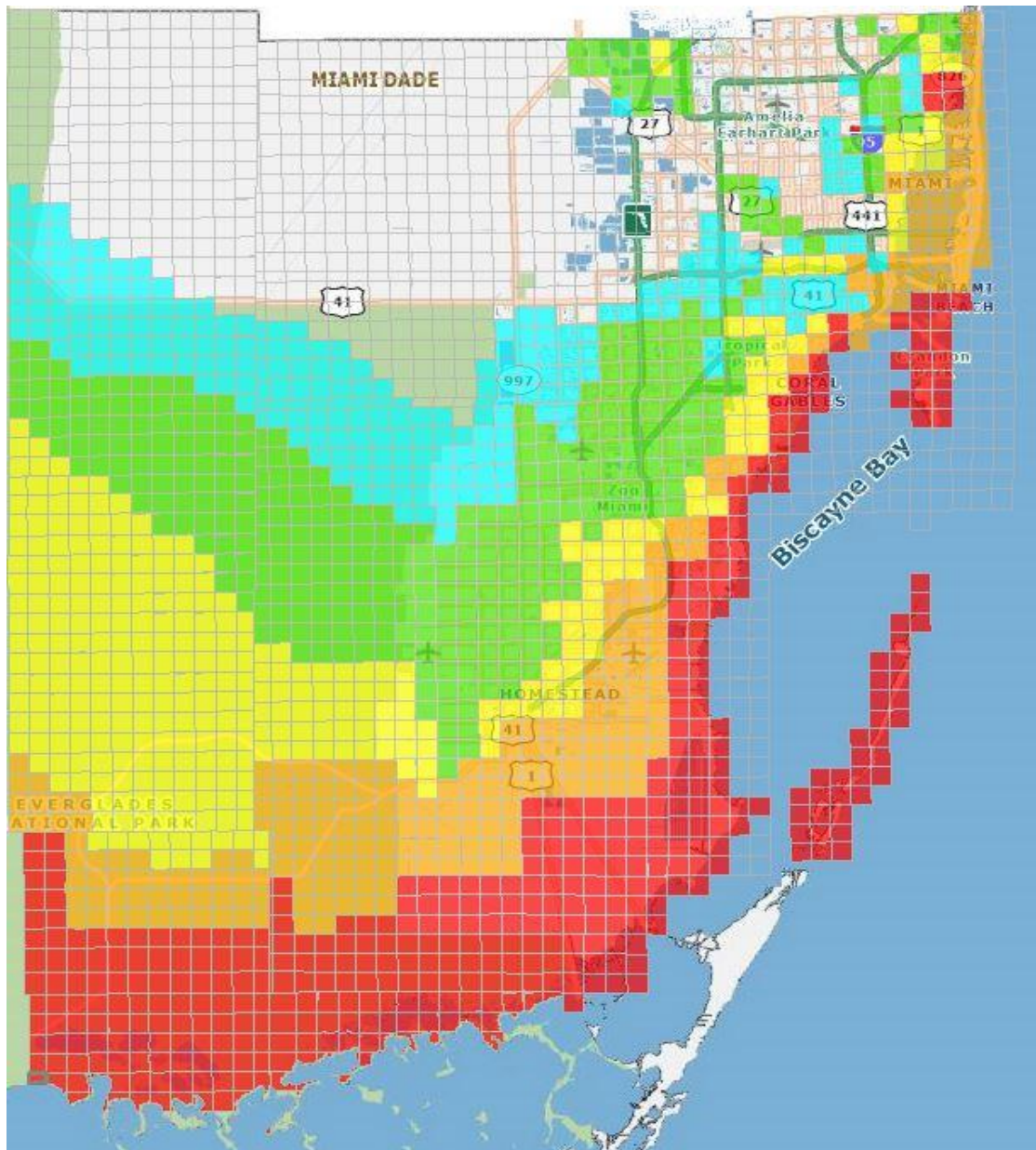
CareerSource South Florida Refugee Center Locations

<b>Chart 6: Refugee Center Locations</b>		
<b>Location</b>	<b>Address</b>	<b>Telephone/Facsimile</b>
Adult Mankind Organization Project Director: Ana Someillan	1619 SW 107th Avenue Miami, FL 33165	Tel: 305-551-0090 Fax: 305-551-9098
Adult Mankind Organization Project Director: Ana Someillan	12326 Quail Roost Drive Perrine, FL 33177	Tel: 305-251-6575 Fax: 305-251-6577
Arbor E&T, LLC Project Director: Hilma Brito	240 E 1st Avenue, Suite 212 Hialeah, FL 33010	Tel: 305-883-8070 Fax: 305-863-8401
Cuban American National Council, Inc., Project Director: Sonia Lopez	1223 S.W. 4th Street Miami, FL 33135	Tel: 305-642-3484 Fax: 305-541-9275
Cuban American National Council, Inc. Project Director: Sonia Lopez	20401 N.W. 2 <sup>nd</sup> Avenue Miami Gardens, FL 33169	Tel: 305-454-9214 Fax:305-454-9418
Community Coalition, Inc., Project Director: Elsa Someillan	2100 Coral Way, Suite 402 Miami, FL 33145	Tel: 305-854-2882 Fax: 305-854-0228
Community Coalition, Inc., Project Director: Elsa Someillan	300 E 1st Avenue, Suite 201 Hialeah, FL 33010	Tel: 305-887-4140 Fax: 305-887-8551
Lutheran Services Florida, Inc. Project Director: Mary Jane Gonzalez-Cruz	8532 S.W. 8 <sup>th</sup> Street Suite 270 Miami, FL 33144	Tel: 305-567-2511 Fax: 305-567-2944
Lutheran Services Florida, Inc. Project Director: Mary Jane Gonzalez-Cruz	5979 N.W. 151 Street, #101 Miami Lakes, FL 33014	Tel: 305-559-1177 Fax:305-559-9509
Youth Co-Op, Inc., Project Director: Alicia Sante	3525 NW 7th Street Miami, FL 33125	Tel: 305-643-6730 Fax: 305-641-1578
Youth Co-Op, Inc. Project Director: Alicia Sante	5450 W 16th Avenue Hialeah, FL 33012	Tel: 305-822-7761 Fax: 305-823-2668
Youth Co-Op, Inc. Project Director: Alicia Sante	8485 Bird Road, 2 <sup>nd</sup> Floor Miami, FL 33155	Tel: 305-228-2300 Fax:305-631-1578
Youth Co-Op, Inc. Project Director: Alicia Sante	28951 South Dixie Highway Homestead, FL 33033	Tel: 305-242-5373 Fax:305-242-2438
Youth Co-Op, Inc. Project Director: Alicia Sante	18901 S.W. 106 Avenue Suite 218 Miami, FL 33157	Tel: 305-964-4914 Fax:305-278-1066
Youth Co-Op, Inc. Project Director: Alicia Sante	7900 N.W. 27 Avenue Suite 200 Miami, FL 33147	Tel: 305-693-2060 Fax:305-693-2071

## APPENDIX C

### Storm Surge Planning Zones

All residents living in mobile homes should evacuate and seek shelter for any category of hurricane.



## APPENDIX D

### Glossary of Terms

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This glossary defines terms applicable to natural disasters and emergency preparedness operations.

**Center.** Any Center, Annex or any location where CareerSource South Florida inventory is located.

**Disaster Preparedness.** The systematic identification of those records which are absolutely vital to an agency's purpose and the subsequent development of a plan to protect such records.

**Eye.** The roughly circular area of comparatively light winds and fair weather at the center of a hurricane. Eyes are usually 25-30 miles in diameter. The area around the eye is called the wall cloud. (Do not go outdoors while the eye is passing; the full intensity of the storm will reoccur in minutes).

**Hurricane.** A tropical weather system characterized by pronounced rotary circulation with a constant minimum wind speed of 74 miles per hour (64 knots that is usually accompanied by rain, thunder and lightning. Hurricanes often spawn tornadoes.

**Hurricane Alert.** A hurricane alert will be issued by the County Manager if readiness actions are required before a hurricane watch is issued. Action normally taken during a hurricane watch should be initiated when a hurricane alert is declared.

**Hurricane Landfall.** The point and the time during which the eye of the hurricane passes over the shoreline. After passage of the calm eye, hurricane winds begin again with the same intensity as before but from the opposite direction.

**Hurricane Season.** The six-month period from June 1<sup>st</sup> through November 30<sup>th</sup> is considered to be the hurricane season.

**Hurricane Warning.** A warning is issued by the National Hurricane Center 24 hours before hurricane conditions (winds greater than 74 mph) are expected. If the hurricane path changes quickly, the warning may be issued 10 to 18 hours or less, before the storm makes landfall. A warning will also identify where dangerously high water and waves are forecast even though winds may be less than hurricane force.

**Hurricane Watch.** Issued by the National Hurricane Center when a hurricane threatens, the watch covers a specified area and time period. A hurricane watch indicates hurricane conditions are possible, usually within 24-36 hours, but it does not mean they will happen.

**Small Craft Advisory:** When a hurricane moves within a few hundred miles of the coast, small-craft owners should not venture out into the open ocean.

**Tropical Depression:** An organized system of clouds and thunderstorms with a defined circulation and maximum sustained surface winds of 38 mph or less.

**Tropical Disturbance:** An area of thunderstorms in the tropics that maintain its identity for at least 24 hours. A very common phenomenon in the tropics.

**Tropical Storm.** An area of low pressure with a definite eye and counter clockwise winds of 39-74 mph. A tropical storm may strengthen to hurricane force in a short period of time.

**Tropical Storm Warning:** Tropical storm conditions are expected in the specified area of the warning, usually within 24 hours.

**Tropical Storm Watch:** Tropical storm conditions are possible in the specified area of the watch, usually within 36 hours.

**APPENDIX E**

**American Red Cross Evacuation Centers Located in Miami-Dade County**

Evacuating locally to the home of a friend or family member outside of the evacuation area is highly recommended. Hurricane Evacuation Centers should be utilized when that alternative does not exist. Remember, evacuation centers are not designed for comfort and not all accept pets.

