



careersourcesfl.com

June 26, 2023

Dr. Jonathan Gueyerra
President
The College of the Florida Keys
5901 College Road
Key West, FL 33040

SUBJECT: Letter of Intent

Dear Dr. Gueyerra:

This Letter of Intent is to notify you that the South Florida Workforce Investment Board (SFWIB) approved Workforce Services Contractors. Your agency was awarded total funding up to \$567,303.00 to provide workforce services in the Florida Keys career center as set forth below. The effective period for the funding allocation is from July 1, 2023 to June 30, 2024 pursuant to the terms contained herein.

(Florida Keys)	WIOA.AD	WIOA.DW	WIOA.RR	TANF	FSET /SNAP	REA	Total
Total Allocation	\$121,791	\$90,502	\$24,182	\$303,750	\$22,853	\$4,225	\$567,303

The Contractor agrees to render services in a manner deemed satisfactory to the SFWIB, in its sole discretion, and in accordance with the Modified Statement of Work and Modified Program Design and Service Delivery, attached hereto and incorporated herein, respectively, as Exhibit A-1 and Exhibit AA-1.

Modifications to Exhibit A-1, Statement of Work, or Exhibit AA-1, Program Design and Service Delivery, shall not be effective until approved, in writing, by the SFWIB.

The Contractor agrees to accept the funding identified herein, pursuant to the terms and conditions included in Modified Exhibit A-1, Statement of Work and Exhibit AA-1, Program Design and Service Delivery.

The Contractor and the SFWIB agree this Letter of Intent will be replaced by a duly executed contract within 90 days from the date of transmittal.

info@careersourcesfl.com
7300 Corporate Center Drive, Suite 500
Miami, Florida 33126
p: 305-594-7615 | f: 305-470-5629

Dr. Jonathan Gueverra
The College of the Florida Keys
June 26, 2023
Page 2 of 3

The Contractor and the SFWIB agree this Letter of Intent will be replaced by a duly executed contract within 90 calendar days from the date of transmittal. Failure to submit documents identified below within the specified timeframe may result in a disallowance of the expenditure made and/or cost incurred by the Contractor, which shall be determined by the SFWIB in its sole discretion.

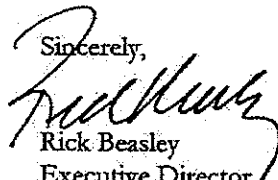
- Signed contract, within 90 calendar days.

Please submit the following to Fernando Odio, Contracts Officer, within ten (10) business days from the date of transmittal:

- E-mail budget for the amount awarded (In no event shall the budget(s) for administrative costs exceed ten percent (10%) or the Indirect Cost Rate, whichever is less).
- Indirect cost rate proposal
- Annual Certification
- Organizational Responsibilities

The Contract modification for the Florida Keys Career Center is forthcoming for your signature. Once executed, we will return one (1) scanned original to you. Should you have any questions or concerns, please contact the SFWIB Contracts Officer identified above.

Congratulations, on your selection to receive the funding award and we look forward to working with you to accomplish the important mission of CareerSource South Florida. Please acknowledge your acceptance of this award by signing below and returning a copy of this letter, with your signature to the Executive Office c/o Rick Beasley, Executive Director, 7300 Corporate Center Drive, Suite 500, Miami, FL 33126.

Sincerely,

Rick Beasley
Executive Director
South Florida Workforce Investment Board
d/b/a CareerSource South Florida

CONTRACTOR'S REPRESENTATIVE

Signature:  09/11/2023

PRINTED NAME: Dr. Jonathan Gueverra

TITLE: President

DATE: _____

Dr. Jonathan Guevera
The College of the Florida Keys
June 26, 2023
Page 3 of 3

Attachments

Pc: Renee Bennett, Assistant Controller, SFWIB/CSSF
Robert Smith, Special Projects Administrator II, SFWIB/CSSF
Central File, SFWIB/CSSF

**WORKFORCE SERVICES SERVICE PROVIDER
MODIFICATION TO SUBRECIPIENT CONTRACT BETWEEN THE
SOUTH FLORIDA WORKFORCE INVESTMENT BOARD
AND
THE COLLEGE OF THE FLORIDA KEYS**

AWARDING AGENCY
SOUTH FLORIDA WORKFORCE INVESTMENT BOARD
7300 Corporate Center Drive, Suite 500
Miami, Florida 33126-1234

PASS THROUGH:	
DEPARTMENT OF ECONOMIC OPPORTUNITY	
CFDA	FAIN
WIOA AD: 17.258	AA347622055A12
WIOA DW: 17.278	AA347622055A12
WIOA RR: 17.278	AA347622055A12
TANF: 93.558	G-2001FLTANF
SNAP: 10.561	215FL412Q7503
UI: 17.225	U1344902060A12

AWARDING OFFICIAL CONTACT INFORMATION
Name: Rick Beasley
Title: Executive Director
Telephone Number: (305) 929-1500
Date of Notice: December 8, 2021
R&D: No

CONTRACTOR
The College of the Florida Keys
5901 College Road
Key West, Florida 33040
UNIQUE ENTITY IDENTIFIER # ZULMG6SKWC21

TITLE OF CONTRACTOR'S PROGRAM
"CareerSource center: Florida Keys"

TERM: July 1, 2022 through June 30, 2025

<u>PY'23-24</u>	<u>CONTRACT AMOUNT</u>	<u>CONTRACT NUMBER</u>	<u>INDEX CODE</u>	<u>CONTRACT PERIOD</u>
	\$567,303.00	WS-CC-PY'23-35-02	12335	July 1, 2023 – June 30, 2024

PY'22-23:

<u>CONTRACT AMOUNT:</u>	<u>CONTRACT NUMBER:</u>	<u>INDEX CODE:</u>	<u>CONTRACT PERIOD:</u>
\$603,165.00	WS-CC-PY'22-35-00	12235	July 1, 2022 – June 30, 2023

THIS AMENDMENT, hereinafter referred to as the "AMENDMENT," entered into between **The College of the Florida Keys**, hereinafter referred to as the "CONTRACTOR" and the South Florida Workforce Investment Board, hereinafter referred to as the "SFWIB," amends the Workforce Services Contract, hereinafter collectively with amendment referred to as the "CONTRACT" between the SFWIB and the CONTRACTOR dated July 1, 2022 and expiring June 30, 2025.

Article I, Section D – Total Payment is repealed and replaced with the following:

Subject to the availability of funds to the SFWIB, the maximum amount payable for services rendered under this **cost reimbursement** Contract for PY'23-24 shall not exceed **\$567,303.00** as set forth in the table. If the SFWIB's available funding is reduced, for any reason, the amount payable under this Contract may be reduced.

at the option and sole discretion of the SFWIB

Florida Keys	WIOA Adult	WIOA Dislocated Worker	WIOA Rapid Response	TANF	SNAP	REA	Total
Total Allocation	\$ 121,791	\$ 90,502	\$ 24,182	\$ 303,750	\$ 22,853	\$ 4,225	\$ 567,303

Article I, Section E. STATEMENT OF WORK/PROGRAM DESIGN AND SERVICE DELIVERY: is repealed and replaced with the following:

The Contractor agrees to render services in accordance with **Exhibit A-1, Modified Statement of Work and Exhibit AA, Program Design and Service Delivery**, attached hereto and incorporated herein.

The Contractor shall implement the **Modified Statement of Work** set forth in **Exhibit A-1**, and the **Program Design and Service Delivery** set forth in **Exhibit AA**, in a manner deemed satisfactory to the SFWIB, in its sole discretion. Any modification to the **Statement of Work** or the **Program Design and Service Delivery** shall not be effective until approved, in writing, by the SFWIB.

Attachment 3, Exhibit A is repealed and replaced with Attachment 3-A, Exhibit A-1

Article II, Section C- Federal Funding Accountability and Transparency Act (FFATA) is repealed and replaced with the following:

Unique Entity Identifier Maintenance

The Federal Funding Accountability and Transparency Act (“FFATA”) requires the full disclosure to the public of all entities or organizations receiving federal funds.

(a) *Definition.* Unique entity identifier, as used in this clause, means a number or other identifier used to identify a specific commercial, nonprofit, or Government entity. See www.sam.gov for the designated entity for establishing unique entity identifiers.

(b) The Contractor shall ensure that the unique entity identifier is maintained with the entity designated at the System for Award Management (SAM) for establishment of the unique entity identifier throughout the life of the contract. The Contractor shall communicate any change to the unique entity identifier to the SFWIB within 30 days after the change, so an appropriate modification can be issued to update the data on the contract. A change in the unique entity identifier does not necessarily require a novation be accomplished.

Article III, Section A. PERFORMANCE: is repealed and replaced with the following:

Performance shall be defined as the Contractor having attained the goals and objectives set forth in this Contract, in accordance with **Exhibit A-1, Modified Statement of Work, Exhibit AA, Program Design and Service Delivery** attached hereto and incorporated by reference as if fully set forth herein. The Contractor shall be responsible for the recruitment, enrollment and placement of clients in a sufficient amount to assure that expenditure levels are met for the different funding streams.

Article IV, Section O. FINANCIAL CLOSEOUT: is repealed and replaced with the following:

The Contractor shall comply with all provisions of the SFWIB’s **Financial Closeout Procedures, Exhibit G**, attached hereto and incorporated by reference herein, upon the expiration or termination of this Contract. The Contractor shall complete and submit the Financial Closeout not later than thirty (30) calendar days after the end of each fiscal year and a final year closeout not later than thirty (30) calendar days after the expiration or termination of this Contract. If the Contractor fails to submit the required closeout package and adequate

supporting documentation by the specified due date, all costs included in the Financial Closeout may be disallowed by the SFWIB in its sole discretion.

Final line-item budget adjustment(s), by funding stream and function (administrative and programmatic), not including staff incentives shall be allowed to be submitted with the Financial Closeout, only if the variance(s) does not exceed ten percent (10%) of the amount budgeted in the line item and the net effect of the changes, in the total funding is zero.

Pursuant to the terms of this Contract and in consideration of the total amounts earned and paid to the Contractor for performance, upon submission of the Financial Closeout Package, the Contractor hereby remises, releases, and discharges the SFWIB, its officers, agents, and employees, of and from all liabilities, obligations, claims, and demands whatsoever related to, under or arising from this Contract.

The Contractor's submission of the Financial Closeout Package is a complete release and waiver of any and all liability, claims or causes of action that allegedly resulted from engagement of and/or performance under this Contract and acknowledges the SFWIB has fully performed and satisfied any and all of its obligations due under this Contract.

Article IV, Section R, SALARY & BONUS LIMITATION

In compliance with Public Law 114-113, none of the funds appropriated in Public Law 114-113 or prior acts under the heading "Employment and Training" that are available for expenditures shall be used to pay the salary and bonuses of an individual, either as direct costs or indirect costs, at a rate in excess of Executive Level II, except as provided for under section 101 of Public Law 114-113. **The incurrence of costs and receipt of reimbursements for such costs under this Contract certifies that the Contractor has read and is in compliance with the above-noted special condition. This limitation shall not apply to vendors providing goods and services as defined in 2 CFR Chapter II, Part 200 Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards.**

As established by the Office of Personnel Management and set forth in the Salary Table, Rates of Pay for the Executive Schedule, effective January 2023, the Executive Level II salary is \$212,100.00, which can be found at the link below:

<https://www.opm.gov/policy-data-oversight/pay-leave/salaries-wages/2023/executive-senior-level>

The Salary Table is updated annually by the Office of Personnel Management, the Contractor shall comply with the respective fiscal year rate during the contract term.

The Contractor shall complete and submit on or before **March 1st of each program year during the contract term, an Annual ETA Salary Cap Analysis-Certification Form**, as set forth in **Exhibit E, Reporting Requirements**, to SFWIB certifying that the highest paid employees charged to this Contract are within the salary and bonus cap limit. The latest Certification Form can be obtained from the SFWIB's Finance Unit. Along with the Certification Form, copies of IRS W-2 forms and supporting documentation showing that employees are within the cap limit shall be submitted to the SFWIB. If an employee exceeds the ETA annual salary and bonus rate cap, the Contractor must issue a check in the name of the "South Florida Workforce Investment Board" for the amount of unallowable salary and bonus in excess of the cap limit along with supporting documentation indicating the ETA funding streams affected.