**NOT EVERY SITE WILL OPEN FOR EVERY EVACUATION!**

Please monitor the local radio or TV station, or dial 3-1-1 (TDD (305) 468-5402) to find out which centers are open when an evacuation order is announced. People who require special assistance in evacuating or would like to register for the pet-friendly evacuation center can dial 3-1-1 to get information about specialized evacuation centers. The schools listed below are accessible for people with disabilities.

<b>Chart 7: 2016 HURRICANE EVACUATION CENTERS</b>			
<b>Northeast Miami-Dade County</b>			
<b>Facility Name</b>	<b>Address</b>	<b>City/Neighborhood</b>	<b>Zip Code</b>
Dr. Michael Krop Senior	1410 NE 215 <sup>th</sup> Street	North Miami Dade	33179
North Miami Senior	13110 N.E. 8 <sup>th</sup> Avenue	North Miami	33161
Miami Central Senior	1781 NW 95 <sup>th</sup> Street	Miami	33147
North Miami Beach Senior	1247 NE 167 <sup>th</sup> Street	North Miami Beach	33162
Highland Oakes Middle	2375 NE 203 <sup>rd</sup> Street	North Miami Beach	33180
<b>Northwest Miami-Dade County</b>			
<b>Facility Name</b>	<b>Address</b>	<b>City/Neighborhood</b>	<b>Zip Code</b>
Lawton Chiles Middle	8190 NW 197 <sup>th</sup> Street	Northwest Miami Dade	33015
Hialeah Gardens Senior	11700 Hialeah Gardens Blvd.	Hialeah Gardens	33018
Barbara Goleman Senior	14100 NW 89 <sup>th</sup> Avenue	Miami Lakes	33018
Country Club Middle	18305 NW 75 <sup>th</sup> Place	Northwest Miami-Dade	33015
Miami Carol City Senior	3301 Miami Gardens Drive	Miami Gardens	33056
<b>Central Miami-Dade County</b>			
<b>Facility Name</b>	<b>Address</b>	<b>City/Neighborhood</b>	<b>Zip Code</b>
Booker T. Washington Senior	1200 NW 6 <sup>th</sup> Avenue	City of Miami	33136
Ronald Reagan Senior	8600 NW 107 <sup>th</sup> Ave.	Doral	33178
Charles Drew Middle	1801 NW 60 <sup>th</sup> Street	City of Miami	33142
Miami Coral Park Senior	8865 SW 16 <sup>th</sup> Street	Westchester	33165
W.R. Thomas Middle	13001 SW 26 <sup>th</sup> Street	West Miami-Dade	33175
<b>Southern Miami-Dade County</b>			
<b>Facility Name</b>	<b>Address</b>	<b>City/Neighborhood</b>	<b>Zip Code</b>
Robert Morgan Senior	18180 SW 122 <sup>nd</sup> Avenue	Miami	33177
Terra Environmental Senior	11005 SW 84 <sup>th</sup> Street	Miami	33173
Jorge Mas Canosa Middle	15735 SW 144 <sup>th</sup> Street	Miami	33196
South Miami Senior	6856 SW 53 <sup>rd</sup> Street	Miami	33155
Felix Varela Senior	15255 SW 96 <sup>th</sup> Street	West Kendall	33196

**Fax: 305-477-0113**

## Situation Report

*Report can only be completed by designated Facility Safety Coordinator (FSC), Provider Management, Center/Location Manager or Supervisor. Add additional pages as needed.*

<b>Part 1.</b>	
Month/Day/Year Reporting:	/ / 20
Career Center/Other:	
Contracted Service Provider Agency:	
Location Address:	
Center Manager/Supervisor Name:	/
Designated Facility Safety Coordinator:	
Location Telephone Number/Fax Number:	( ) -

<b>Part 2.</b>	
General Information:	
Disaster Impacts:	
Current Operations:	
Future Assessment:	

<b>Part 3.</b>	
<b>Situation Report Certification:</b> I hereby certify that the above damage assessment(s) is accurate to the best of my personal knowledge.	
Name (Print)	Signature
/ / 20	<b>Distribution:</b>
Date of Completion	1- Copy to ECO/Facilities Administrator 2-Copy to Assigned Contract Officer 3-Copy for Corporate File, if necessary

**Fax: 305-477-0113**

## Critical Event Notification Form

*Report can only be completed by designated Facility Safety Coordinator (FSC), Provider Management, enter/Location Manager or Supervisor. Add additional pages as needed.*

<b>Part 1. Location Information</b>	
Date of Report: / / 20	Center/Location Name:
	Location Address:
Date Damage Occurred: / / 20	Name of Service Provider/Operator:
	Facility Safety Coordinator (FSC):

<b>Part 2. Key For Damage Category</b> (Use appropriate letter(s) in the "Category" blocks below):			
A. Structural damage	B. Structural collapse	C. Power outage	D. Electrical hazard
E. Building access restricted	F. Debris hazard	G. Broken glass hazard	H. Sewage hazard
I. Flood/Water hazard	J. Damage to equipment	K. Other:	L. Other:
Has the building management been notified?	<input type="checkbox"/> Yes <input type="checkbox"/> No	If yes, contact person:	
Telephone number:	(    )    -	Fax Number:	(    )    -

<b>Part 3. Critical Event/Damage Report</b>	
<b>A. Damage Category</b>	Did/Will damage cause interruption of normal use of building to facility described above?
Description and cause of damage:	
Indicate the portion of the building and/or contents damaged and the extent of damage:	
<b>B. Damage Category</b>	Did/Will damage cause interruption of normal use of building to facility described above?
Description and cause of damage:	
Indicate the portion of the building and/or contents damaged and the extent of damage:	
<b>C. Damage Category</b>	Did/Will damage cause interruption of normal use of building to facility described above?
Description and cause of damage:	
Indicate the portion of the building and/or contents damaged and the extent of damage:	
<b>D. Damage Category</b>	Did/Will damage cause interruption of normal use of building to facility described above?
Description and cause of damage:	
Indicate the portion of the building and/or contents damaged and the extent of damage:	

## Critical Event Notification Form

<b>Part 4. Authorizing Signature/Distribution</b>	
<u>Critical Event Notification Certification:</u> I hereby certify that the above damage assessment(s) is accurate to the best of my personal knowledge.	
Name (Print)	Signature
/ /20	<b>Distribution:</b>
Date of Completion	1- Copy to ECO/Facilities Administrator    2-Copy to Assigned Contract Officer 3-Copy to Building Management            4-Copy for Corporate File, if necessary



# EMERGENCY PREPAREDNESS CHECK-OFF LIST



1.	Secure the facility by causing the windows & glass doors to be shuttered or otherwise protected, if that is possible	
2.	Remove furniture & equipment away from windows and doors wherever possible.	
3.	Cover furniture and equipment with plastic, water resistant materials.	
4.	Disconnect <u>all</u> electrically powered equipment from outlets.	
5.	Take other prudent steps to mitigate possible damage to furniture, records, and equipment.	
6.	Change the message on the telephone system.	
7.	Elevate all computers from the floor.	
8.	Verify/update telephone contact list.	
9.	Remove all file records from lower cabinet drawers & secure with plastic, water resistant materials.	
10.	Establish a list of essential employees (skeleton crew) to report to work after a disaster to assess damages to facility and to mitigate further damages.	

\_\_\_\_\_  
Center Manager/Safety Coordinator

\_\_\_\_\_  
Date (mm/dd/yyyy)

## **Chapter 3**

# **Information Technology Procedures**

This chapter outlines CareerSource South Florida (CSSF) Information Technology policies and procedures for the Miami-Dade and Monroe workforce development area.

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## **PART IV**

### **Chapter 1**

## **ADMINISTRATIVE MANAGEMENT OPERATIONS**

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### **INTRODUCTION TO CAREERSOURCE SOUTH FLORIDA INFORMATION TECHNOLOGY**

#### **IV-1-1. Purpose:**

The Information Technology Unit (ITU) of the CSSF seeks to ensure the availability of new technology, provide cost effective delivery of IT services, provide quality service, and centrally manage the IT infrastructure in the Region. In addition, the ITU will ensure that funding is requested to support innovative technology-based initiatives.

Policy: The policy of the CSSF ITU is to provide the best possible service to its employees and contracted Service Partners. The ITU is committed to ensuring that the information system resources are used appropriately and for the purposes they are intended.

#### **IV-1-2. Objectives of the Information Technology Infrastructure Department:**

Planning the information technology infrastructure for the CSSF is a dynamic and ongoing process. Each year, the staff of the Information Technology Unit reviews all strategies for strengthening the region's infrastructure. This part of the CSSF Policy & Procedure Manual contains a summary of the IT infrastructure components of the South Florida Workforce network.

The four major strategic objectives of this plan are to:

- Serve as a base for the infrastructure planning activities for the next program year;
- Provide management with information regarding the infrastructure and the activities required to build and maintain network connectivity and devices;
- Serve as an information technology knowledge resource for the organization, state agencies, contracted service providers, and other program partners, and;
- Serve as a guideline to the IT Unit technical staff.

#### **IV-1-3. Scope of the Information Technology Department:**

The rapid growth of data technologies continues to challenge our ability to integrate these services into one seamless network that is efficient to the entire region. The mission of the ITU is to provide leadership and services which facilitate cost effective data processing and telecommunications solutions for Career Centers, Out-of-School Youth, the CSSF administrative office and other locations where workforce services are provided.

The CSSF IT Network is a collaboration of components that utilize communication and computing technologies, web-based computing applications, networking technologies, management tools, strategic planning, and human resources to provide CSSF and all service center staff with the necessary tools to perform their jobs.

#### **IV-1-4. Goals of the Information Technology Department:**

To build an effective IT infrastructure, a number of goals must be met. These goals are:

- a. To ensure the availability of new technologies as their use becomes beneficial
- b. To provide cost effective delivery of IT services
- c. To ensure quality standards and policies are built into the architecture
- d. To provide central management of the infrastructure, sharing of network resources, and accountability of resources
- e. To ensure that funding is requested to support ongoing infrastructure initiatives
- f. To ensure effective delivery of system services to all Centers
- g. To provide access to the information highway and offer government services via the Internet
- h. To provide support for distance learning training initiatives for customers in collaboration with partner agencies
- i. To present opportunities for sharing of network components among all centers

#### **IV-1-5. CSSF IT Network Infrastructure Layout:**

Region 23 IT data operation is located at the CareerSource South Florida Headquarters - The CSSF infrastructure is maintained by the ITU and provides centralized information technology resources and services to centers and all other service locations.

#### **Network Infrastructure Layout:**

CareerSource South Florida is currently using a Multiprotocol Label Switching (MPLS) network infrastructure. The current network design in place helps keep all sites with the same cabling and configuration structure. The main difference between each of the sites is the number of nodes requiring access to the network.

#### **Major Network components (physical):**

Provider router: In order to maintain consistency and be part of the MPLS structure, each site has a provider router. Typically this router is management solely by AT&T. Read-only access is provided to CSSF only to monitor the availability of the router. At each site, there is an AT&T Cisco router. The size and capacity of the router depends on the bandwidth being allocated to the specific site and the potential for future growth.

Layer 2 switches: Layer 2 switches are deployed in order to accommodate the number of nodes allowed to access the CSSF network. All switches are monitored for availability through special software with visual alarms upon losing network connectivity. All the ports (24 and 48 port switches) are currently configured as access ports. The use of trunks or any VLAN is not currently needed. These switches are property of CSSF and are inventoried periodically for accountability.

Patch Panel: The patch panel design is currently being handled by Miami Business Telephone (MBT). It is suggested that we keep our voice patch panel separated from the data patch panel for better management of the physical location of each node. It is suggested that the ports on the patch panel match the node input at its physical location.

CSSF HQ Site: All sites have a similar physical layout with exception of the HQ site, which contains additional network devices and applications to manage and handle the daily operations.

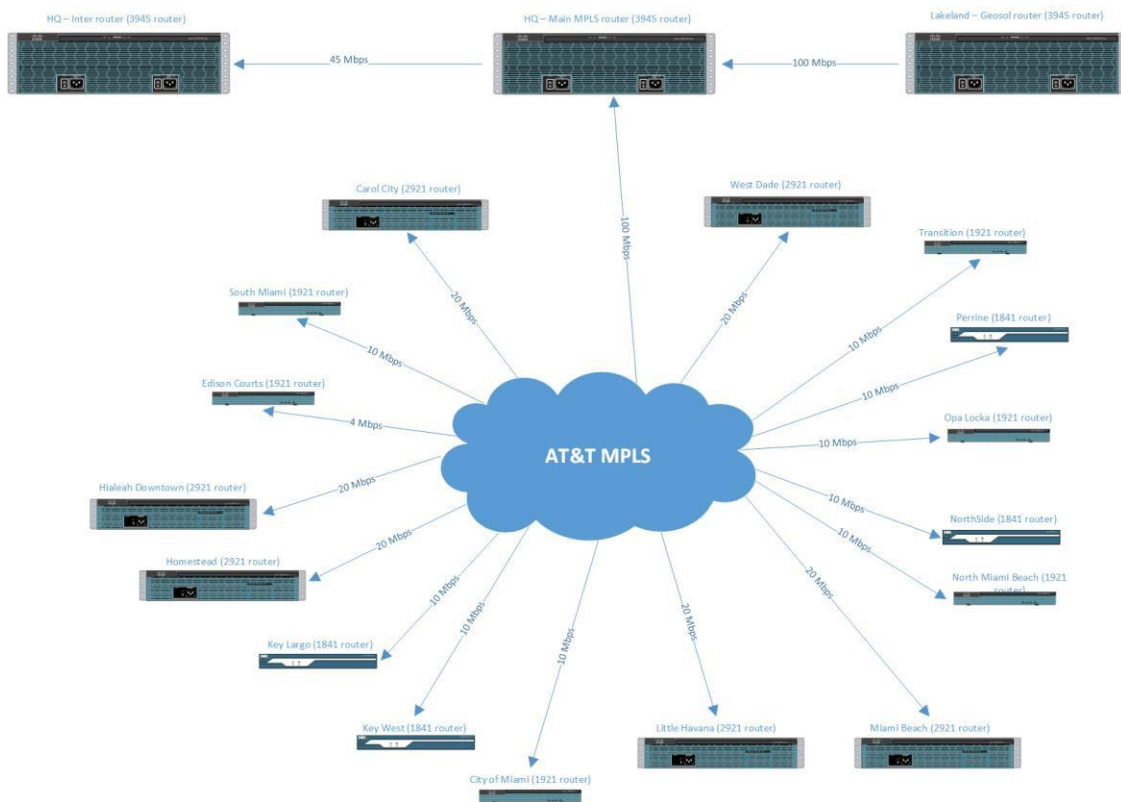
VPN Device: this device provides network access to perform system monitoring and support by the IT Manager, Network Managers, and Application Developers. It also provides a point-to-point access for our Refugee Employment & Training Program Partners to the Department of Children & Families, Refugee Services WebRS application, which can only be accessed through the CSSF Network.

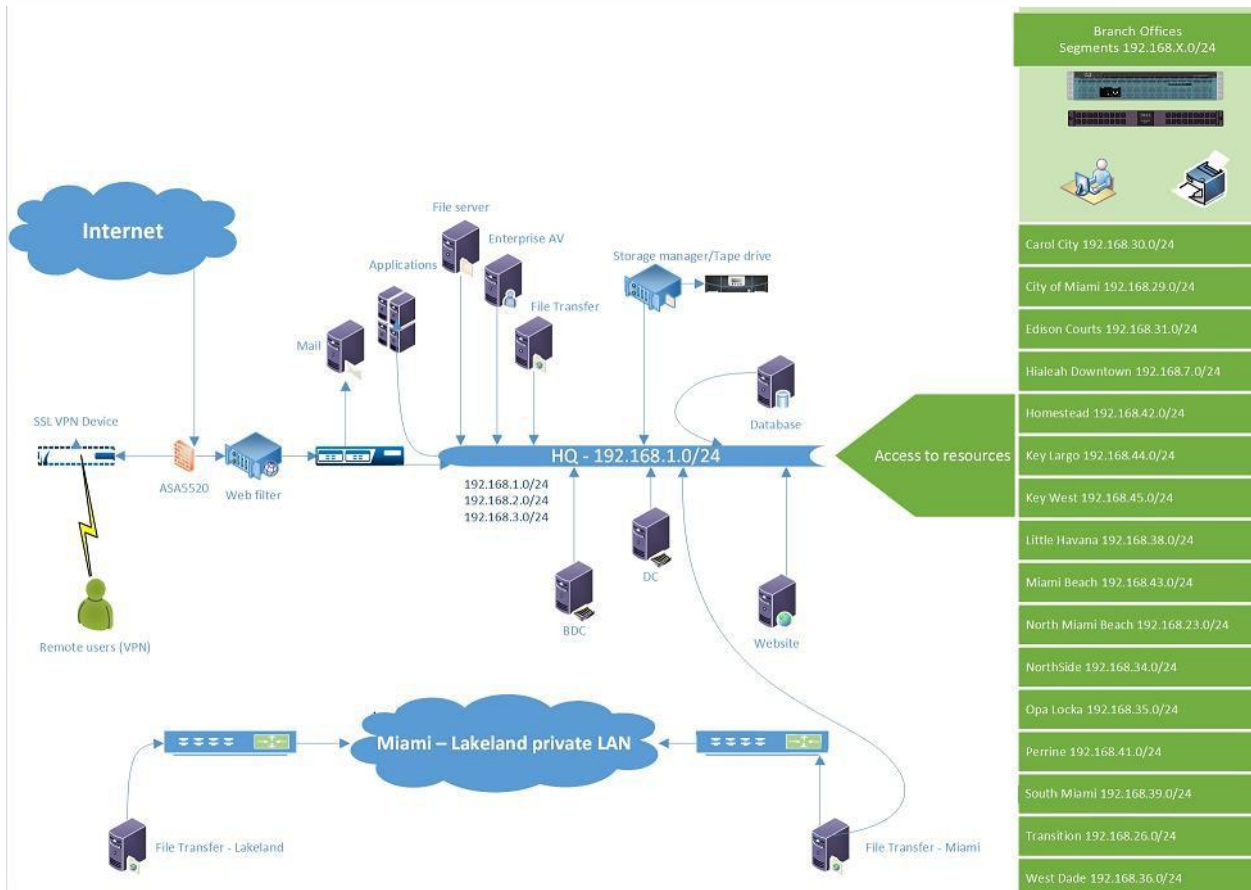
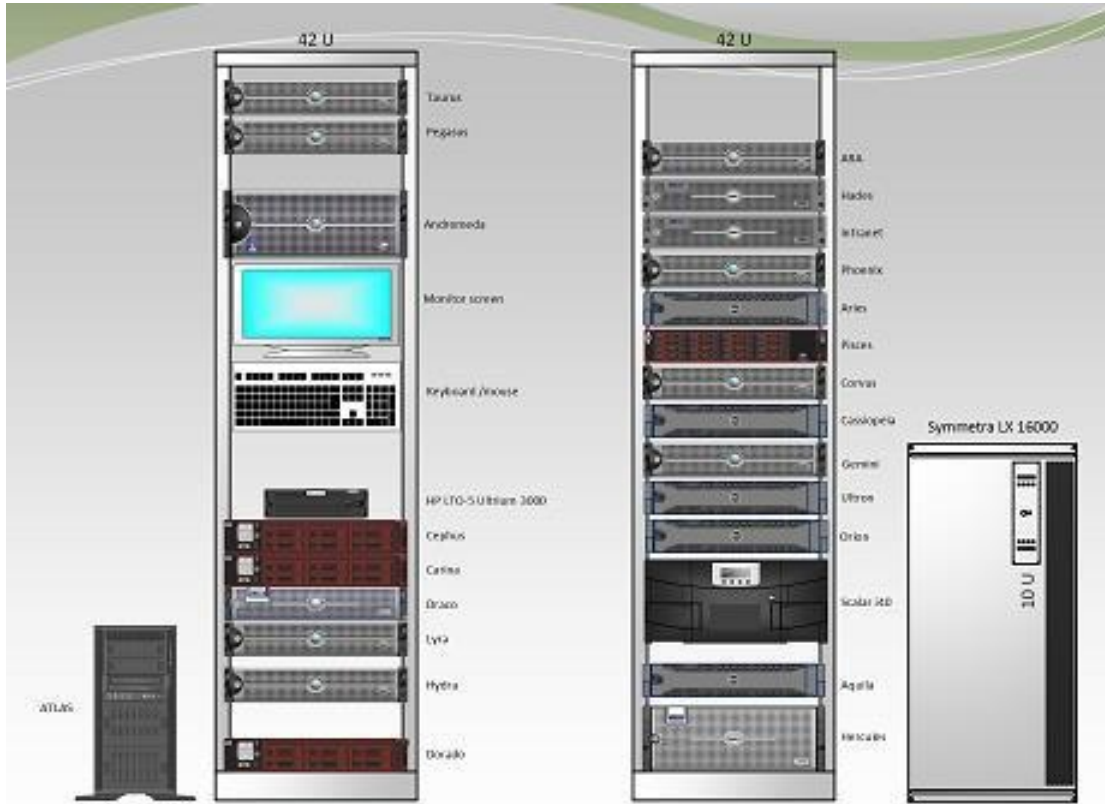
Web Filter: The web filter is used to classify and permit web traffic in compliance with CSSF's standards. All web traffic requests go through this device for approval and classification.