All provisions in the CONTRACT and any attachments and exhibits thereto in conflict with this AMENDMENT shall be and hereby are changed to conform with this AMENDMENT.

All other terms and conditions not in conflict with this AMENDMENT remain unchanged as agreed to in the original CONTRACT.

SIGNATURES APPEAR ON THE FOLLOWING PAGE

SIGNATORY FORM

THE PARTIES HERETO ARE DULY AUTHORIZED TO EXECUTE THIS CONTRACT ON BEHALF OF THE RESPECTIVE PARTIES:

AUTHORIZED SIGNATURES FOR: The College of the Florida Keys
PROGRAM ENTITLED: "CareerSource center: Florida Keys"
CONTRACT NUMBER: WS-CCSP-PY'23-35-02
CFDA NUMBERS: WIOA AD: 17.258; WIOA DW: 17.278; WIOA RR: 17.278;
TANF: 93.558; SNAP: 10.561; UI: 17.225.

(These Signatures shall be the same as those names that appear in the List of Authorized Signatures Provided in the Operational Documents on file with the South Florida Workforce Investment Board)

(For Use Only When Contractor Is a Government Entity)

1a. [Signature] 09/28/2023
Signature of President or Vice-President
Date
1b. [Signature]
Date
9/5/23

2a. Dr. Jonathan Gueverra 2b. Dr. Brittany Snyder
Typed Name of President or Vice-President

3a. President, The College of the Florida Keys 3b. Vice President & CFO The College of the Florida Keys
Full Title of President or Vice-President

4a. [Signature]
Signature of Person Attesting
Signature that Appears on Line 1a
4b. [Signature]
Signature of Person Attesting
Signature that Appears on Line 1b


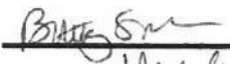
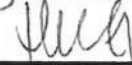

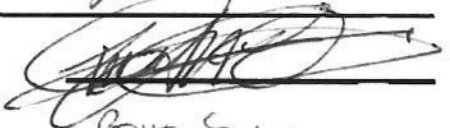



SOUTH FLORIDA WORKFORCE INVESTMENT BOARD

[Signature] 10/4/23
Rick Beasley
Executive Director, SFWIB
Date

AGENCY: The College of the Florida Keys DATE: 7/25/20 21
ORGANIZATIONAL RESPONSIBILITIES-ADDENDUM

Provide the names(s) and telephone number of the person(s) who has been designated the responsibility within the following areas:

POSITION	NAME	TELEPHONE NUMBER & E-MAIL
<u>Chairman of the Board</u>	<u>Kevin Madok</u>	<u>kmadok@monroe-clerk.com (305)394-5067</u>
<u>Chief Executive*</u>	<u>Dr. Jonathan Gueverra, President & CEO</u>	<u>jonathan.gueverra@cfk.edu (305)809-3204</u>
<u>Project Director</u>	<u>Dr. Brittany Snyder</u>	<u>brittany.snyder@cfk.edu (305)809-3233</u>
<u>Affirmative Action Officer</u>	<u>Jose Reyes</u>	<u>jose.reyes1@cfk.edu (305)809-2393</u>
<u>Personnel Officer</u>	<u>Beren Lindenberg</u>	<u>beren.lindenberg@cfk.edu (305)809-3109</u>
<u>Fiscal Management Officer</u>	<u>Heather Margiotta</u>	<u>heather.margiotta@cfk.edu (305)809-3178</u>

	Name	Signature
• Person Authorized to Sign Contract(s) according to Corporate/ Board Resolution	<u>Dr. Jonathan Gueverra</u>	
• Persons Authorized to Sign Invoicing Packages and Procurement Requests (Finance Manager or above)	<u>Dr. Brittany Snyder</u>	
	<u>Heather Margiotta</u>	
	<u>JoAnne Soderquist</u>	
• Persons Authorized to Pick Up Emergency Payments/Checks	<u>Dr. Jonathan Gueverra</u>	
	<u>Dr. Brittany Snyder</u>	
	_____	_____
• Person(s) Authorized to Sign and/or Pick Up Other Relevant Documents	<u>Dr. Jonathan Gueverra</u>	
	<u>Dr. Brittany Snyder</u>	
	_____	_____

*Specify Title: President, CEO, Mayor, City Manager, Superintendent, etc. as applicable

• **FASCIMILE SIGNATURES REQUIRED: MUST BE BONDED**

ANNUAL CERTIFICATION

Dr. Jonathan Gueverra , on behalf of The College of the Florida Keys , certifies and assures that all certifications and assurances on file with the Agreement are current. This certification is incorporated and made a part of the Agreement **Index Code # 12335** .

By: [Signature] 08/28/2023
Signature of Affiant Date

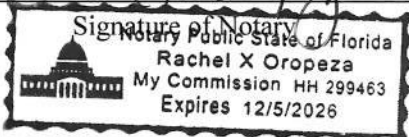
Dr. Jonathan Gueverra, President & CEO
Printed Name of Affiant and Title

The College of the Florida Keys
Printed Name of Firm

5901 College Road Key West, FL 33040
Address of Firm

SUBSCRIBED AND SWORN TO (or affirmed) before me this 28th day of August, 20 23

He/She is personally known to me or has presented _____ as identification.
Type of identification

[Signature]

Print or Stamp Name of Notary

HH 299463
Serial Number
12/5/2026
Expiration Date

Notary Public – State of Florida

STATEMENT OF WORK
THE COLLEGE OF THE FLORIDA KEYS WORKFORCE SERVICES
JULY 1, 2023 – JUNE 30, 2025

I. Contractor Responsibilities:

- A. The Contractor is the entity that coordinates the delivery of required one-stop partners, and the management of the SFWIB CareerSource center(s). At a minimum, the Contractor shall:
1. Assist the SFWIB in developing and executing Memoranda of Understanding (MOU's) between required and other community based partners.
 2. Develop and execute an outreach plan in conjunction with the SFWIB to inform jobseekers, adult/dislocated workers, and businesses about workforce services.
 3. Coordinate staff and partner training on the SFWIB operational and programmatic policies and procedures.
 4. Provide policy recommendations to the SFWIB for review.
 5. Coordinate job fairs/specialized recruitments, obtain feedback and provide workshops participant and businesses.
 6. Maintain data integrity, confidentiality and compliance.
 7. Manage fiscal requirements and prepare monthly reports.
 8. Track and report operational and programmatic performance.
 9. Maintain compliance with the Americans with Disabilities Act and Equal Employment Opportunity guidelines.
- B. The Contractor is the entity that coordinates and delivers a fully integrated menu of workforce development services to employers and a host of potential job seekers to include, but not be limited to, the universal job seeker, Wagner-Peyser (WP), Temporary Assistance to Needy Families (TANF) eligible individuals/Career Advancement Program (CAP) participants, Supplemental Nutrition Assistance Program Employment and Training participants, Workforce Innovation and Opportunity Act (WIOA) Adults and Dislocated Workers, Re-employment Assistance formerly Unemployment Compensation, Reemployment Services and Eligibility Assessment Program, Trade Adjustment Assistance, Unemployment Compensation claimants, Veterans, Young Adults transitioning from foster care, individuals seeking specialized services such as professionals.
- C. The Contractor shall oversee the activities of approved partners in the CareerSource center and coordinate all specialized programs designed to deliver services in the most efficient and cost effective manner. This shall include coordination with the region's Access Points to provide workforce services.
- D. The Contractor is solely responsible for determining eligibility for services under this Contract as set forth in **Exhibit AA, Program Design and Service Delivery**, applicable federal and state laws, and the South Florida Workforce Investment Board's (SFWIB) Policies and Procedures. Services rendered to ineligible individuals are subject to disallowance as set forth in **Article IV, Section D-Return of Funds** of this Contract.

II. Staffing Requirements:

A. Contractor Staff:

Exhibit A-1 Modified

1. In order for centers to deliver maximum value to workforce services participants, the revised Workforce Services Staffing Procedure Transmittal shall be adhered to as it ensures the hiring of qualified staff, the Transmittal may be accessed at:

<http://sharepoint.careersourcesfl.com/sites/web/Shared%20Documents/Transmittals%20and%20Directives/Workforce%20Services%20Personnel%20Standards%20Procedure%20Transmittal%20PY%2011-12%20approved%205-4-12v2.pdf>" (<http://www.careersourcesfl.com/resources/>).

2. In an effort to deliver maximum value to workforce services participants, the SFWIB may deem it necessary to provide participants with access to Workforce Services in facilities outside of the center. The Contractor shall be responsible for the management of all staff assigned to facilities where Workforce Services are provided.

B. SFWIB Assigned Staff:

1. The Contractor shall be responsible for the management of Florida Department of Economic Opportunity (DEO) staff and expressly agrees that DEO staff shall provide WP employment services. Failure to comply with this provision may result in the removal/reduction of DEO staff from the Contractor's center.
2. The SFWIB may deem the assignment of supplementary personnel as operationally necessary to support the employment and training services of the Contractor. The SFWIB shall be responsible for recruiting, screening, selecting, and hiring supplemental staff, which includes, but is not limited to: TANF/RET and DEO staff. The SFWIB shall pay the employee placed in service for straight-time wages or salaries (no overtime), as applicable for up to and including forty (40) hours per week, per employee. The SFWIB shall determine the employee hourly rate of pay and work location.
3. Straight-time wages are payments for straight-time work hours. Straight-time work hours are defined herein as regularly scheduled work hours that are not subject to overtime or bonus pay. The SFWIB shall not pay for hours worked in excess of forty (40) hours per employee, per week. Any payment for hours worked in excess of the forty (40) hours per employee, per week shall be the sole responsibility of the service provider.
4. The SFWIB shall not reimburse or pay the Contractor for any DEO employee benefits, overtime or bonus pay.
5. The SFWIB shall enter into a memorandum of understanding with DEO for the delivery of employment services authorized by the federal Wagner-Peyser Act. This memorandum of understanding must be performance based.
6. Unless otherwise required by federal law, at least ninety percent (90%) of the WP funding must go into direct customer service costs.
7. Employment services must be provided through the one-stop delivery system, under the guidance of one-stop delivery system operators. One-stop delivery system operators shall have overall authority for directing DEO workforce. Personnel matters shall remain under the ultimate authority of DEO. However, the one-stop delivery system operator shall submit to DEO information concerning the job performance of employees of the department who deliver employment services. The department shall consider any such information submitted by the one-stop delivery system operator in conducting performance appraisals of the employees.
8. The SFWIB shall retain fiscal responsibility and accountability for the administration of funds allocated to the state under the Wagner-Peyser Act. An employee of the department who is providing services authorized under the Wagner-Peyser Act shall be paid using Wagner-Peyser Act funds.

9. DEO serve as the first point of contact with the public seeking access to employment services who are knowledgeable about each program located in each one-stop delivery system center as well as related services. An initial determination of the programs for which a customer is likely to be eligible and any referral for a more thorough eligibility determination must be made at this first point of contact.
10. DEO staff will be used to establish an automated, integrated intake screening and eligibility process where customers will provide information through a self-service intake process that may be accessed by staff from any participating program.

C. Training of Staff:

The Contractor shall ensure that center staff is trained on:

- o All operational reports, implementation strategies that maximize performance outcome potentials to be cost-efficient, and utilizing coenrollment or other strategies for optimal service delivery;
- o Required participant file contents;
- o Required training in serving Limited English Proficiency customers;
- o Required credentialing and skills standards; and
- o Tier 1 certification.