Firewall device: A qualified firewall device is used to allow/deny traffic to and from the CSSF network. Upon approval and verification by the IT manager, ports and resource access is given to those who really need it, while everything and everyone else is denied.

Spam Filter: A spam filter device is used to manage email contents from and from the CSSF network. This device and policies are managed by the Network Managers. Changes to the policy and devices must be approved by the IT manager or the Executive team.

Below is the WAN/LAN diagram of the CSSF network. *This diagram is subject to change, please consult with the IT Manager and Network Managers for updated diagrams.*





## Chapter 2 INFORMATION TECHNOLOGY MANAGEMENT

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### POLICIES GOVERNING USE OF IT EQUIPMENT, HARDWARE, SOFTWARE & PRIVILEGES

#### **IV-2-1. Policy Statement Regarding Appropriate and Acceptable Use Of Computer and Technology Based Equipment:**

This policy governs the use of all computers, computer-based communications networks, and all related equipment administered by CSSF. A user is defined as any person employed and customer served by the CSSF and/or CSSF's contracted Service Partner agencies. These include full-time, part-time, temporary, contract employees, and any other individuals working for a partner agency that is authorized to use the equipment by the CSSF and/or the CSSF's contracted Service Partner.

All equipment is the property of the State of Florida and under the administrative responsibility of CSSF and, as such, all users must abide by this policy. All equipment and other IT resources are to be used for workforce related business purposes. The user should be aware that any communications or use of the systems and technology resources are not to be considered private or confidential, and can be monitored at any time. For any questions, ask your supervisor or the CSSF IT Unit for clarification or additional information.

#### **IV-2-2. Policies Regarding Use of Software:**

Software, including but not limited to Internet downloads, utilities, add-ins, programs (including shareware, freeware and Internet access software), patches, upgrades, or clip-art, shall not be installed on any desktop, notebook personal computer (PC), or server by anyone other than a representative of the IT Unit of CSSF, or with prior consent from the IT Unit of CSSF. There are to be no games on any desktop, PC, or server at any time for any reason. All software purchased for use on the equipment must be approved by the IT Unit of CSSF. Inventory of each PC on a periodic basis to ensure compliance with this rule will be conducted.

Licensed or owned software may not be copied to alternate media, distributed by e-mail, transmitted electronically, or used in its original form other than on CSSF PCs, without express written permission from the CSSF IT Unit. In no case is the license agreement or copyright to be violated.

Standard software is to be used for all internal functions. CSSF approved non-standard software is only to be used to interface with customers when they require the non-standard software.

Software licensed to CSSF and/or CSSF contracted Service Partners is to be used for its intended purpose according to the license agreement. Users are responsible for using software in a manner consistent with the licensing agreements of the manufacturer.

#### **IV-2-3. Confidentiality of Records:**

The SFWIB Board staff, Contractors and Sub-Contractors, during the course of receiving and utilizing confidential workforce program information for the purpose of performing Contractor's duties, shall ensure that all staff, subcontractors, and any subsequent subcontractors and their employees complete a certification and acknowledgement form titled, **Individual Non-Disclosure and Confidentiality Certification Form**.

The completed form shall be retained and maintained in each employee's personnel file. A copy should be forwarded to the CSSF IT Helpdesk when requesting access to any of the State and/or Local Systems.



#### **IV-2-4. Policies Regarding the Use of Cell Phones:**

At the end of each month each employee that operates a CSSF Cellular Phone will receive a copy of their phone bill via electronic mail.

The bill **must** be reviewed within five (5) working days. The bill must then be returned to the CSSF IT Manager.

#### Type of Calls

If personal calls were made, all personal calls **must** be identified by highlighting the calls. The bill must then be returned to the CSSF IT Manager for verification.

A check payable to CSSF with the total dollar amount of the personal calls must be submitted to the IT Manager within five (5) working days for submittal to the Finance Unit for processing.

If no personal calls were made, you **must** return the email stating that no personal calls were made.

Employees who continuously fail to review their bill in a timely basis will have their phones privileges terminated.

#### **IV-2-5. Policies Regarding Use of Hardware:**

All PCs, workstations, printers, add-in cards, memory modules, and other associated equipment are the property of the State of Florida and should not be used for purposes other than business. No changes, modifications, additions, or equipment removals may be done by anyone without the involvement or prior consent of the CSSF IT Unit. Network devices such as hubs, switches, routers or any data or voice cables are the responsibility of the CSSF IT Unit and as such, no other staff is allowed to operate the equipment.

Except notebook PCs used in daily offsite work, no equipment should be removed from its premises or within the premises without the authorization of CSSF IT Staff. In the event equipment is to be off premises for some time, the user must obtain permission from their Supervisor. All users are responsible for the equipment and must file a written hand receipt with the CSSF Property Manager and approval must be obtained from the CSSF IT Unit.

Installation of any wireless devices without prior consent and involvement of the IT Staff is strictly prohibited. It is also prohibited to tamper with any device or device configuration. All Centers, Youth Opportunity Centers, and Annex/Satellite Centers are required to secure the telephone/data wiring room with a lock. The lock must be accessible on-site by the person managing the Center. If the room is not locked, contact the IT Help Desk so that preparations can be made remedy the situation.

#### **IV-2-6. Account Creation/Maintenance:**

User access codes and passwords are for the use of a specifically assigned user and are to be protected from abuse by unauthorized individuals. User names and passwords to the network and to all systems must not be shared with other staff or anyone else other than the intended user.

#### **Network Account**

The SFWIB Board Managerial Staff and/or Contractor's authorized signatory (on file) shall send an email to the CSSF IT Helpdesk with the following information and a completed Individual Non-

Disclosure and Confidentiality Certification Form:

- Name:
- Title:
- Program(s):
- Address:
- Telephone Number w/ext:
- Fax Number:
- Reporting Manager:

**State and/or Local System Account(s):**

The SFWIB Board Managerial staff, Contractors and/or Sub-Contractors staff shall complete the following forms when requesting staff access to State and/or Local System(s):

System	Form
EFM/OSST	DEO Information Systems Security Agreement / Confidentiality Form
WFMS/IAA	CSSF Application Development Unit Security Access Form
Florida	Florida Department of Children & Families (DCF), System Access Authorization Request Form
WebRS (Refugee Services)	Refugee Services Data System (RSDS) Security Access Request Form

**Note: System access will not be granted without the required completed form(s).**

**DEO Connect and/or SunTax System(s):**

The SFWIB Board staff, Contractors and Sub-Contractors staff shall complete the following forms when requesting access to the DEO CONNECT and/or SUNTAX systems; completed form(s) must be submitted via email to the **Regional DEO Manager**:

System	Form
DEO CONNECT	ISU-38
SUNTAX	IS-600013

**Note: System access will not be granted without the required completed form(s).**

**System Access /Controls:**

To ensure the integrity is maintained for user access codes and passwords, all SFWIB Board staff, Contractors and/or Sub-Contractors staff adhere to the following guidelines.

- a. Users must logoff from their workstations at the end of the each day or when away from their workstations for extended periods of time to minimize security risks
- b. All diskettes, e-mail attachments and executable e-mail messages should be automatically scanned for viruses using the virus detection software installed on the computer workstations. If configuration changes are made to a workstation, the user is responsible for ensuring virus protection prior to opening e-mail attachments or executable e-mail messages.

- c. Like all CSSF information systems resources, Internet access and e-mail are for work-related use only. Access and sites visited will be monitored periodically.
- d. Employees may not use CSSF system resources for soliciting, personal financial gain, partisan political activities or further disseminating “junk” e-mail such as chain letters.
- e. Information contained on the CSSF network and workstations is strictly proprietary to the State of Florida and CSSF. Copying or disseminating any of this information for any purpose other than CSSF/State business is strictly prohibited. Access to this information must be considered confidential.

**IV-2-7. Terminations and Transfers:**

- a. The SFWIB Board managerial staff, Contractors and Sub-Contractors shall notify the Regional Security Officer(s) at the time of termination or transferring of an employee. Notification requesting system access removal must be submitted via email to the CSSF IT Helpdesk at [helpdesk@careersourcesfl.com](mailto:helpdesk@careersourcesfl.com) with the appropriate system form, as follows:
  - EFM/OSST - DEO Information Systems Security Agreement / Confidentiality Form
  - WFMS/IAA - CSSF Application Development Unit Security Access Form
  - Florida – Florida Department of Children & Families (DCF), System Access Authorization Request Form
  - Employees with access to the Connect and/or SunTax systems; The SFWIB Board managerial staff, Contractors and Sub-Contractors shall notify the DEO Regional Security Officer at the time of termination or transferring of an employee.
  - Notification requesting system access removal must be submitted via email to the Regional DEO Manager with the applicable system form(s), as follows:
    - **DEO CONNECT Form ISU-38**
    - **DEO Form ISU-30**

Employees with security access to multiple systems, SFWIB Board managerial staff, Contractors and Sub-Contractors shall submit all corresponding forms.