The Contractor shall:

1. Ensure that new staff is trained and that program specific trainings (i.e. WIOA, CAP, WP, etc.); other required trainings (i.e. Tier 1, Security Awareness, hurricane preparedness, etc.) – set forth in **Article III, Section O-Training of Staff** of this Contract and in the SFWIB Credentialing and Skills Standards Policy—are conducted in a timely manner;
2. Ensure that all WIOA funded staff are Tier 1 certified within ten (10) business days of hire date. Attainment of the Tier I certificate requires completion of individual course work, as well as taking and passing each module test as required by DEO;
3. Coordinate all CareerSource center program trainings and the SFWIB’s required trainings with the SFWIB’s Training Coordinator;
4. Post all trainings on the SFWIB’s internal training calendar;
5. Submit the Monthly Training Report updated with all programs and required trainings to the SFWIB’s Training Coordinator by the **10th day of every month** (See **Exhibit E, Reporting Requirements**); and
6. Follow the SFWIB’s training priorities as identified by the SFWIB’s Training Coordinator.

III. Program Service Locations:

The Contractor shall operate and manage the SFWIB CareerSource center(s). The location of the aforesaid CareerSource center(s) shall be subject to change by the SFWIB at any time for any reason, at the sole discretion of the SFWIB. If the location of the CareerSource center changes, the Contractor shall operate and manage that CareerSource center from the new location identified by the SFWIB. The SFWIB will be responsible for all relocation cost.

The Contractor shall operate the following CareerSource center location(s):

- **Key Largo CareerSource center: 103400 Overseas Hwy, Suite 239, Key Largo, Florida 33037.**

- **Key West CareerSource center: 1111 12th Street, Suites 307 and 308, Key West, Florida 33040.**

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**STATEMENT OF WORK
 THE COLLEGE OF THE FLORIDA KEYSWORKFORCE SERVICES
 JULY 1, 2023 – JUNE 30, 2025**

I. Contractor Responsibilities:

- A. The Contractor is the entity that coordinates the delivery of required one-stop partners, and the management of the SFWIB CareerSource center(s). At a minimum, the Contractor shall:
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 - 2. Develop and execute an outreach plan in conjunction with the SFWIB to inform jobseekers, adult/dislocated workers, and businesses about workforce services.
 - 3. Coordinate staff and partner training on the SFWIB operational and programmatic policies and procedures.
 - 4. Provide policy recommendations to the SFWIB for review.
 - 5. Coordinate job fairs/specialized recruitments, obtain feedback and provide workshops participant and businesses.
 - 6. Maintain data integrity, confidentiality and compliance.
 - 7. Manage fiscal requirements and prepare monthly reports.
 - 8. Track and report operational and programmatic performance.
 - 9. Maintain compliance with the Americans with Disabilities Act and Equal Employment Opportunity guidelines.
- B. The Contractor is the entity that coordinates and delivers a fully integrated menu of workforce development services to employers and a host of potential job seekers to include, but not be limited to, the universal job seeker, Wagner-Peyser (WP), Temporary Assistance to Needy Families (TANF) eligible individuals/Career Advancement Program (CAP) participants, Supplemental Nutrition Assistance Program Employment and Training participants, Workforce Innovation and Opportunity Act (WIOA) Adults and Dislocated Workers, Re-employment Assistance formerly Unemployment Compensation, Reemployment Services and Eligibility Assessment Program, Trade Adjustment Assistance, Unemployment Compensation claimants, Veterans, Young Adults transitioning from foster care, individuals seeking specialized services such as professionals.
- C. The Contractor shall oversee the activities of approved partners in the CareerSource center and coordinate all specialized programs designed to deliver services in the most efficient and cost effective manner. This shall include coordination with the region’s Access Points to provide workforce services.
- D. The Contractor is solely responsible for determining eligibility for services under this Contract as set forth in **Exhibit AA, Program Design and Service Delivery**, applicable federal and state laws, and the South Florida Workforce Investment Board’s (SFWIB) Policies and Procedures. Services rendered to ineligible individuals are subject to disallowance as set forth in **Article IV, Section D-Return of Funds** of this Contract.

II. Staffing Requirements:

A. Contractor Staff:

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<http://sharepoint.careersourcesfl.com/sites/web/Shared%20Documents/Transmittals%20and%20Directives/Workforce%20Services%20Personnel%20Standards%20Procedure%20Transmittal%20PY%2011-12%20approved%205-4-12v2.pdf> (<http://www.careersourcesfl.com/resources/>).

2. In an effort to deliver maximum value to workforce services participants, the SFWIB may deem it necessary to provide participants with access to Workforce Services in facilities outside of the center. The Contractor shall be responsible for the management of all staff assigned to facilities where Workforce Services are provided.

B. SFWIB Assigned Staff:

1. The Contractor shall be responsible for the management of Florida Department of Economic Opportunity (DEO) staff and expressly agrees that DEO staff shall provide WP employment services. Failure to comply with this provision may result in the removal/reduction of DEO staff from the Contractor's center.
2. The SFWIB may deem the assignment of supplementary personnel as operationally necessary to support the employment and training services of the Contractor. The SFWIB shall be responsible for recruiting, screening, selecting, and hiring supplemental staff, which includes, but is not limited to: TANF/RET and DEO staff. The SFWIB shall pay the employee placed in service for straight-time wages or salaries (no overtime), as applicable for up to and including forty (40) hours per week, per employee. The SFWIB shall determine the employee hourly rate of pay and work location.
3. Straight-time wages are payments for straight-time work hours. Straight-time work hours are defined herein as regularly scheduled work hours that are not subject to overtime or bonus pay. The SFWIB shall not pay for hours worked in excess of forty (40) hours per employee, per week. Any payment for hours worked in excess of the forty (40) hours per employee, per week shall be the sole responsibility of the service provider.
4. The SFWIB shall not reimburse or pay the Contractor for any DEO employee benefits, overtime or bonus pay.
5. The SFWIB shall enter into a memorandum of understanding with DEO for the delivery of employment services authorized by the federal Wagner-Peyser Act. This memorandum of understanding must be performance based.
6. Unless otherwise required by federal law, at least ninety percent (90%) of the WP funding must go into direct customer service costs.
7. Employment services must be provided through the one-stop delivery system, under the guidance of one-stop delivery system operators. One-stop delivery system operators shall have overall authority for directing DEO workforce. Personnel matters shall remain under the ultimate authority of DEO. However, the one-stop delivery system operator shall submit to DEO information concerning the job performance of employees of the department who deliver employment services. The department shall consider any such information submitted by the one-stop delivery system operator in conducting performance appraisals of the employees.
8. The SFWIB shall retain fiscal responsibility and accountability for the administration of funds allocated to the state under the Wagner-Peyser Act. An employee of the department who is providing services authorized under the Wagner-Peyser Act shall be paid using Wagner-Peyser Act funds.

9. DEO serve as the first point of contact with the public seeking access to employment services who are knowledgeable about each program located in each one-stop delivery system center as well as related services. An initial determination of the programs for which a customer is likely to be eligible and any referral for a more thorough eligibility determination must be made at this first point of contact.
10. DEO staff will be used to establish an automated, integrated intake screening and eligibility process where customers will provide information through a self-service intake process that may be accessed by staff from any participating program.

C. Training of Staff:

The Contractor shall ensure that center staff is trained on:

- All operational reports, implementation strategies that maximize performance outcome potentials to be cost-efficient, and utilizing coenrollment or other strategies for optimal service delivery;
- Required participant file contents;
- Required training in serving Limited English Proficiency customers;
- Required credentialing and skills standards; and
- Tier 1 certification.

The Contractor shall:

1. Ensure that new staff is trained and that program specific trainings (i.e. WIOA, CAP, WP, etc.); other required trainings (i.e. Tier 1, Security Awareness, hurricane preparedness, etc.) – set forth in **Article III, Section O-Training of Staff** of this Contract and in the SFWIB Credentialing and Skills Standards Policy—are conducted in a timely manner;
2. Ensure that all WIOA funded staff are Tier 1 certified within ten (10) business days of hire date. Attainment of the Tier I certificate requires completion of individual course work, as well as taking and passing each module test as required by DEO;
3. Coordinate all CareerSource center program trainings and the SFWIB’s required trainings with the SFWIB’s Training Coordinator;
4. Post all trainings on the SFWIB’s internal training calendar;
5. Submit the Monthly Training Report updated with all programs and required trainings to the SFWIB’s Training Coordinator by the **10th day of every month** (See **Exhibit E, Reporting Requirements**); and
6. Follow the SFWIB’s training priorities as identified by the SFWIB’s Training Coordinator.

III. Program Service Locations:

The Contractor shall operate and manage the SFWIB CareerSource center(s). The location of the aforesaid CareerSource center(s) shall be subject to change by the SFWIB at any time for any reason, at the sole discretion of the SFWIB. If the location of the CareerSource center changes, the Contractor shall operate and manage that CareerSource center from the new location identified by the SFWIB. The SFWIB will be responsible for all relocation cost.

The Contractor shall operate the following CareerSource center location(s):

- **Key Largo CareerSource center: 103400 Overseas Hwy, Suite 239, Key Largo, Florida 33037.**

- **Key West CareerSource center: 1111 12th Street, Suites 307 and 308, Key West, Florida 33040.**

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CSSF Balanced Scorecard Performance Requirement

The College of the Florida Keys Florida Keys center

Performance		
	Process Quality Measures	Standard
1	Training Completion Rate	75%
2	Training Related Placements Rate	75%
3	Credential Attainment	75%
4	Measurable Skills Gain	75%
5	Training Enrollments Rate	48
6	CAP All Family Participation Rate	50%
7	Career Advancement Program (CAP) Entered Employment Rate (EER)	45%
8	Wagner Peyser (WP) Entered Employment Rate (EER)	65%
9	WIOA Adult & Dislocated Worker EER	98%
10	Short-Term Veterans EER	50%
11	Employers Served (Employer Penetration Rate)	924
12	Employer Serviced with Level 1 Services	600
13	Jobs Openings Filled Rate	65%
14	Referral Job Skills Match Average	80%
Outcome Measures		
15	Employment (Obtained Employment and Direct Job Placements)	948
16	Employed 1st Qtr After Exit	95%
17	Employed 2nd Quarter After Exit	95%
18	Employed 2nd Quarter After Exit	95%
19	Employed 4th Quarter After Exit	95%
20	Average Days to Employment	145
	20a DJP Average Days to Employment	60
	20b Obtained Average Days to Employment	167
21	Employment/Job Placement Average Wage	\$14.58
22	Cost Per Placement	\$2,315.62
23	Net Economic Benefit	\$28,011.00
24	Return on the Investment	\$12.10

QUALITY ASSURANCE	PROCESS KEY INDICATORS	Standard	WORKFORCE ENHANCEMENT REPORT/TOOL
1	Outreach to Jobseekers	80%	Incomplete Registration Report
2	Work Registration - Initial Assessment	80%	Incomplete Registration Report
3	Work Registration - EMD/EM Complete Registrations	80%	Incomplete Registration
4	Quality of Job Seeker Referrals to Jobs	35%	Referral to Placement Ratio
5	Follow-up with Jobseeker Referrals to Jobs	10% or less	Referral to Placement Ratio
6	Manage Exits/Follow-up	55%	Soft Exits Application/Report
7	Manage Job Orders/Follow-up with Employers	90%	Job Order Report
8	Average Duration of Jobseekers Unemployed	12 months	Incomplete Registration Report/UI Tool
9	Manager TANF/CAP Caseload	80%	CAP Review Tool
10	Outreach to Employers-Employer Penetration Report	50% Increase	Employer Penetration Report
11	SNAP Engagement	20%	OSST

CSSF Indicators of Performance (Federal)

Measures	Performance Goals
Adults:	
Employed 2nd Qtr After Exit	90%
Median Wage 2nd Quarter After Exit	\$5,034
Employed 4th Qtr After Exit	90%
Credential Attainment Rate	90%
Measurable Skill Gains	90%
Dislocated Workers:	
Employed 2nd Qtr After Exit	90%
Median Wage 2nd Quarter After Exit	\$8,160
Employed 4th Qtr After Exit	90%
Credential Attainment Rate	90%
Measurable Skill Gains	90%
Wagner Peyser:	
Employed 2nd Qtr After Exit	90%
Median Wage 2nd Quarter After Exit	\$5,173
Employed 4th Qtr After Exit	90%



EMPLOYMENT VERIFICATION

Date: 6/22/2023

Service Provider / Training Location	Address	City	FL State	Zip Code
Staff Name / Title	()	Office Number	Ext	() Fax Number

Federal Law requires the collection of wage and employment data on workforce participants. The following information is needed:

Please complete each section:

SECTION I – GENERAL INFORMATION

Name of Employee: _____ Social Security Number: XXX-XX-
(Last 4 digits only)

Job Title: _____ No. Hours Worked Per Week: _____

Start Date: _____ Date of Hire (If Different Than Start Date): _____

How Often Is/Was the Employee Paid? Daily Weekly Bi-Weekly Semi-Monthly Monthly

Rate of Pay: \$ _____ per _____ Other: _____
(Hourly/Daily/Weekly/etc.) (Explain)

Employment Type: Temporary (Less than 150 days) Seasonal (Less than 150 days) Permanent (150 days or more)

Does / Did Employee Receive Tips? Yes No If Yes, What is the Average Weekly Amount? \$ _____

Is The Person Currently Employed? Yes No If No, Provide Employment End Date: _____

Is/Was Employment Seasonal? Yes No Is / Was the Employee Covered By Health Insurance / Fringe Benefits Yes No

SECTION II – EMPLOYER INFORMATION

Company's Name: _____

Address _____ City _____ State _____ Zip Code _____

Employer Telephone Number: _____ E-Mail Address _____

By signing below I hereby affirm that the above information is correct; and that I am a duly authorized representative for this company.