Employees that only have a CSSF **network account and/or VPN account**, an email requesting disabling of the account(s) is required at time of termination.

#### **IV-2-8. Information Security:**

SFWIB Board staff, Contractors and Sub-Contractors are expected to report policy violations to their Supervisor or, in the event the violation involves a Supervisor, to the CSSF IT Unit or CSSF Management Team.

If you are a witness to a violation, you are required to cooperate in any investigation of the violation. The SFWIB Board staff, Contractors and Sub-Contractors shall report to the SFWIB RSO and/or IT Manager any security incidents, including those incidents reported to the Contractor by its officers, employees, subcontractors, agents, partners, principals, servants, representatives. "Security Incident" means the attempted or successful unauthorized access, use, disclosure, modification, or destruction of the SFWIB or the DEO information in the person's possession or electronic interference with the SFWIB's operations.

The SFWIB Board managerial staff, Contractors and Sub-Contractors must notify the SFWIB's Help Desk, not later than **24 hours** following the determination of any breach or potential breach of personal and confidential data, as required by the SFWIB's Information Technology Security Policies and Procedures.

All SFWIB Board staff, Contractors and Sub-Contractors shall complete the Information Security and Awareness Training annually. The SFWIB IT Unit will monitor the training and deactivate user access for staff that fails to comply.

#### **IV-2-9. Consequences of Not Following the IT Policies and Procedures:**

Any user who knowingly and/or willingly violates this policy is subject to disciplinary action up to and including termination from employment depending on the severity of the specific offense(s). Furthermore, in the event of an illegal activity, the user will also be reported to the appropriate law enforcement authority. If you have any questions regarding this policy or any situation not specifically addressed in this policy, see your Supervisor or contact the CSSF ITU.

#### **IV-2-10. Periodic Revisions to the IT Policies and Procedures:**

CSSF will adequately post revisions on its website, but it is the user's responsibility to ensure that all of the computing and communication resources conform to current policy.

#### **IV-2-11. Procedures for Requesting Programming Service:**

Each Unit within CSSF will designate a person to be responsible for the submission of programming requests through the use of the **Program Service Request Form** (see attachment). The PSR Form is available online at the CSSF website, in the "Site Map" section under Programming Request Form.

The PSR form is to be submitted to the IT Manager only by the designated staff from each CSSF Unit. A detailed explanation of the request should accompany the submittal.

The IT Manager will set the priority and corresponding order in which all requests will be completed and submit the same to the Programming staff. The priority level will be set based on a numbering system ranging from 1 (highest) through 10 (lowest). Regular monthly meetings will be scheduled to review the status of all jobs recorded on the Program Service Request Log.

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ADDITIONAL INFORMATION TECHNOLOGY INFORMANTION

**IV-3-1. The Information Technology Helpdesk:**

The ITU has established a “Helpdesk” system to centralize technical assistance provided to Centers in the Region. Assistance is provided in the areas of field engineering, networking, telephone system support, and software/system support through the Help Desk. Under this model, all Centers and other administrative offices have a single point of contact to obtain assistance with all technology-related issues. Helpdesk services are provided in the following manner:

---

**Table 3: Helpdesk Tiered Services**

<b>Tier</b>	<b>Service</b>
Tier 1	IT Staff logs the initial telephone call and performs initial assessment. If possible, the issue is resolved over the telephone with the help of remote assistance software. If the issue cannot be resolved, then it is handled at the Tier 2 level. The majority of the system support is provided at this level.
Tier 2	Field engineer is dispatched to location. Normally, this occurs within 48 hours of the call. If the issue cannot be resolved, then it is handled at the Tier 3 level.
Tier 3	In this tier, the field engineer and network engineer will work together with the IT Unit Manager and/or the appropriate hardware or software vendor or contracted Service Partner agency to resolve the issue.

---

**IV-3-2. Information Technology Disaster Recovery:**

Since disasters make the continuation of normal business functions impossible, a Disaster Recovery Plan, or DRP, contains precautions to minimize the impact and allow CSSF to maintain or quickly resume administrative-critical functions. For a comprehensive copy of the CSSF emergency plan and procedures, refer to Volume IV, Part III, Emergency Preparedness and Facilities Management, of this Administrative Management Operations manual.

In an effort to provide CSSF with an adequate IT Disaster Recovery mechanism, the following areas are addressed:

Back-up tapes are stored at the vault of the Information Technology Department of Miami-Dade County (offsite location). A special fireproof cabinet is used to store tapes on a daily basis in the IT computer storage room. Adequate security is provided within the IT facilities area. Back-up tapes are tested and delivered to the offsite location every three months.

**a. Backup and recovery design and process**

To meet CareerSource South Florida's (CSSF) data storage demands without suffering from lengthy recovery processes, the IT unit elected a backup solution that better fits the environment. CSSF's retention policy is currently 5 years, for which data must be recoverable and readily available upon request. The IT unit elected a Tape backup solution; this facilitates the relocation of tapes, magazine and other physical storage devices more manageable.

**b. Current structure:**

CSSF's data is administered using one domain server with the storage device attached. This storage device houses a number of tapes loaded quarterly in order to maintain consistency and facilitate the recovery process. This current design also covers any growth in data as only backup tapes are needed to handle the amount of data generated by CSSF's, its staff and external users. In the event of a failure of the backup device, the server has enough hard disk space to house daily backups.

**c. What to backup:**

IT uses best practices to backup critical data that can ensure a quick and efficient recovery of the server or application being backed up. Beyond the normal hardware and software backup procedure, a formal meeting is conducted with the IT manager and specific server administrators, application owners, or software vendors to decide what to backup. This ensures proper data backup and critical files to be included up in the event of any partial or complete recovery is needed to guaranty proper functionality. This also helps to avoid any unnecessary data/files that can occupy unnecessary space onto the tape(s), and as a result increases backup and recovery time.

**d. Backup schedule:**

*Full weekly backup:* Due to the amount of data to be backed up, CSSF's IT unit selected a full backup to take place at the end of the business day every Friday. It is anticipated that no one should be on using any critical CSSF data, therefore 7pm is ideal to begin the full backup.

- *Daily backup (incremental):* A daily backup is performed using the same backup server and attached storage device. This backup takes into consideration all the critical servers, files and processes being manipulated and changed on a daily basis. This helps with a quicker and more efficient recovery process. It also helps by having at least one week of recovery points, following the full backup. This backup is also performed at the end of the business day every weekday, except on Fridays.
- *Full monthly backup:* Certain CSSF data and servers that are less critical and seldom go through any changes are backed up on a monthly basis. This type of backup is subject to change if the data and servers experience any significant growth in data. This backup is performed immediately after a full weekly backup is completed, during non-business hours.

**e. Tape rotation:**

*On-site:* CSSF keeps the current tapes being written to inside the backup tape device. These tapes are setup not to be overridden should there be any mismanagement of the software or bugs in the backup application or server. A fireproof safe is used to house a batch of tapes of the previous quarter, in order to facilitate a rapid and efficient recovery as needed.

*Offsite:* CSSF keeps all other tapes at the offsite facility to ensure safety and avoid any hazards that can result in partial or complete loss of data. The retrieval of any of those tapes is subject to authorized access to the secured county site, supervised by the site administrator(s). The retrieval of those tapes is allowed only after the retention policy is exhausted or in the event of a specific data retrieval is approved by the IT manager or the Executive Team.

- f. IT Disaster Recovery Team. Three IT Staff members, two Network Managers, and one Senior Systems Analyst are responsible for executing disaster recovery activities.
- g. Prioritize IT operations to be restored. Decisions will be made by the Senior Systems Analyst to restore all IT functions starting with the most critical ones first during a disaster.
- h. A full inventory listing of all IT-related equipment is printed and stored inside fireproof cabinet on a monthly basis.
- i. Establish a second site (location to be determined) as point of access to the Internet and to the State systems.
- j. Test the full plan on a regular basis.

**IV-3-3. IT Resource Procurement and Disposal:**

The IT Unit of the CSSF is responsible for the purchase of all technology-based equipment in the network. This is done to ensure that all equipment is compatible with the requirements of the infrastructure. All purchasing of computers, printers, Internet connectivity, telephone systems, and other connectivity and technology-related items are charged to the corresponding contract. If items are to be used by a contracted Service Partner, they are charged to the corresponding Service Partner contract. Likewise, if equipment is only to be used by the administrative offices, they are charged to the overall administrative budget.

CSSF Facilities Unit is charged with identifying items that are obsolete or deemed of no use within the system. When this is the case, the Inventory Unit makes arrangements to have items disposed through the established and approved disposal process.

**IV-3-4. Network Security:**

The ITU provides network security for the infrastructure of the computer network in Region 23. This is done through the use of Cisco PIX Firewalls, and Symantec Endpoint Security software. In addition, anti-spam and anti-spyware protection is offered to all workstations on the network. In order to ensure that appropriate security is provided, the CSSF network is monitored on a regular basis. Nightly updates are deployed to all computers on the network to ensure that the latest security updates are installed on each computer. System security support is provided for all local computer systems and State systems through the CSSF Helpdesk. Finance Staff is required to change their MIP passwords every 90 days. In addition, the Assistant Director for Finance or Comptroller must submit a security form to add or modify user access to the MIP system.

The IT Unit of the CSSF provides firewall security to the internal network and antivirus protection to all machines in the system. Should you require additional information on this topic, contact the ITU.

CareerSource South Florida uses various ways to keep the environment as secure as possible. With the growing number of threats, it is imperative that the security of the network is monitored constantly by the IT department. CCSF's network security policy applies to everyone with no exception. This policy can only be changed by the Executive Director with valid reasons that will not affect the privacy of any of the network users and external guests/clients. Failure to comply with the security policy by anyone using the network (internal and external) may result in disciplinary actions taken by upper management. This section discusses the physical security of the network as well as the virtual security of the environment.

### **Physical**

Property access: The staff at CSSF are supplied with special access cards, badges, employee numbers, and also introduced to their teams upon being hired. All CSSF locations are properly identified before accessing the employee area. In some cases, parking access is provided to key personnel needing access to the property.

Office access: It is expected that only office users and managers have access to certain offices, or departments. All users are required to secure their workstations, file cabinets, portable devices, and secure their office doors/windows if leaving the office for an extended period of time.