Signature of Representative _____ Print Name of Representative _____

Title of Representative _____ Date Completed _____

SECTION III – JOBSEEKER CONSENT **SERVICE PROVIDER USE ONLY**

Was the Jobseeker's Consent Obtained and Documented Prior to Referral? Yes No Date of Consent: _____ Referral Date: _____

SECTION IV – WORK NUMBER (IF APPLICABLE) **SERVICE PROVIDER USE ONLY**

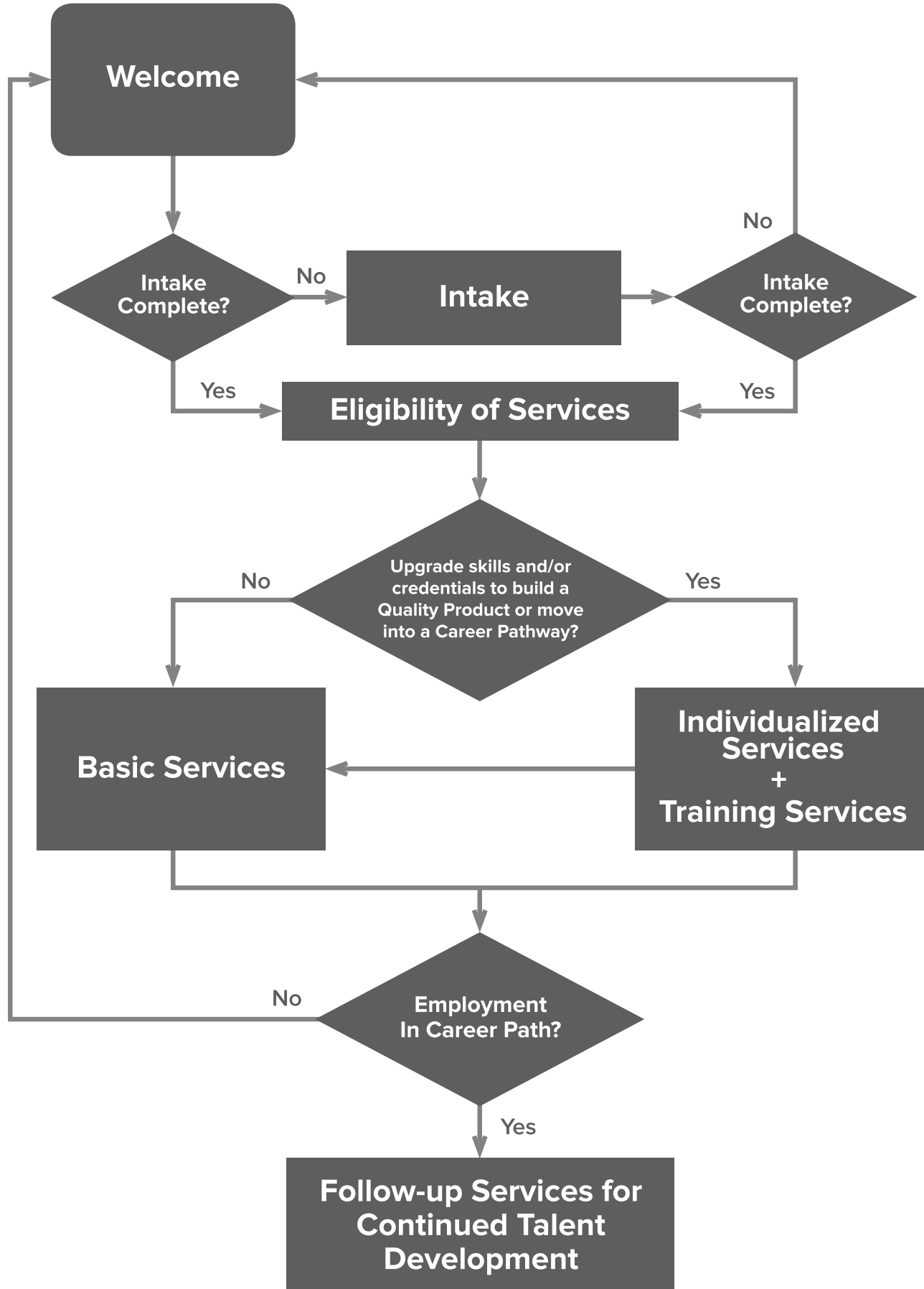
Reference Number: _____ Hire Date: _____ Verified By: _____

SECTION V – VALIDATION OF EMPLOYMENT INFORMATION ABOVE **SERVICE PROVIDER USE ONLY** PROGRAM DESIGN & SERVICE DELIVERY; SECTION B; EMPLOYMENT/PLACEMENT VERIFICATION, 1-7

Validated By: _____
Print Name Signature Agency/Service Site Date

Verified With: _____ Method of Verification: Telephone E-Mail
Name and Title of Employer Representative

TALENT DEVELOPMENT FLOW CHART





CSSF Specifications for Workforce Services Balanced Scorecard Report

I. PURPOSE

The purpose of the 2022-2023 South Florida Workforce Investment Board's (SFWIB) Balanced Scorecard Report is to strengthen and make the SFWIB's workforce service delivery system more effective and efficient by simplifying complex measures systems, integrating multilevel performance indicators and focusing on the basics such as employment outcome and self-sufficiency. The Balanced Scorecard Report includes a comprehensive Job Placement performance measure that is also used as a payment structure to improve employment opportunities for all jobseekers and increase local businesses' competitive advantage in a global economy.

The SFWIB's performance structure is derived from local, state and federally mandated measures. The comprehensive multilevel performance measures system was used to distinguish the organization's goals and define the Balanced Scorecard's measures. This system shall assist Workforce Development Area 23 (Area 23) in exceeding performance and serving all participants. The graph below illustrates the vertical integration of the multilevel performance measures system.

The Balanced Scorecard Report, along with the other operational reports, acts as a measurement system, strategic management system, and communication tool. It provides a compass for resource allocation to the SFWIB's Contractors by sorting and prioritizing dozens of state and federal mandates. It simplifies the complex and perplexing Workforce performance system, which in turn enhances Contractors' abilities to allocate human capital and financial resources in areas that shall collectively benefit Area 23's performance.



This document describes the specifications for the Balanced Scorecard Report 1) selection criteria, 2) reporting elements, and 3) logic used to obtain the different reporting elements. It is organized in three sections: Job Placements, CSSF Balanced Scorecard Performance Requirement, and Quality Assurance (QA) Key Indicators based on the contract requirements.

II. REPORT METHODOLOGY

Listed below are the SFWIB's methodologies used to define and calculate the performance accountability requirements for Area 23. Data will be obtained from the One-Stop Service Tracking (OSST), Employ Miami-Dade (EMD)/Employ Monroe (EM) and Workforce Management System (WFMS) data warehouse and computed using the following listed methodologies.

Acronyms	Systems	Programs
OSST	One-Stop Service Tracking	Career Advancement Program and Supplemental Nutrition Assistance Program (SNAP)
EMD/EM	Employ Miami-Dade/Employ Monroe	WIOA Adult (WIOA AD), WIOA Dislocated Worker (WIOA DL), Reemployment and Eligibility Assessment (REA), and Wagner Peyser (WP) Programs
WFMS	Workforce Management System	All Programs

A. JOB PLACEMENTS

1) *Wagner-Peyser (WP) Obtained Employment (OE)*

A Wagner-Peyser (WP) Obtained Employment (OE) refers to those fully (complete and accurate) registered individuals who secure employment within 180 calendar days of receiving one or more services which are wholly or partially funded by the state employment service agency, but the placement does not meet the federal definition for a "WP Placement." Credit for an OE may be claimed for any fully registered participant who has received any WP staff assisted reportable service(s) and has a job start date, where both service and start date fall within 180 days from the date the obtained employment is recorded. A participant must also have a full EMD/EM registration in the database before the start date of the obtained employment. A complete EMD/EM registration must include all of the following components: a complete and current general information section containing a verified residential and mailing address, a valid telephone number, and e-mail address. The jobseeker must also have been assigned an occupation title and occupation code (O*NET code). Additionally, staff must complete the background wizard section including the education profile, the employment history with previous hourly wages, and O*NET code. To complete the registration, the jobseeker must have an active/online résumé that is viewable to employers, with a valid telephone number and e-mail address. Staff must verify that the jobseeker has started working prior to taking credit for an OE. Notification of a hire date will not suffice for securing OE credit. All participants, as part of their initial EDM/EM registration, will be encouraged to create an email address for use in job placement. If a participant does not have an email address, instructions for creating an account will be provided at the designated CareerSource center resource room.

A job referral is the act of facilitating the match between qualified jobseekers and employers with job openings; and the recording of such referral in EMD or EM. Prior to referring a jobseeker to a job opening, staff must ensure the jobseeker's qualifications match the minimum requirements listed in the job order by ensuring that the general information section, background wizard section, and the résumé on their personal profile includes all the jobseeker's skills; abilities; prior work experience; education and training; and certifications and licensure. These items should be consistent with the requirements of the job order. Staff must ensure that job referrals are only

provided to jobseekers that have completed work registration and who meet the minimum requirements as stated in the job order. **At no time should a staff member alter the minimum requirements of a job order to increase a jobseekers skills match.** Additionally, staff must obtain the consent of the jobseeker prior to making any job referral. Staff must enter a case note in EMD/EM to document the consent of the jobseeker.

Data Source: The data will be obtained from EMD/EM. EMD/EM OE Service Codes: 880, 881, 882, and 883.

2) *Wagner-Peyser (WP) Universal Direct Job Placement (DJP)/ Direct Employment*

The SFWIB refers to a WP Placement as a Wagner-Peyser (WP) Direct Job Placement (DJP). A WP Placement as defined by 20 CFR 651.10 is the hiring by a public or private employer of a fully registered individual referred by the employment office for a job or an interview, provided that the same employment office completed all of the following steps in sequential order from i to vi:

- i. Prepared a job order form prior to referral, except in the case of a job development contact on behalf of a specific applicant;
- ii. Made prior arrangements with the employer for the referral of a fully registered individual or individual(s);
- iii. Obtained the fully registered individual or individual(s) consent to be referred to the job order;
- iv. Referred a fully registered individual in EMD/EM database who may or may not have been specifically designated by the employer, except for referrals on agricultural job orders for a specific crew leader or worker. The registration must be completed prior to the referral;
- v. Verified from an acceptable source (i.e. New Hire Report, Wage Credit, Work Number or Paystub), signed employment verification from the employer that the individual had entered on a job (for staffing agencies the jobseekers must have been assigned to a worksite and have earned wages); Staff must verify the jobseeker began working prior to recording the appropriate placement code. Verification information must be documented and must include a case note identifying:
 - The jobseeker's name;
 - The name of the employer;
 - The job title of the position and starting wage;
 - The source of verification; and
 - The date the customer started working at the designated jobsite.

(Notification of an upcoming start or hire date is not acceptable for recording a placement).

- vi. Appropriately recorded the placement and submitted a signed employment verification to SFWIB/CSSF at the time of invoicing; failure to submit employment verification at the time of

invoicing will result in an automatic disallowance of unverified placements. Submitting falsified verifications will be a disallowance and may lead to Contract termination;

- vii. For all placements with a staffing agency or other similar type of employer that provides contracted or temporary labor; staff must also obtain documentation (i.e. pay stub or payroll register) that authenticates the participant was assigned to a worksite and earned wages. The first pay stub after start date is preferred;
- viii. If a participant has been placed in employment by a refugee provider (Direct or Self Placement) in the same program year, that participant cannot be entered as a Direct Job Placement; and
- ix. Pursuant to 20 CFR 652.3, staff must ensure the O*NET code used for a specific job opening matches the job description. If no match can be found, staff must use the title the employer or third party agency provided. Only one O*NET code may be used per job order. Placement into job openings that do not match the description in the job order or O*NET code is not permitted.

The SFWIB requires that the above steps ii through ix be completed in sequential order and by the same center location. Failure to comply with this requirement will result in the placement being disallowed. If a placement is disallowed that placement will be removed from the CSSF Balance Scorecard Performance Requirement (Attachment 3 of Exhibit A, Statement of Work) and all other SFWIB Reports.

A WP DJP includes a Wagner-Peyser (WP) Job Development Placement. Title 20 Part 651.10 of the Code of Federal Regulations provides that a job development means the process of securing a job interview with a public or private employer for a specific applicant for whom the local office has no suitable opening on file.

If there is no suitable opening on file in the job bank system, staff should make job development attempts (contacts) on behalf of the jobseeker. The job development attempt should be recorded on the jobseeker's activity service plan in EMD/EM. Job development attempts should be documented on the jobseeker's case notes screen by listing the employer's name.

If staff later learns that the jobseeker was hired on the job to which a job development attempt was made, then the staff person should write a job order and take credit for the placement. Once the job order is written to reflect the hire, it must be matched against the job development referral that was previously entered on the jobseeker's services screen.

Data Source: The data will be obtained from EMD/EM. EMD/EM Service Codes: 750, 752, 753, 754, 760, 762, 764, 766, 770, 772, 774, 776, 780, 850, 852, 854, 856, 860, 862, 864, 866, 870, 872, 874, and 879.

Note: A DJP for Payment is referred as a Direct Employment

3) *Conditions of Job Placements (OE or DJP)*

Conditions of Job Placements (OE or DJP) are defined in the **Payment Provisions (Exhibit D)**.

4) *Types of DJP (Direct Job Placement)*

i. *Universal*

A Universal DJP refers to a WP jobseeker, fully registered in EMD/EM, that secures a job placement by meeting the federal definition for a "Direct Job Placement," it is not a WIOA enrolled participant and does not meet the criteria for any of the other seven types of DJP. The WP DJP must be recorded in EMD/EM during the reporting period. The WP referral create date must be on or prior to the employment start date.

Note: If the DJP is a WP Job Development, then the job development contact (activity code 123) must be on or prior to the hire date. A center may not exceed more than thirty-two percent (32%) of their monthly DJP number in this category. All placements entered in a given quarter that exceed the maximum number in one of the above mentioned categories will be counted for performance measures only and NOT for payment.

Data Source: The data will be obtained from EMD/EM WP.

ii. *WIOA Individualized Adult/Dislocated Worker (DW)*

A WIOA Individualized Adult or DW DJP refers to an eligible fully registered WIOA Adult or DW Participant in EMD/EM that secures a DJP with the WP referral creation date established after the WIOA eligibility/enrollment date. Additionally, the hire date and referral create date and/or the WIOA eligibility/enrollment dates do not occur on the same date. The WP DJP result date must be recorded in EMD/EM WIOA during the WIOA participation period before the program's exit. The referral and placement must be to a full-time job greater than 150 days in duration.

Note: If the DJP is a WP Job Development, then the WIOA eligibility/enrollment date must be prior to the job development contact (activity code 123).

Data Source: The data will be obtained from EMD/EM WP and WIOA.

iii. *WIOA Individualized Jobseekers with Disabilities*

A WIOA Individualized Jobseeker with a Disability refers to an eligible fully registered WIOA Adult or DW Participant that is identified in EMD/EM to have a disability and secures a DJP with the WP referral creation date established after the WIOA eligibility/enrollment date. Additionally, the hire date and referral create date and/or the WIOA eligibility/enrollment dates do not occur on the same date. The WP DJP result date must be recorded in EMD/EM WIOA during the WIOA participation period before the program's exit. The referral and placement must be to a full-time job greater than 150 days in duration.

Note: If the DJP is a WP Job Development, then the WIOA eligibility/enrollment date must be prior to the job development contact (activity code 123).

Data Source: The data will be obtained from EMD/EM WP and WIOA.

iv. ***WIOA Individualized Veterans or Ex-Offenders***

A WIOA Individualized Veteran or Ex-Offender refers to an eligible fully registered WIOA Adult or DW Participant that is identified in EMD/EM as a Veteran or an Ex-Offender and secures a DJP with the WP referral creation date established after the WIOA eligibility/enrollment date. Additionally, the hire date and referral create date and/or the WIOA eligibility/enrollment dates do not occur on the same date. The WP DJP result date must be recorded in EMD/EM WIOA during the WIOA participation period before the program's exit. The referral and placement must be to a full-time job greater than 150 days in duration.

Note: If the DJP is a WP Job Development, then the WIOA eligibility/enrollment date must be prior to the job development contact (activity code 123).

Data Source: The data will be obtained from EMD/EM WP and WIOA.

v. ***WIOA Individualized Reemployment Assistance (RA) Claimant or Homeless Person (HP)***

A WIOA Individualized Reemployment Assistance (RA) Claimant refers to an eligible fully registered WIOA Adult or DW Participant that is identified in EF or the State RA system as a recipient of Reemployment Assistance and secures a DJP with the WP referral creation date established after the WIOA eligibility/enrollment date. Additionally, the hire date and referral create date and/or the WIOA eligibility/enrollment dates do not occur on the same date. A Homeless Person refers to an eligible WIOA Adult that is identified in EMD/EM as meeting the United States Department of Housing and Urban Development's definition of a Chronically Homeless Person at the time of registration and secures a DJP with the WP referral creation date established after the WIOA eligibility/enrollment date. Additionally, the hire date and referral create date and/or the WIOA eligibility/enrollment dates do not occur on the same date. The WP DJP result date must be recorded in EMD/EM WIOA and occur within six (6) months of the WIOA application date. The referral and placement must be to a full-time job greater than 150 days in duration.

Note: If the DJP is a WP Job Development, then the WIOA eligibility/enrollment date must be prior to the job development contact (activity code 123).

Data Source: The data will be obtained from EMD/EM WP and WIOA.

vi. ***WIOA Individualized TANF/Career Advancement Program (CAP) or Supplemental Nutrition Assistance Program (SNAP)***

A WIOA Individualized TANF/Career Advancement Program (CAP) or Supplemental Nutrition Assistance Program (SNAP) DJP refers to an eligible fully registered WIOA Adult or DW Participant that is identified in OSST as a CAP or SNAP participant and secures a DJP with the WP referral creation date established after the WIOA eligibility/enrollment date.

Additionally, the hire date and referral create date and/or the WIOA eligibility/enrollment dates do not occur on the same date. The WP DJP result date must be recorded in EMD/EM WIOA during the WIOA participation period before the program's exit. The referral and placement must be to a full-time job greater than 150 days in duration.

Note: If the DJP is a WP Job Development, then the WIOA eligibility/enrollment date must be prior to the job development contact (activity code 123).

Data Source: The data will be obtained from EMD/EM WP, EMD/EM WIOA, OSST CAP, and OSST SNAP.

Criteria for a WIOA Individualized TANF/CAP DJP: Employment information shall also be recorded in OSST and the hire date must be after a full month of CAP mandatory participation period before the CAP program's closure and during the reporting period. If the placement occurs during the first month in CAP, at least one hour of participation must be recorded in OSST.

Criteria for a WIOA Individualized SNAP DJP: SNAP participants with an employment hire date on or after being actively engaged in a qualifying SNAP component with at least one JPR hour recorded in OSST during the reporting period. Employment information shall also be recorded in OSST.

vii. *Training Related Milestones/Placements*

A Training Related Milestones/Placements is defined as the successful completion of an approved training program with a contracted training vendor. Milestones consist of a participant achieving any of the following:

- Program Completion
- Credential Attainment (earning one of the following):
 - Diploma
 - Post-Secondary Educational Certificate
 - College Degree
- Training Related Milestone/Placement payments will be paid as follows:
 - Program completion-Twenty percent (20%) of total placement category payment amount (cost per placement) at the time of completion.
 - Credential Attainment-Thirty percent (30%) of remaining balance of placement category.
 - Job Placement in a full-time job (a minimum of thirty (30) hours per week and greater than 150 days in length and related to the course of study as defined by O*NET Code)
 - Remaining unpaid balance for placement category less than 90 days or greater than 90 days as applicable.
 - Job Placement in a full-time job (a minimum of thirty (30) hours per week and greater than 150 days in length and **NOT** related to the course of study) - The Universal Placement Rate after the first quarter.

B. CSSF BALANCED SCORECARD PERFORMANCE REQUIREMENT

1) *Training Completion Rate*

Training Completion Rate reflects the number of WIOA, Trade Adjustment Assistance (TAA), and CAP participants who completed training in WFMS divided by the number of participants who enrolled in training in WFMS and received a training voucher that was paid with a completion or any of the closure reasons.

A training account with a paid training voucher and one of the following completion reasons "Never Attended (NE), Training Program Transfer (TT), or Cancelled Enrollment (CE)" shall be in the denominator as follows:

- NE – If a training account ends with completion reason of NE and the participant received a training voucher that was paid for by the same training account, then the training account shall be calculated in the denominator.
- TT – If a training account ends with completion reason of TT and the participant is not enrolled in training on or after the actual end date of the transfer, then the training account shall be calculated in the denominator.
- CE – if a training account ends with completion reason of CE and the participant has any paid or outstanding training related voucher(s), then the training account shall be included in the denominator.

The total # of participants who completed training in WFMS with a paid training voucher.

Divided by total # of participants who show a completion or any of the closure reasons with a paid training voucher.

Data Source: The data on the completion of the training is collected and analyzed using WFMS.

2) *Training Related Placements Rate*

Training Related Placement Rate reflects number of participants who completed training, obtained employment and have been placed in a training related occupation within 180 days of training completion divided by the number of participants who completed training and were placed within 180 days of training completion during the reported period.

The total # of participants who completed training, obtained employment and have been placed in training related occupation within 180 days of training completion during the reported period.

Divided by the total # of participants who completed training and obtained employment within 180 days of training completion during the reported period.

Data Source: Training completion and training occupational codes are collected and analyzed using WFMS. The placement information and occupational codes (O*Net) codes are obtained from EMD/EM and WFMS systems. The O*Net codes are used to map the training occupations with the placement occupations.

3) *Credential Attainment*

The Credential Attainment reflects the percentage of participants enrolled in an education or training program (excluding those in OJT and customized training) who either: (1) is enrolled in training during the reporting period to obtain a recognized postsecondary credential during the program OR (2) is enrolled in a secondary education program to obtain a secondary school diploma or its recognized equivalent during the program or in an education or training program leading to a recognized postsecondary credential.

The total # of participants who are enrolled in training during the reporting period to obtain a recognized postsecondary credential.

Divided by the total # of participants who participated in postsecondary education.

Data Source: The data will be obtained from EMD/EM and WFMS.

4) *Measurable Skill Gains (MSG)*

The Measurable Skill Gains reflect a real-time, non-exit-based indicator designed to measure in progress skill gains made by participants enrolled in education and training programs. The MSG indicator is calculated by determining the percentage of participants who, during a program year, are in an education or training program that leads to a recognized postsecondary credential or employment during a program year.

The total # of participants who have a documented MSG outcome within the appropriate training service.