Server room access: All CCSF locations have been instructed on keeping the server rooms locked with a key that only a manager has access to. The access to the room is only permitted if event of:

- Outages: supervised access is granted to service/hardware vendors.
- Service and maintenance: supervised access is permitted to computer technicians to work on patching cables or move telephone extensions to address issues regarding the phone or network.
- Inventory managers: supervised access is permitted to our auditor(s). Under no circumstances the auditor is to remove any items from any of the server rooms without consulting with the IT manager.
- Post Disaster: In the event of an emergency, where no IT personnel is available (storm, flood, etc.), the Center Manager may be asked to access the network room and perform specific steps under the guidance of the IT Manager and Network Managers.

The CSSF Headquarters' server room access: This server room is the backbone of the network all locations are connected to this facility in order to access the resources permissible by CSSF and its managers. Only the Assistant Director, Administration, IT Manager and the Network Managers are authorized to access this room. A valid reason is always needed in order to enter this room. No other CSSF personnel or IT personnel is allowed in this room without supervision. Certain key personnel are allowed as follows:

- IT manager: Access granted and no need for supervision
- Network Managers: Access granted and a valid reason is needed to access the room



- Auditors and inventory managers: Access is only granted under supervision of the Network Managers.
- Service Vendors: Access is only granted with a valid service call by the networking team. Strict supervision is required to ensure that the proper equipment is being accessed, serviced, moved or managed in any way.
- Facility Team (maintenance or cleaning crew): Strict access is permitted with the supervision of the networking team. No network equipment is to be touched by the facility crew or the cleaning team.
- CSSF facility team (fire alarm, or security device maintenance, testing or servicing): Access is granted under the supervision of the networking team. No networking devices should be touched.

Server and network equipment security: All rack mount devices are secured in a cage, cabinet or rack to ensure that only specific IT staff with specific tools remove, replace, and relocate accordingly. All servers have visual alarms to immediately display, flash, or send audible signal to alert the IT team of any malfunction or improper physical usage. In the event of an outage or failure, all physical media and drivers are in a safe place for a quick recovery. Application developers will work together with the Network Managers on a systematic recovery process and bring the systems to operational status.

Routers, switches and firewalls: All network devices are mounted on similar racks as the servers and other networking equipment. Those devices are secured using specific tools for removal, adjustment, replacement and relocation. All networking routers, switches, and firewall configurations are backed up onto an external drive which is kept secured. In the event of a disaster or failure, the external storage will be used to recover all networking devices and ensure the devices are operational using the most recent valid backup.

Monitoring stations: As part of the network security, the CSSF IT department also uses monitoring stations, and uses preventative measures to respond to any issues affecting the: network, workstations, users, critical files, and applications. Some of the most critical monitoring applications are housed in a server with adequate hardware and software configuration (Websense web filtering, anti-spam, enterprise virus applications, Track-It, etc.). Other less demanding monitoring tools are housed in various workstations (traffic monitoring, hardware performance failure, server room temperature monitor, etc.). The recovery of these workstations consists of loading the operating system media, and then loading the necessary applications. The directory of the log files is saved in an external drive in the event of a failure or hardware loss.

### **Virtual and/or software security**

Provider security(s): The State of Florida, Department of Management Services (DMS), being the main point of contact for any issues regarding CSSF's network, has systems in place to detect suspicious activities performed over the network. A shutdown, block and notification happen immediately upon noticing non-compliant or threats to the network. DMS works together with AT&T to access the router(s) and resolves any security issues by applying rules and/or Access Control List (ACL) to the router. AT&T keeps a log of the CSSF network configuration and can recover the routers working state by accessing the AUX port through an analog telephone line.

Firewall: CSSF uses various layers of security to help minimize the potential numbers of threats to the network. A Cisco firewall is in place to ALLOW/DENY sites, ports, and specific protocols coming in/out of the network. All outgoing traffic goes through the Cisco firewall before reaching

its destination. All incoming traffic is also subject to being checked by the firewall. The main firewall rule is to DENY all incoming requests, and other rules are applied to allow only specific servers, IP's or protocols. Frequent backup of the firewall configuration is kept on an external media, and that media is also part of CSSF's backup schedule. An immediate backup is performed anytime the firewall is modified. In the event of a failure, IT can restore the firewall to the most recent backup.

Web filter: CSSF's web traffic goes through a web filter (Websense). All web traffic is subject to a denial based on the site's category, content, user, ip address, and also its reputation. Websense is kept updated with the most recent versions in order to benefit from new features. The policies apply to all users of the network, with exceptions to approved staff that need special access to sites. This server is part of the regular backup schedule for a quick recovery. In the event of any hardware or application failure, the operating system needs to be installed, and then the Websense application is loaded to the server. Then an import of any security policies can be performed by the IT department. If an extended downtime is in effect, a Barracuda web filter device can be put in place to handle the web traffic for all users. The Barracuda device is kept updated with latest with the latest versions, and backed up regularly to an external drive. This drive is part of the normal scheduled backup.

Spam filter: All CSSF emails are subject to a security scan by a Barracuda spam filter. All emails coming in and going out of the CSSF network is subject to a security scan by the Barracuda spam filter. Policies are in place to Allow/Deny certain domains, email addresses, senders and recipients, as well as the email content. Once an email is reported to be safe, it is then delivered to the intended mailbox. Undeliverable emails come with a warning and explanation as to the reason the email could not reach the intended recipient(s). The Barracuda device is kept updated with the latest security patches. The configurations are kept in an external drive and that drive is part of the regular scheduled backup.

Active Directory: CSSF's directory structure also provides security to the users, computers and guests accessing the network. All users are given specific usernames and passwords in order to access resources over the network. There are global policies in place to force users to create a complex password if the current one is compromised, expired or in the when a new account is created or reactivated. Users accessing the network are part of at least one group, which in turn is part of an Organization Unit (OU), which is part of a specific group policy and applied to users and computers.



**PROCEDURE TRANSMITTAL**

<b>SUBJECT:</b>	<b>Digital Media Management</b>	<b>Procedural/Guidance No.:</b> IS PY 2015/16-0003
<b>APPLIES TO:</b>	South Florida Workforce Investment Board, dba CareerSource South Florida (CSSF) Managerial, Contractors and Sub-Contractors' Staff	<b>Effective Date:</b> <b>Immediately</b>
		<b>Revised Date:</b>
		<b>Expiration Date:</b> <b>Indefinite</b>
<b>REFERENCE:</b>		

**A. PURPOSE**

This policy outlines the framework for digital media management and ensures compliance with state and federal regulations governing this board. It controls the security and transportation of CSSF's digital media regardless of format or medium.

**B. POLICY**

This policy applies to all CSSF staff, contractors/subcontractors. It is the responsibility of said staff to familiarize themselves with and adhere to this policy.

It is the responsibility of all CSSF staff, contractors/subcontractors to:

1. Protect customer confidential and/or personal information.
2. Protect CSSF's confidential and/or proprietary information..
3. Follow applicable federal requirements such as HIPPA and others depending on applicability.
4. Ensure data is encrypted when transported from employee designated workstation to a different location.

CSSF, contractors/subcontractors staff found in violation of this policy may be subject to disciplinary action, up to and including termination of employment and/or contract.

<b>Approved By:</b> 	<b>Date:</b> 	<b>Issued by:</b> Elizabeth Santis, IT Manager
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**PROCEDURE TRANSMITTAL**

<b>SUBJECT:</b>	<b>IT Confidentiality of Records</b>	<b>Procedural/Guidance No.:</b>
<b>APPLIES TO:</b>	South Florida Workforce Investment Board, dba CareerSource South Florida (CSSF) Managerial, Contractors and Sub-Contractors' Staff	<b>Effective Date:</b> <b>Immediately</b>
		<b>Revised Date:</b>
		<b>Expiration Date:</b> <b>Indefinite</b>
<b>REFERENCE:</b>		

**A. PURPOSE**

This procedure defines the purpose and applicability of the CSSF Confidentiality of Records.

**B. POLICY**

It is the policy of CSSF to ensure protection of CSSF's information technology resources and promote accountability for its misuse.

The Contractor and Subcontractors, in the course of receiving and utilizing confidential workforce program information for the purpose of performing Contractor's duties, shall ensure that all staff, subcontractors, and any subsequent subcontractors and their employees complete a certification and acknowledgement form titled, **Individual Non-Disclosure and Confidentiality Certification Form**.

The completed form shall be retained and maintained in each employee's personnel file. A copy should be forwarded to the CSSF IT Helpdesk when requesting access to any of the State and/or Local Systems.

Approved By: 	Date: 	Issued by: Elizabeth Santis
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**PROCEDURE TRANSMITTAL**

<b>SUBJECT:</b>	<b>Employee Background Screening</b>	<b>Procedural/Guidance No.:</b> IS PY 2015/16-0005
<b>APPLIES TO:</b>	All Employees of Contractors and Sub-Contractors	<b>Effective Date:</b> Immediately
		<b>Revised Date:</b> 11/15/15
		<b>Expiration Date:</b> Indefinite
<b>REFERENCE:</b>		

**A. PURPOSE**

This policy outlines the requirements and procedures for Background Screening for all local Workforce Board Career Centers, and their contractors, subcontractors or agents with access to, ability to change or destroy confidential data, including data stored in the information systems used by workforce service providers to manage and report participant information.

**What is a Level 2 Background Screening** – A security background investigation performed in accordance with the standards set forth in section 435.04 F.S., and which includes, but is not limited to fingerprinting and statewide criminal records checks through the Florida Department of Law Enforcement (FDLE) and federal criminal records checks through the Federal Bureau of Investigation (FBI), and may include local criminal records checks through local law enforcement agencies.

**B. POLICY**

It is the policy of the local Workforce Board to require a **Level 2** background screening for all staff with access to confidential records.

- a. The **Level 2** background screening records shall be retained as required herein in accordance with the SFWIB Contract.

From the initial Level 2 background screening date, and **every five (5) years**, and upon re-employment or **employment in a new or different position** until cessation of employment, volunteerism, or doing any work for the Contractor, the Contractor shall ensure each employee, volunteer and/or subcontractor that is retained from a previous contract period undergoes this background screening process.