Divided by the total # of participants who, during any point in the program year, are enrolled in an education or training program that leads to a recognized postsecondary credential or employment are included in the denominator.

Data Source: The data will be obtained from EMD/EM.

5) *Training Enrollments Rate*

Training Enrollments Rate reflects the number of WIOA eligible participants enrolled and attended in qualified WIOA ITAs, On-the Job Training (OJT), and Paid Work Experience (PWE) in EMD/EM and WFMS for the reporting period.

Data Source: The data will be obtained from EMD/EM and WFMS.

6) *CAP All Family Participation Rate*

CAP All Family Participation Rate reflects the total number of families (mandatory participants) receiving TANF including a work eligible adult or minor head-of-household who is engaged in work activity for the month divided by the total number of mandatory participants receiving Temporary Cash Assistance (TCA).

The total # of CAP mandatory participants engaged in a Federal allowable countable activity.

Divided by the total # of CAP mandatory participants receiving TCA.

Data Source: The data shall be obtained from the OSST.

7) ***Career Advancement Program (CAP) Entered Employment Rate (EER)***

Career Advancement Program (CAP) Entered Employment Rate (EER) reflects the number of all CAP mandatory cases that close with employment divided by the total number of closures within the reporting period.

The total # of all mandatory cases that close with employment.

Divided by the total # of mandatory cases that close within the reporting period.

Data Source: The data shall be obtained from the OSST system.

8) ***Wagner Peyser (WP) Entered Employment Rate (EER)***

Wagner Peyser (WP) Entered Employment Rate (EER) reflects the number of all Wagner-Peyser participants unemployed at enrollment that were placed at exit divided by all the WP participants unemployed at enrollment that have exited. Exits are defined as participants who have not had a service within three (3) months from the last reportable service.

The total # of all WP participants placed at exit.

Divided by the total # of all WP participants who exit.

Data Source: The data shall be obtained from the EMD/EM WP.

9) ***WIOA Adult and Dislocated Worker Entered Employment Rate (EER)***

WIOA Adult and Dislocated Worker Entered Employment Rate (EER) reflects the percent of those WIOA Adult and Dislocated Worker participants unemployed at registration and placed at exit divided by all the Adult and Dislocated Worker participants unemployed at registration who exit.

The total # of all Adult participants placed at exit.

Divided by the total # of Adult and Dislocated Worker participants who exit.

Data Source: The data shall be obtained from the EMD/EM WIOA.

10) ***Short-term Veterans Entered Employment Rate (EER)***

Short-term Veterans Entered Employment Rate (EER) reflects the number of exiting Veterans who were placed in EMD/EM in the 90 days following their exit date divided by the number of Veteran participants who were unemployed at their date of participation and were exited after 90 days.

The total # of exiting Veterans who were placed within 90 days of the exit date.

Divided by the total # of Veteran participants who were unemployed at their date of participation and were exited after 90 days.

Data Source: The data shall be obtained from the EMD/EM.

11) *Employers Served (Employer Penetration Rate)*

Employers Served (Employer Penetration Rate) reflects the total number of new employers that have received (for the first time during the program year for the Region) at least one of the following levels of service and recorded in EMD/EM:

- Level 1 (Highest Service Level): Includes services such as pre-screening; job orders; veteran services; customized training; job referrals/placements, job fairs; on-site workshops for recruitment/retention.
- Level 2 (Mid-Level Services): Includes services such as referrals of qualified applicants; work readiness certifications; employer notifications of potential applicants.
- Level 3 (Lowest Level of Service): Includes services such as employer contacts; promotional calls; providing information packages; business incentive information.

Data Source: The data will be obtained from EMD/EM WP.

12) *Employers Served with Level I Services*

Employers Served with Level I Services reflects the total number of the new employers that have received a Level I Service that is recorded in EMD/EM for the first time during the Program Year (PY) for the Region.

Data Source: The data will be obtained from EMD/EM WP.

13) *Jobs Openings Filled Rate*

Jobs Openings Filled Rate reflects the number of (staff and employer initiated job openings filled) from the job orders in the Job Order Index measure divided by the total number of (staff and employer initiated job openings) in the job orders. The job orders to be excluded in the measure are those on hold or still open.

The total # of job openings filled in the job orders.

Divided by the total # of job openings in the job orders.

Data Source: The data will be obtained from the EMD/EM system.

14) *Referral Job Skills Match Average*

Referral Job Skills Match Average reflects the average number of the jobseekers' skills that match the skills requested in the job order. This applies to all staff issued referrals during the reporting period.

Data Source: The data will be obtained from the EMD/EM system.

15) *Employment (Obtained Employment and Direct Job Placements)*

Employment (Obtained Employment and Direct Job Placements) reflects the total number of Direct Job Placements (DJP) and Obtained Employment (OE) in EMD/EM during the reporting period.

Data Source: The data will be obtained from EMD/EM.

16) *Employed 1st Quarter After Exit*

Employed 1st Quarter After Exit reflects the number of WIOA participants who exit and are employed in the first quarter after exiting. It is divided by the number of WIOA participants who exit during the reported period.

The total number of WIOA participants who obtained employment at the 1st Quarter mark, post exit.

Divided by the total # of WIOA participants who exit during the reporting period.

Data Source: EMD/EM, Work Number, Wage Credit.

17) *Employed 2nd Quarter After Exit*

Employed 2nd Quarter After Exit reflects the number of WIOA participants who exit and are employed in the second quarter after exiting. It is divided by the number of WIOA participants who exit during the reported period.

The total number of WIOA participants who obtained employment at the 2nd Quarter mark, post exit.

Divided by the total # of WIOA participants who exit during the reporting period.

Data Source: EMD/EM, Work Number, Wage Credit.

18) *Employed 3rd Quarter After Exit*

Employed 3rd Quarter After Exit reflects the number of WIOA participants who exit and are employed in the third quarter after exiting. It is divided by the number of WIOA participants who exit during the reported period.

The total number of WIOA participants who obtained employment at the 3rd Quarter mark, post exit.

Divided by the total # of WIOA participants who exit during the reporting period.

Data Source: EMD/EM, Work Number, Wage Credit.

19) *Employed 4th Quarter After Exit*

Employed 4th Quarter After Exit reflects the number of WIOA participants who exit and are employed in the fourth quarter after exiting. It is divided by the number of WIOA participants who exit during the reported period.

The total number of WIOA participants who obtained employment at the 4th Quarter mark, post exit.

Divided by the total # of WIOA participants who exit during the reporting period.

Data Source: EMD/EM, Work Number, Wage Credit.

20) *Average Days to Employment*

Average Days to Employment is defined as the total number days it takes a jobseeker to attain employment after registering in EMD/EM. The measure will consider both Direct Job Placements and

Obtain Employment, after the WP EMD/EM registration/participation date. All hire dates shall be within the reporting period.

Data Source: The data shall be obtained from the EMD/EM systems.

21) *Employment /Job Placement Average Wage*

Employment/Job Placement Average Wage reflects the sum of the hourly wages of all the WP Job Placements (DJP's only) divided by the number of WP Job Placements in EMD/EM during the reporting period.

The sum of the hourly wages (DJP's only).

Divided by # of WP job placements.

Data Source: The data will be obtained from EMD/EM WP DJPs.

22) *Cost Per Placement*

Cost Per Placement reflects the total contract award earned plus the WFMS allocations (obligated and paid) and share of facilities cost divided by the total number of Job Placements.

The total contract award earned plus the WFMS allocations (obligated and paid) and share of facilities cost.

Divided by the total # of Job Placements.

Data Source: The job placement information is obtained from EMD/EM.

23) *Net Economic Benefit*

Net Economic Benefit reflects the Annual Placement Average Wage subtracted by the Cost per Placement.

(Placement Avg. Wage x 2080 hours) - (Cost per Placement) = (The Net Economic Benefit per Placement).

Data Source: The job placement information is obtained from EMD/EM.

24) *Return on the Investment*

Return on the Investment reflects the Net Economic Benefit per Placement divided by the Cost per Placement.

The Net Economic Benefit per Placement.

Divided by the Cost per Placement.

Data Source: The placement information is obtained from EMD/EM.

C. QUALITY ASSURANCE (QA) KEY INDICATORS

1) *Outreach to Jobseekers*

Outreach to Jobseekers reflects the number of jobseekers enrolled in EMD/EM with at least one (reportable) staff assisted service recorded in EMD/EM.

Data Source: The data will be obtained from the WP Incomplete Registration Report.

2) *Work Registration – Initial Assessment*

Work Registration-Initial Assessment reflects the number of jobseekers enrolled in EMD/EM with an Initial Assessment Application (IAA), and complete full registration divided by the number of jobseekers enrolled in EMD/EM with at least one staff assisted service recorded.

Data Source: The data will be obtained from the WP Incomplete Registration Report.

3) *Work Registration – EMD/EM Complete Registrations*

Work Registration-EMD/EM Complete Registrations reflects the number of fully registered jobseekers enrolled in EMD/EM with at least one recorded staff assisted service divided by the total number of jobseekers (full and partial registration) enrolled in EMD/EM with at least one staff assisted service recorded.

Note: A complete EMD/EM registration must include all of the following components; a complete and current General Information section containing a verified residential and mailing address, a valid telephone number, and e-mail address.

Data Source: The data will be obtained from the WP Incomplete Registration Report.

4) *Quality of Jobseeker Referrals to Jobs*

Quality of Jobseeker Referrals to Jobs reflects the number of jobseekers referred to job orders EMD/EM by staff divided by the number of staff referrals made to job orders in EMD/EM.

Data Source: The data will be obtained from the WP Referral to Placement Ratio Report.

5) *Follow-up with Jobseeker Referrals to Jobs*

Follow-up with Jobseeker Referrals to Jobs reflects the number of staff issued jobseeker referrals that are “not specified” or “outstanding” in EMD/EM WP job orders divided by the number of staff referrals that result in either (“hired” or “not hired”) in EMD/EM WP job orders.

Data Source: The data will be obtained from the WP Job Order Report.

6) *Manage Exits/Follow-up*

Manage Exits/Follow-up reflects the number of jobseekers exiting EMD/EM WP with employment divided by the number of jobseekers exiting EMD/EM WP.

Data Source: The data will be obtained from the WP Soft Exit Application/Report.

7) *Manage Job Orders/Follow-up with Employers*

Manage Job Orders/Follow-up with Employers reflects the number of EMD/EM WP job orders that are "Expired, Fully Referred, or on Hold" and the total number of EMD/EM WP job orders that are "Open".

Data Source: The data will be obtained from the WP Job Order Report.

8) *Average Duration of Jobseekers Unemployed*

Average Duration of Jobseekers Unemployed reflects the average length of time all the WP Jobseekers were unemployed since the WP enrollment date with no job placement on its current EMD/EM Application ID history.

Data Source: The data will be obtained from the WP Incomplete Registration Report and Unemployment Tool.

9) *Manager TANF/CAP Caseload*

Manager TANF/CAP Caseload reflects the number of items met on the CAP Review Tool divided by all the items on the CAP Review Tool.

Data Source: The data will be obtained from the CAP Review Tool.

10) *Outreach to Employers Report – Employer Penetration Report*

Outreach to Employers Report-Employer Penetration Report reflects the percent increase of new employers served for the first time during the program year divided by last program year's total number of new employers served.

Data Source: The data will be obtained from the Employer Penetration Report.

11) *Supplemental Nutrition Assistance Program (SNAP) Engagement*

Supplemental Nutrition Assistant Program (SNAP) Engagement reflects the number of SNAP participants referred by Department of Children and Families (DCF) that are assigned to countable activities and have a minimum of one JPR hour logged in OSST.

Data Source: The data will be obtained from OSST.

FINANCIAL CLOSEOUT PROCEDURES

I. Purpose

The purpose of this procedure is to document and provide guidance to Contractors and the SFWIB's staff on the required process to close out contracts at the expiration or termination date.