Approved By: 	Date: 2/12/16	Issued by: Marian M. Smith Assistant Director, Administration
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**PROCEDURE TRANSMITTAL**

<b>SUBJECT:</b>	<b>Employee Termination/Transfer</b>	<b>Procedural/Guidance No.:</b> IS PY 2015/16-0007
<b>APPLIES TO:</b>	South Florida Workforce Investment Board, dba CareerSource South Florida (CSSF) Managerial, Contractors and Sub-Contractors' Staff	<b>Effective Date:</b> <b>Immediately</b>
		<b>Revised Date:</b>
		<b>Expiration Date:</b> <b>Indefinite</b>
<b>REFERENCE:</b>		

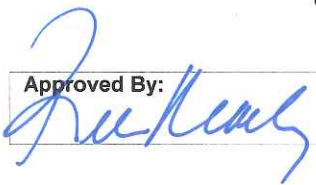
**A. PURPOSE**

This policy outlines the procedures when an employee is terminated or transfers to another agency within the Workforce Board office as it pertains to the State/Local system(s) at CareerSource South Florida Headquarters, Career Centers, Access Points and Mobile Units.

**B. POLICY**

It is the policy of CareerSource South Florida when an Employee is terminated or transferred:

- a. The CSSF Board managerial staff, Contractors and Sub-Contractors shall notify the Regional Security Officer(s) at the time of termination or transferring of an employee. Notification requesting system access removal must be submitted via email to the CSSF IT Helpdesk at [helpdesk@careersourcesfl.com](mailto:helpdesk@careersourcesfl.com) with the appropriate system form, as follows:
  - EFM/OSST - DEO Information Systems Security Agreement / Confidentiality Form
  - WFMS/IAA - CSSF Application Development Unit Security Access Form
  - Florida – Florida Department of Children & Families (DCF), System Access Authorization Request Form
  - Employees with access to the Connect and/or SunTax systems; The CSSF Board managerial staff, Contractors and Sub-Contractors shall notify the DEO Regional Security Officer at the time of termination or transferring of an employee.


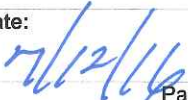
Approved By: 	Date: 7/12/14	Issued by: Elizabeth Santis, IT Manager
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- Notification requesting system access removal must be submitted via email to the Regional DEO Manager with the applicable system form(s), as follows:
  - **DEO CONNECT Form ISU-38**
  - **DEO Form ISU-30**

Employees with security access to multiple systems, CSSF Board managerial staff, Contractors and Sub-Contractors shall submit all corresponding forms.

Employees that only have a CSSF **network account and/or VPN account**, an email requesting disabling of the account(s) is required at time of termination

- C. Violation of Policy:** Employees who violate this policy will be subject to disciplinary actions, which may include but limited to; verbal or written reprimand, termination of employment, or legal action.
- a. **First Offense:** Verbal Warning. This verbal warning must be documented in writing and may be discarded from the employee's file after six months with no further incidents.
  - b. **Second Offense:** Written Reprimand. This action must be maintained in the employee's file and cannot be discarded.
  - c. **Third Offense:** A third offense in less than 180 days can result in termination or CSSF Headquarters request a provider to have the offender permanently removed from the center.
  - d. **Third Offense greater than 180 days:** A third offense must be documented in writing but may not result in termination or removal from the center.
  - e. **Pattern of repeated behavior:** Any employee that shows a pattern of constantly violating the policy will be subject to termination and/or permanent removal from a center.

Approved By: 	Date: 	Issued by: <b>Elizabeth Santis, IT Manager</b>
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**PROCEDURE TRANSMITTAL**

<b>SUBJECT:</b>	<b>IT Confidentiality of Records</b>	<b>Procedural/Guidance No.:</b> IS PY 2015/16-0009
<b>APPLIES TO:</b>	South Florida Workforce Investment Board, dba CareerSource South Florida (CSSF) Managerial, Contractors and Sub-Contractors' Staff	<b>Effective Date:</b> <b>Immediately</b>
		<b>Revised Date:</b>
		<b>Expiration Date:</b> <b>Indefinite</b>
<b>REFERENCE:</b>		

**A. PURPOSE**


This procedure defines the purpose and applicability of the CSSF Confidentiality of Records.

**B. POLICY**

It is the policy of CSSF to ensure protection of CSSF's information technology resources and promote accountability for its misuse.

The Contractor and Subcontractors, in the course of receiving and utilizing confidential workforce program information for the purpose of performing Contractor's duties, shall ensure that all staff, subcontractors, and any subsequent subcontractors and their employees complete a certification and acknowledgement form titled, **Individual Non-Disclosure and Confidentiality Certification Form**.

The completed form shall be retained and maintained in each employee's personnel file. A copy should be forwarded to the CSSF IT Helpdesk when requesting access to any of the State and/or Local Systems.

<b>Approved By:</b> 	<b>Date:</b> 6/18/16	<b>Issued by:</b> Elizabeth Santis
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**PROCEDURE TRANSMITTAL**

<b>SUBJECT:</b>	<b>IT Password Management Procedure</b>	<b>Procedural/Guidance No.:</b> IS PY 2015/16-0002
<b>APPLIES TO:</b>	South Florida Workforce Investment Board, dba CareerSource South Florida (CSSF) Managerial, Contractors and Sub-Contractors' Staff	<b>Effective Date:</b> <b>Immediately</b>
		<b>Revised Date:</b>
		<b>Expiration Date:</b> <b>Indefinite</b>
<b>REFERENCE:</b>		

**A. PURPOSE**

This procedure defines the purpose and applicability of CSSF's State/Local systems password management within the CSSF network.

**B. POLICY**

It is the policy of CareerSource South Florida to ensure protection of CSSF's information technology resources and promote accountability for its misuse.

1. Passwords are mandatory and enforced through Active Directory Group Policies. Active Directory is a database where all accounts and their attributes and permissions reside and passwords are encrypted using Microsoft Kerberos protocol.
2. Applications that are not active-directory integrated will require their own passwords and will require scheduled password changes that meet the complexities mention below.
3. Storing or writing passwords is strongly discouraged
4. Users are accountable for protecting their passwords and how his or her credentials are use.
5. Password must not be shared with anyone and must be kept secret.
6. Default contractor password\credentials will be changed before computer system\appliance or device is deployed into production.
7. All passwords in all applications will be masked or obscured to prevent unauthorized use.
8. Password history will be enforced to remember the last 3 passwords used.
9. Maximum password age is 89 days. On or before day 90 password must be changed to continue accessing CSSF resources and \or computer systems.

<b>Approved By:</b> 	<b>Date:</b> 7/12/16	<b>Issued by:</b> Elizabeth Santis
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10. Password complexity is required and enforced. The following minimum requirements need to be met:
  - a. Password cannot contain the user's account name or parts of the user's full name that exceed two consecutive characters
  - b. Cannot use words found in a dictionary
  - c. Be at least six characters in length
  - d. Contain characters from three of the following four categories:
    - i. English uppercase characters (A through Z)
    - ii. English lowercase characters (a through z)
    - iii. Base 10 digits (0 through 9)
    - iv. Non-alphabetic characters (for example: !, \$, #, %)
  - e. Complexity requirements are enforced when passwords are changed or created.
11. Account lockout duration is set to 15 minutes with a lockout threshold of five (5) invalid logon attempts.
12. Password reset requests must be handled by the employee's supervisor\manager and submitted in writing to the Help Desk. Only the help Desk staff is allowed to reset any given password related to Active Directory or any other application they may manage.
13. Network Managers are responsible for resetting Remote Access passwords.
14. IT Unit staff who have the need to share passwords, such as passwords for servers, applications, etc., are required to store the shared passwords in an encrypted format.

It is the responsibility of

1. All and any CSSF staff, vendor, contractor or anyone engaged in doing business or working on behalf of CSSF to understand this policy and follow its content as well as understand the ramifications of the activities related to their given credentials.
2. All managers, supervisors, and\or center's directors are required to communicate with the Help Desk when a staff member, vendor, contractors leaves the organization, retires, is dismissed or reassigned to a different organization or no longer requires access to a CSSF computer system or application.
3. Everyone working for or engaged by CSSF to do work on behalf of CSSF to safeguard their credentials and abide by the content of this policy.
4. Anyone suspecting their credentials have been compromised must report it to the Help Desk by either phone (305.594.7615 x281) or email addressed to [helpdesk@careersourcesfl.com](mailto:helpdesk@careersourcesfl.com)
5. Application developers, either in-house or on contract must ensure their applications support individual authentication instead of group authentication.
6. Applications must not store passwords in clear text.
7. Applications must not transmit passwords in clear text over the network or remote access connections.
8. An employee found to have violated this policy may be subject to disciplinary action, up to and including termination of employment.

CSSF, contractors/subcontractors staff found in violation of this policy may be subject to disciplinary action, up to and including termination of employment and\or contract.

Approved By: 	Date: 7/12/14	Issued by: Elizabeth Santis
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**PROCEDURE TRANSMITTAL**

<b>SUBJECT:</b>	<b>IT Security Awareness Training</b>	<b>Procedural/Guidance No.:</b> IS PY 201516-0004
<b>APPLIES TO:</b>	South Florida Workforce Investment Board, dba CareerSource South Florida (CSSF) Managerial, Contractors and Sub-Contractors' Staff	<b>Effective Date:</b> <b>Immediately</b>
		<b>Revised Date:</b>
		<b>Expiration Date:</b> <b>Indefinite</b>
<b>REFERENCE:</b>		

**A. PURPOSE**

This policy outlines the procedures for initial security awareness training, yearly refresher training and ongoing security awareness for employees of CSSF, Centers, Access Points, Mobile Units and all others with access to the State/Local information systems.

**B. POLICY**

It is the policy of CareerSource South Florida to provide IT Security Awareness Training to all its users.