II. Policy

- A. The Contractor shall complete and submit a Financial Closeout for each contract on or before thirty (30) calendar days after the Contract expires, or upon termination of the Contract. For example, if the contract expires June 30, the Financial Closeout will be due to the SFWIB on or before July 30.
- B. If the Contractor's Final Expenditure Report indicates that payments were made to the Contractor in excess of the actual costs of providing contracted services or if the actual expenditures surpass the budgeted amount, the Contractor shall refund the difference to the SFWIB within thirty (30) calendar days of SFWIB's notification of overpayment. If the Contractor does not timely repay the difference, the Contractor shall pay the SFWIB the maximum lawful rate of interest allowed in the state of Florida on the outstanding amount.
- C. The following required Financial Closeout documents shall be submitted by the Contractor:
 - 1. Final Expenditure Report (**Enclosure 1**).
 - 2. Year to Date Reconciliation between specified line items in (**Enclosure 2**) by fund and actual expenditures by line item.
 - 3. Year to Date General Ledger for the SFWIB's expenditures only.
 - 4. Indirect Cost Reconciliation.
- D. Upon the request of the Contractor, the SFWIB's accountant shall provide technical assistance to the SFWIB on completing the Financial Closeout.
- E. The Contractor shall complete and submit to SFWIB an annual fiscal audit report within six (6) months after the end of the fiscal year and in compliance with 2 CFR Chapter II, Subpart F, §200.512(a).

III. Procedure

A. **Salaries/Wages**

The Contractor's staff persons may be paid for absences (vacations, sick leave, etc.), if such a provision for payment is included in the Contractor's personnel policies and procedures manual that was submitted as part of the operational documents. The Contractor is encouraged to allow staff to take time off rather than issue payment for leave time.

The Contractor's staff persons may be paid for unused vacation time upon termination from the program. This payment shall be charged to staff salaries unless such payment, when added to the total salary, exceeds the maximum salary established in the operating budget.

B. **Insurance**

The Contractor shall keep in force all insurance policies, which are applicable to its program(s).

C. Professional Service, Sub-Contract & Rental Agreements

Within thirty (30) days following the end of the Contract, the Contractor shall cancel all of the following services, which will not be applicable to any future contract with the SFWIB:

1. All professional service agreements and sub-contract agreements paid by funds generated from this Contract;
2. All rental contracts associated with office space, equipment, and/or vehicles and maintenance contracts which are paid with funds generated from this Contract; and
3. All utility services associated with the operation of Contractor's program (i.e. telephone, electricity, water) paid by funds generated from this Contract.

D. Completion of Financial Closeout

1. **Final Expenditure Report (Enclosure 1):**

The Contractor shall submit an actual expenditure report within thirty (30) days following the end of the Contract. This report must reflect:

- A summation of the cumulative expenditures incurred by the Contractor for providing the contracted services.
- A summation of the cash reimbursements and credits received by the Contractor for providing the contracted services.
- The difference between the approved expenditures and the reimbursements received by the Contractor. This difference will reflect either an amount that is due and payable to the Contractor or an overpayment that the Contractor received that is due and payable to the SFWIB.

2. **Year to Date Reconciliation between specified categories by fund, budget line item and actual expenditures (Enclosure 2):**

Actual expenditures billed to the SFWIB should be equal to or less than line item budget. The SFWIB Year to Date General Ledger must be submitted as supporting documentation with the closeout package.

3. **Indirect Cost Reconciliation:** (Enclosure 2) The Contractor shall complete the indirect cost reconciliation by comparing the indirect costs charged to the actual indirect cost paid. Refunds may be requested for overages.

E. The SFWIB's Accountant Responsibility

The SFWIB's accountant assigned to the contract will provide the Contractor with technical assistance to complete the Financial Closeout, upon request.

The SFWIB's accountant will perform the following functions:

1. Verify that all required enclosures are completed accurately, signed and dated.
2. Verify the Contractor's total expenditure against the financial records and the budget amounts to confirm there are no overages.

FINAL EXPENDITURE REPORT

Contractor Name: _____	Prepared By: _____
Program Name: _____	Index Code: _____

CUMMULATIVE PROGRAM EXPENDITURES

Year to Date Expenditures Approved by the SFWIB (from Payment Requests)	\$ -
	\$ -
Purchases made by the SFWIB on behalf of the Contractor	\$ -
Less: Year to Date Late Invoicing Amount	\$ -
Total Expenditures	\$ -

CUMMULATIVE PAYMENTS

Year to Date Cash Payments Received from the SFWIB for	\$ -
Purchases made by the SFWIB on behalf of the Contractor	\$ -
Total Payments	\$ -

BALANCE DUE TO CONTRACTOR (if not applicable enter zero)	\$ -
or	
BALANCE DUE FROM CONTRACTOR (if not applicable enter zero)	\$

Please detail any balance(s) due from Contractor by invoice packages: _____

Pursuant to the terms of this Contract between the Contractor listed above and the SFWIB, and in consideration of the total amounts earned and paid to the Contractor for performance, which equals \$ _____ the Contractor remises, releases, and discharge the SFWIB, its officers, agents, and employees, of and from all liabilities, obligations, claims, and demands whatsoever under or arising from this Contract. **The Contractor's submission of the Financial Closeout Package is a complete release and waiver of any and all liability, claims or causes of action that allegedly resulted from engagement of and/or performance under this Contract and acknowledges the SFWIB has fully performed and satisfied any and all of its obligations due under this Contract.**

By signing this report, I certify to the best of my knowledge and belief that the report is true, complete and accurate and the expenditures, disbursements and cash receipts are for the purposes and objectives set forth in the terms and conditions of the federal award. I am aware that any false, fictitious, or fraudulent information or the omission of any material fact, may subject me to criminal, civil or administrative penalties for fraud, false statements, false claims or otherwise.

Name of Official Authorized to Sign the Contract

Signature of Official Authorized to Sign the Contract /Date

CLOSEOUT RECONCILIATION CAREER CENTER PROVIDER

	1	2	3	4	5	6	7
	Budget Original	Budget Adjustment	Budget Revised*	Actual Expenditures	Difference (3-4)	General Ledger	Difference (6-4)
WIA							
Programmatic							
Salary	\$ -	-	-	\$ -	-	\$ -	-
Fringe Benefits	\$ -	-	-	\$ -	-	\$ -	-
Participant Cost	\$ -	-	-	\$ -	-	\$ -	-
Other Specified Costs	\$ -	-	-	\$ -	-	\$ -	-
Indirect Cost	\$ -	-	-	\$ -	-	\$ -	-
Profit	\$ -	-	\$ -	\$ -	-	\$ -	-
Total	\$ -	-	\$ -	\$ -	-	\$ -	-
Administrative							
Salary	\$ -	-	-	\$ -	-	\$ -	-
Fringe Benefits	\$ -	-	-	\$ -	-	\$ -	-
Participant Cost	\$ -	-	-	\$ -	-	\$ -	-
Other Specified Costs	\$ -	-	-	\$ -	-	\$ -	-
Indirect Cost	\$ -	-	-	\$ -	-	\$ -	-
Profit	\$ -	-	\$ -	\$ -	-	\$ -	-
Total	\$ -	-	\$ -	\$ -	-	\$ -	-

<u>WIDR</u>										
<u>Programmatic</u>										
Salary	\$	-	\$	-	-	\$	-	-	\$	-
Fringe Benefits	\$	-	\$	-	-	\$	-	-	\$	-
Participant Cost	\$	-	\$	-	-	\$	-	-	\$	-
Other Specified Costs	\$	-	\$	-	-	\$	-	-	\$	-
Indirect Cost	\$	-	\$	-	-	\$	-	-	\$	-
Profit	\$	-	\$	-	\$	-	\$	-	\$	-
Total	\$	-	\$	-	\$	-	\$	-	\$	-
<u>Administrative</u>										
Salary	\$	-	\$	-	-	\$	-	-	\$	-
Fringe Benefits	\$	-	\$	-	-	\$	-	-	\$	-
Participant Cost	\$	-	\$	-	-	\$	-	-	\$	-
Other Specified Costs	\$	-	\$	-	-	\$	-	-	\$	-
Indirect Cost	\$	-	\$	-	-	\$	-	-	\$	-
Profit	\$	-	\$	-	\$	-	\$	-	\$	-
Total	\$	-	\$	-	\$	-	\$	-	\$	-
<u>Grand Total</u>	\$	-	\$	-	\$	-	\$	-	\$	-

WTS

Programmatic

Salary	\$	-	\$	-	\$	-	\$	-
Fringe Benefits	\$	-	\$	-	\$	-	\$	-
Participant Cost	\$	-	\$	-	\$	-	\$	-
Other Specified Costs	\$	-	\$	-	\$	-	\$	-
Indirect Cost	\$	-	\$	-	\$	-	\$	-
Profit	\$	-	\$	-	\$	-	\$	-
Total	\$	-	\$	-	\$	-	\$	-

Administrative

Salary	\$	-	\$	-	\$	-	\$	-
Fringe Benefits	\$	-	\$	-	\$	-	\$	-
Participant Cost	\$	-	\$	-	\$	-	\$	-
Other Specified Costs	\$	-	\$	-	\$	-	\$	-
Indirect Cost	\$	-	\$	-	\$	-	\$	-
Profit	\$	-	\$	-	\$	-	\$	-
Total	\$	-	\$	-	\$	-	\$	-
<u>Grand Total</u>	\$	-	\$	-	\$	-	\$	-

FSH (July to Sept)

Programmatic

Salary	\$	-	\$	-	\$	-	\$	-
Fringe Benefits	\$	-	\$	-	\$	-	\$	-
Participant Cost	\$	-	\$	-	\$	-	\$	-
Other Specified Costs	\$	-	\$	-	\$	-	\$	-
Indirect Cost	\$	-	\$	-	\$	-	\$	-
Profit	\$	-	\$	-	\$	-	\$	-
Total	\$	-	\$	-	\$	-	\$	-

Administrative

Salary	\$	-	\$	-	\$	-	\$	-
Fringe Benefits	\$	-	\$	-	\$	-	\$	-
Participant Cost	\$	-	\$	-	\$	-	\$	-
Other Specified Costs	\$	-	\$	-	\$	-	\$	-
Indirect Cost	\$	-	\$	-	\$	-	\$	-
Profit	\$	-	\$	-	\$	-	\$	-
Total	\$	-	\$	-	\$	-	\$	-
<u>Grand Total</u>	\$	-	\$	-	\$	-	\$	-

FSH (Oct to June)

Programmatic

Salary	\$	-	\$	-	\$	-	\$	-
Fringe Benefits	\$	-	\$	-	\$	-	\$	-
Participant Cost	\$	-	\$	-	\$	-	\$	-
Other Specified Costs	\$	-	\$	-	\$	-	\$	-
Indirect Cost	\$	-	\$	-	\$	-	\$	-
Profit	\$	-	\$	-	\$	-	\$	-
Total	\$	-	\$	-	\$	-	\$	-

Administrative

Salary	\$	-	\$	-	\$	-	\$	-
Fringe Benefits	\$	-	\$	-	\$	-	\$	-
Participant Cost	\$	-	\$	-	\$	-	\$	-
Other Specified Costs	\$	-	\$	-	\$	-	\$	-
Indirect Cost	\$	-	\$	-	\$	-	\$	-
Profit	\$	-	\$	-	\$	-	\$	-
Total	\$	-	\$	-	\$	-	\$	-
<u>Grand Total</u>	\$	-	\$	-	\$	-	\$	-

PROGRAM DESIGN AND SERVICE DELIVERY
WORKFORCE SERVICES
JULY 1, 2022– JUNE 30, 2025

I. INTRODUCTION

Workforce Services shall be provided in accordance with the Workforce Innovation and Opportunity Act (WIOA), Public Law (P.L. 113-128), Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (P.L. 104-193), Family Self Sufficiency (Chapter 414 F.S.) and all other applicable federal, state and local laws and regulations.