*To manage risk, CSSF requires all its users to take initial security awareness training, yearly refresher training and ongoing security awareness. This training is necessary to ensure CSSF: communicates and documents, and trains staff on security best practices and concepts. CSSF utilizes the KnowBe4's security awareness training, designed to provide:*

1. Baseline testing: this test is design to assess the phish-prone percentage of users through a simulated phishing attack.
2. On demand scenario-based exercises to raise awareness of common traps that exist if attackers attempt to hack CSSF's network and steal critical information, and how users react to potential security threats and breaches.
3. Phishing CSSF users: using Knowbe4's security awareness training, a multitude of templates will be used to help users detect phishing attacks, as currently used by real attackers.
4. Reporting: through stats and graphs, the detailed reports help the IT unit identify areas of concerns, and which center is more susceptible to attacks.

Requirements for the security awareness training:

This security awareness training is conducted initially and on a yearly basis. Users are given 10 days to complete the training before continuing to use CSSF computers and resources. In those 10 days, the user is expected to coordinate with their manager to be allowed the appropriate time for the training. In the event a user fails to take the training

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by the due date as specified by the IT unit, all access to CSSF's network, email, and other resources, as well as DEO systems will be suspended.

**Reinstatement of access:**

CSSF's IT unit expects a request from the user's manager to take the training. Once the user successfully completes the training, another request is expected from the user's manager to reinstate all system accounts and proceed to perform duties as required by their position

<b>Approved By:</b> 	<b>Date:</b> 	<b>Issued by:</b> Elizabeth Santis, IT Manager
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**PROCEDURE TRANSMITTAL**

<b>SUBJECT:</b>	<b>Mobile Computing</b>	<b>Procedural/Guidance No.:</b> IS PY 2015/16-0006
<b>APPLIES TO:</b>	South Florida Workforce Investment Board, dba CareerSource South Florida (CSSF) Managerial, Contractors and Sub-Contractors' Staff	<b>Effective Date:</b> Immediately
		<b>Revised Date:</b>
		<b>Expiration Date:</b> Indefinite
<b>REFERENCE:</b>		

**A. PURPOSE**

This policy defines the processes and standards for company-issued and user-owned devices while working at CSSF centers. This policy addresses accepted use for devices that connect to a wire or wirelessly, or through a mobile device while working for CSSF.

**B. POLICY**

This policy applies, but is not limited, to devices, services and media that fit the following types:

- a. Smartphones/ cellular devices.
- b. Tablet computers including and not limited to iPads, Galaxy Tablet.
- c. MiFi, Air Cards, USB modems.
- d. Any device capable of connecting to the corporate network.
- e. Any device capable of connecting to a wireless carrier.

Users who violate this policy are subject to disciplinary actions that may include, but not limited to:

- a. Suspension or revocation of computing and other account privileges.
- b. Disabling access to all CSSF network resources.
- c. Referral to law enforcement as necessary.
- d. Personal financial responsibility for costs that may incur.
- e. Disciplinary actions leading up to termination

The following actions may result in disciplinary actions while in possession, operating, or granted access for use:

- a. Not reporting a lost or stolen device that contains employee and/or customer information by the end of the business day of determining the device is lost or stolen.

Approved By: 	Date: 7/12/16	Issued by: Elizabeth Santis, IT Manager
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- b. Downloading inappropriate software on the device without prior approval by the IT unit.
- c. Excessive use of mobile devices for personal use.
- d. Intentional physical damage of mobile devices.
- e. Fraudulent use of mobile devices and services.
- f. Excessive use of mobile services while roaming.
- g. Not following IT security protocols while in possession of company-owned devices.
- h. Not following federal, state and city regulations regarding mobile phones which include and not limited to texting while driving or not using a hands-free device.
- i. Unapproved replacement of devices or accessories.

Company issued devices may contain the ability to make calls, access the internet, or may contain applications allowing access to company resources. While in possession of such devices, the following policies apply:

**Smartphones/ cellular devices**

- a. Personal calls using company-owned smartphones/cellular devices are not permitted.
- b. Inappropriate and non-work related internet browsing are not permitting.
- c. All smartphones/cellular devices must be password protected in order to avoid accidental or intentional access to: email, text messages, phone logs, and images.
- d. Users are responsible for the proper log off or closing of applications, and files accessed while in possession of the smartphones/cellular devices.

**Tablet computers including and not limited to iPads, Galaxy Tablet**

- a. Users must password-protect tablet computers, work-related application, and access to the settings area.
- b. Users must lock the tablet device when not in use or if walking away for any period of time
- c. Users must not let other unauthorized users access the tablet computers. Additional users needed access to the device must receive prior approval from the IT unit.
- d. Users must not browse inappropriate sites and network resources after normal business hours.
- e. Users must return the tablet device as instructed by the IT unit or their manager. Users must also turn in the tablet device if going on any extended leave where access to the network and work-related resources are not required.

**MiFi, Air Cards and USB modems**

- a. Users must use the MiFi, air cards, and USB modems only when traveling or working remotely and connecting devices (computers, tablet and other networking devices) to access work-related resources, or performing internet searches using sites allowed by CSSF.
- b. Excessive use of bandwidth while operating the MiFi, air cards, and USB modems is not permitted. In the event that excessive use is required, users must contact their managers, who will then consult with the IT unit for guidance/approval.
- c. Users must not connect personal devices (computers, table and other networking devices) to the MiFi, air cards, and USB modems in order to gain access to the internet.
- d. Users should use MiFi, air cards, and USB modems when traveling internationally or on vacation

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**Other devices cable or connecting to the network or wireless carriers**

- a. Personal devices, even with the correct IP, are not permitted to access network resources, unless a manager's approval is obtained; in addition, devices must meet the CSSF IT security requirements on hardware and software before obtaining any access to network resources. User with personal devices may access their email using webmail as permitted by their managers.
- b. Devices, even previously approved, may be have their access taken away in the event of suspicious activities, not meeting security requirements, or not permitted on the CSSF network.
- c. Users are required to be mindful of all usage on all company devices.
- d. No user is allowed to place any company data on removable storage cards or any smartphones or tablet computers.

The IT unit reserves the right to remote wipe any device reported lost or stolen, or posing a security threat to the CSSF network. While data traffic may use strong encryption for information traversing the internet, the IT unit may limit, restrict, or cutoff excessive traffic affecting the normal operations of the network.

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**PROCEDURE TRANSMITTAL**

<b>SUBJECT:</b>	<b>Remote Access</b>	<b>Procedural/Guidance No.:</b> IS PY 2015/16-0008
<b>APPLIES TO:</b>	South Florida Workforce Investment Board, dba CareerSource South Florida (CSSF) Managerial, Contractors and Sub-Contractors' Staff	<b>Effective Date:</b> <b>Immediately</b>
		<b>Revised Date:</b>
		<b>Expiration Date:</b> <b>Indefinite</b>
<b>REFERENCE:</b>		

**A. PURPOSE**

This policy defines the purpose, scope and controls used to provide access into CSSF's network when connecting from outside CSSF's network. These requirements aim to minimize potential CSSF's exposure from damages due to unauthorized access to CSSF's resources. Potential damages refer to destruction\loss\misuse of confidential\sensitive information, damage to CSSF's computer systems and damage to CSSF's public image.

**B. POLICY**

This policy applies to all types of remote access connections regardless of technology or medium used to establish the connection and covers all vendors, contractors, staff, IT Unit staff, Web-RS users and anyone using electronic type device to connect to CSSF's computer systems and resources or offered through CSSF's computer systems and resources.

Remote access into CSSF's network will be provided on specific cases such as:

1. CSSF staff and/or vendor\contractor staff requiring access to the State's Web-RS website (<http://refugee3.dcf.state.fl.us:7001/ords/rpdprod/f?p=MAIN:login:>)
2. CSSF's vendors\contractors requiring access to specific resources.
3. IT Unit staff requiring access after normal business hours due to the nature of the work performed. IT Unit staff includes, programmers, network managers & IT Manager.

The IT Unit is currently using a Barracuda VPN 180 appliance to provide remote access. This appliance allows strict control over the resources remote access users are allowed to access.

With the exception of the IT Unit staff mentioned above, all other staff, vendors\contractors are presented with a web page containing the resources they have been granted access to. By design, the Barracuda appliance restricts access only to


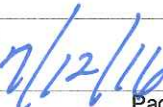
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resources presented through the web page. No other traffic is allowed. All traffic between the Barracuda appliance and the remote access user will be secured by the use of Secure Sockets Layer (SSL) certificates.

The following are general guidelines and requirements to be followed by all CSSF's remote access users:

1. All remote access users are expected to comply with CSSF's IT Policies and Procedures.
2. It is the responsibility of all remote access users to familiarize themselves with CSSF's IT Policies and Procedures as well as to follow CSSF's business practices.
3. Remote access into CSSF's computer systems and resources or offered through CSSF's computer systems are resources is not a right; it is a privilege and can be revoked without previous notification by CSSF.
4. Remote access will be strictly controlled by the use of credentials in the form of user name & password or any other method implemented by CSSF.
5. Password will contain a combination of letters and numbers and be no less than six characters in length.
6. All accounts will be controlled by settings and/or policies specifying
  - a. Resources to be accessed
  - b. Day\time resources will be available
  - c. Profile to be used.
  - d. Password refresh interval (90 days)
  - e. Only one connection per user account.
  - f. Only once connection per device
7. Remote access passwords are not to be shared and will be only used by the individuals issued to.
8. The use of split-tunneling to access CSSF's resources and/or computer systems or services offered through CSSF's resources and/or computer systems is not allowed.
9. All electronic devices connecting through CSSF's remote access service must have:
  - a. An up-to-date antivirus\antispysware solution installed.
  - b. A current operating system with latest patches\fixes installed.
10. Regarding Web-RS users:
  - a. All users will be given a remote access account only after CSSF's Help Desk completes confirms user has satisfied the requirements set forth by the Department of Children and Families account access and has been granted access to the WebRS.
  - b. All user accounts will be required to have an email address from the domain name of their respective employer.
  - c. Any change to the user account will need to be generated by the contractor's director or supervisor.
  - d. Documentation of contractor's director and user information will be kept by the network managers
11. No other type of remote access other than through CSSF's Barracuda VPN is allowed.
12. Only Network Managers are authorized to reset remote access passwords.

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Any employee found to have violated this policy may be subject to disciplinary action, up to and including termination of employment. Deliberate, unauthorized disclosure of confidential information may result in civil and/or criminal penalties.

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