The Contractor shall provide services to individuals with barriers to employment which include, but are not limited to the following:

- Displaced homemakers;
- Low-income individuals;
- Indians, Alaska natives, and native Hawaiians;
- Individuals with disabilities, including youth with disabilities;
- Older individuals (age 55 and older);
- Ex-offenders;
- Homeless individuals, including homeless children and youths;
- Youth who are in or have aged out of the foster care system;
- Individuals who:
 - Are English language learners;
 - Have low levels of literacy (an individual is unable to compute or solve programs, or read, write, or speak English at a level necessary to function on the job, or in the individual's family, or in society); and
 - Face substantial cultural barriers;
- Are eligible migrant and seasonal farmworkers;
- Are within two (2) years of exhausting lifetime TANF eligibility;
- Are single parents (including single pregnant women);
- Are long-term unemployed individuals (unemployed for twenty-seven (27) or more consecutive weeks); and
- Are in such other groups as the Governor of Florida determines to have barriers to employment.

II. WORKFORCE SERVICES

A. Workforce Services to Businesses

Workforce Services to businesses is a critical component of the Workforce Services delivery system. The Workforce Services provide a direct value to a business while enhancing the ability of the workforce system to achieve optimal levels of job placement and job placement assistance. The Workforce Services provided to a business shall be designed to increase the employer penetration rate, repeat business customer rate, and retention rates with the same employer while improving job development and matching processes for jobseekers. "Job Placement" shall be the main focus.

The Contractor's Employer Services staff (i.e. Employer Specialists and Placement Specialists) shall be focused on business development, major job fairs (i.e. identifying, attending, obtaining and providing space for on-site interviews and skill matching), specialized recruitments, mass hiring, promotion of business incentives including Customized Training Programs (CT), Incumbent Worker Training (IWT), On-the-Job Training (OJT), Paid Work Experience (PWE), Transitional Jobs (TJ), and Entrepreneurial and Self-Employment Training (ESET).

The Contractor's Employer Services staff shall interact with the business community to address its current and anticipated labor needs, educate the business community about the services available through the SFWIB, and continually assess said needs for timely service delivery.

The Contractor's Employer Services staff shall partner with and/or join economic development agencies, chambers of commerce, industry focus groups, major job fairs, promotion of IWT, CT and implement the SFWIB's Strategic Plan.

1. The Contractor shall:
 - a. Conduct outreach and provide employer services to new (not served within current program year) businesses to increase employer penetration rate;
 - b. Conduct outreach and provide employer services to existing businesses to increase the repeat business customer rate;
 - c. Enter employer contact information into Salesforce and record all services provided to employers in Employ Miami-Dade (EMD)/Employ Monroe (EM), the Customer Relationship Management (CRM) system, and other systems as designated by the SFWIB;
 - d. Submit a Salesforce survey business plan to the SFWIB/CSSF Business Services Unit before the end of the first quarter of the program year;
 - e. Ensure that the designated CareerSource center staff develop job placement opportunities for jobseekers and converts these opportunities into job orders;
 - f. Ensure the center director and staff provides services to businesses in a professional manner, while utilizing the highest standards of ethics. Said services shall be appropriate and delivered timely under the direction and supervision of the center director;
 - g. Participate in Salesforce training and webinars;
 - h. Send a Salesforce survey to each employer serviced utilizing the procedures as outlined on the Salesforce website;
 - i. Submit progress reports on survey activity on a quarterly basis to the SFWIB/CSSF Business Services Unit. Maintain a minimum of thirty percent (30%) employer response rate to surveys;
 - j. Provide customized services to meet the specific needs of each business;
 - k. Provide and maintain standardized service delivery in accordance with federal, state, and the SFWIB's policies and procedures;
 - l. Develop and coordinate training services for businesses;
 - m. Develop and coordinate community service and work experience worksites;
 - n. Develop and coordinate, at a minimum, three (3), specialized recruitments per month for businesses within the One Community One Goal (OCOG) targeted industries;
 - 1) Identify and prepare jobseekers to be job candidates by providing individualized services (i.e. work preparation activities);
 - 2) Prioritize submission of qualified candidate resumes to the SFWIB's Business Services Representative for time-sensitive special project and recruitment initiatives; and
 - 3) Develop and coordinate recruitments through the posting of job orders, conducting job fairs, providing space for on-site interviews and skill matching, etc.
 - o. Develop and coordinate opportunities for program participants through established relationships with businesses in Miami-Dade and Monroe Counties;
 - p. Provide skills testing and screen potential employees for employers through software tools to evaluate skill sets, abilities and qualifications that meet the business needs;
 - q. Job match qualified jobseekers and program participants who meet the business' minimum requirements;
 - r. Provide follow-up services to businesses to assess satisfaction with services received; document and share results with the SFWIB/CSSF Business Services Unit;
 - s. Provide leads of companies who may be interested in information on tax credits and financial incentives for available training services such as the IWT and OJT;

- t. Coordinate with staffing agencies and other organizations that provide placement services to ensure adequate employment opportunities exist for jobseekers and program participants;
 - u. Coordinate with the SFWIB's Reemployment and Emergency Assistance Coordination Team (REACT) Coordinator to conduct rapid response activities for businesses that are faced with mass lay-offs, downsizing or closing;
 - v. Provide follow-up services on job orders using EMD/EM and document a case note in the system;
 - w. Promote and develop high-skill, high-wage employment opportunities, which meet the self-sufficiency standard for the region; and
 - x. Actively engage in and promote all regional industry/business initiatives as determined by the SFWIB.
2. For other training activities the Contractor shall:
- a. Track other training services including enrollment, training progress, completion, and reimbursement information by reviewing all systems pertinent to the program funding stream;
 - b. Thirty percent (30%) is allocated to OJT training and at a minimum forty percent (40%) shall be expended on the combined expenditures for OJT and PWE/TJ;
 - c. No more than ten percent (10%) of the training dollars can be expended for PWE/TJ;
 - d. Ensure the center director fully reviews drafts of OJT agreements for accuracy, compliance, and accountability prior to execution;
 - e. Ensure OJT agreements are not initiated within thirty (30) days of contract termination; any exceptions will be at the sole discretion of the SFWIB;
 - f. Reimburse the business as set forth in the SFWIB OJT Policy (Section VIII (C) (10)) and the SFWIB's OJT Procedures. Failure to submit the required documentation will result in disallowance;
 - g. Reimburse the business at the time of completion for any CT, IWT and ESET certificates awarded as set forth in the SFWIB's policies and procedures;
 - h. Obtain the appropriate signatory for the business on all agreements, including, but not limited to, CT, IWT, OJT, PWE, and ESET as set forth in the SFWIB applicable policies and procedures;
 - i. Cooperate with the SFWIB/CSSF Business Services Unit to reconcile discrepancies and other training services-related issues;
 - j. Be solely responsible for ensuring the participant(s) is eligible for the applicable funding stream in accordance with federal and state laws, and the SFWIB's policies and procedures;
 - k. Be solely responsible for ensuring the business is eligible to enter into an SFWIB-funded agreement in accordance with federal and state laws, and the SFWIB's policies and procedures;
 - l. Be solely responsible for payment to the business with whom the agreement was entered into by the Contractor; in the event the Contractor refers ineligible program participants to any SFWIB-funded OJT, IWT, TJ, CT, PWE, or ESET agreement; and
 - m. Be solely responsible for payment to the business with whom the agreement was entered into by the Contractor, if the Contractor fails to enter the required participant information into the appropriate Management Information Systems (MIS) for the SFWIB-funded OJT, IWT, CT, TJ, PWE, or ESET agreements.

B. Workforce Programs

1. Wagner-Peyser (WP)

The Wagner-Peyser Act of 1933, as amended by WIOA, stipulates specific guidelines regarding the registration of jobseekers and the provision of services to employers. WP employment services are based upon the general concept that the basic purpose of these services is to bring jobseekers and employers together to find suitable employment matches. The Contractor shall:

- a. Make available labor exchange services to all employers and jobseekers including, but not limited to, Re-employment Assistance (RA) claimants, veterans, migrant and seasonal farm workers and individuals with disabilities.
- b. Be responsible for the management of Florida Department of Economic Opportunity (DEO) staff as per **Article IV, Section B-SFWIB Assigned Staff of Exhibit A, Statement of Work**.
- c. Ensure that DEO staff provide and document service delivery to all jobseekers and employers regardless of the ability to meet wage and placement requirements. All jobseekers are entitled to a basic level of services.
- d. Submit the WP Complaint Resolution System Log, EMD/EM Center Referral to Placement Ratio Report, and EMD/EM Soft Exits Report by the 10th of each month to the Adult Programs Unit (**See Exhibit E, Reporting Requirements**).
- e. Have a Migrant Seasonal Farm Workers (MSFW) Outreach Worker at Career centers where ten percent (10%) or more of the jobseeker population are MSFW. The MSFW Outreach Worker is responsible for the provision of MSFW services, the submission of MSFW Reports Log of Daily Activities and the MSFW Monthly Report by the 5th day of the following month to the Monitor Advocate.
- f. Be responsible for the provision of Reemployment Services and Eligibility Assessment services (RESEA) as follows:
 - 1) The RESEA program is designed to help RA beneficiaries find jobs in an effort to shorten the duration of claims and lead to fewer erroneous payments, resulting in savings to the RA Trust Fund and Employer Taxes. RESEA Claimants require staff assistance.
 - 2) The Contractor shall provide documented service delivery to all RESEA participants. Staff will schedule appointments and conduct individual and in-person reemployment assessments as per applicable federal, state and SFWIB program guidelines, policies and procedures.
- g. Be responsible for the provision of the Veterans Employment Services program as follows:
 - 1) Provide priority services to veterans, especially disabled veterans, and develop linkages with other agencies to promote employment opportunities for veterans, in accordance with **Article V, Section T-Veterans' Priority Provisions** of this Contract. The Contractor shall submit the Manager's Report on Services to Veterans by the 5th day of the first month of each quarter to Adult Programs Unit (**See Exhibit E, Reporting Requirements**).
 - 2) Promote the Military Family Employment Advocacy Program, which provides military spouses and their families with career services to assist them when there is a service member on active duty with the armed forces and refers eligible program participants to the Area's Military Family Employment Program Advocate.
- h. Intake and eligibility for services shall be conducted before receipt of basic, individualized, and follow-up services. Each of these services shall be made available to eligible jobseekers. The Contractor shall provide these jobseeker services following the **Talent Development Flow Process (set forth in Attachment 1 of Exhibit A, Statement of Work)** as follows:
 - 1) **Intake**
 Intake is the collection of required documentation from jobseekers. The intake process includes, but is not limited to:
 - a) General orientation: provides the jobseeker with information pertaining to the services that are provided at the centers.
 - b) Initial application: basic demographic and background information is collected; it also identifies employment barriers and specifies skill levels and gaps in specific areas. The initial application is accessible to the jobseeker through the kiosk. All new registrations should be via the kiosk and include the creation of an electronic case file.
 - c) Complete EMD/EM registration must include all of the following components: a complete and current general information section containing a verified residential and mailing address, a

valid telephone number, and e-mail address. The jobseekers must also have been assigned an occupation title and occupation code (O*NET code). Additionally, staff must complete the background wizard section to include the education profile, the employment history with previous hourly wages, and O*NET code. To complete the registration, the jobseeker must have an active/online résumé that is viewable to employers, with a valid telephone number and e-mail address.

- d) Literacy, numeracy, and skills testing will be determined using an assessment approved by the SFWIB.

2) Eligibility of Services

The Eligibility of Services is the determination of whether an individual is eligible to receive assistance under WIOA. Eligibility of Services is made upon reviewing documents collected during intake and shall be used to assist staff in determining if the participant is eligible for enrollment under WIOA. Staff should use all available resources to reduce the amount of information requested from the participant to determine eligibility (i.e. Suntax or Public Assistance Records). Referral to services shall ensure emphasis is placed on identifying barriers to employment, opportunities to improve skills and ways to acquire credentials and assist in the development of career pathways for talent pipelines, which results in better job candidates and employment outcomes.

The Contractor shall determine eligibility for each of the SFWIB-funded programs (i.e. WIOA and TANF). The Contractor shall only have SFWIB Workforce Programs Eligibility certified (trained and approved by the SFWIB) staff conduct Workforce Programs' Eligibility.

2. WIOA

The Workforce Programs to be provided shall be in accordance with WIOA. WIOA supersedes the Workforce Investment Act of 1998 and amends the Adult Education and Family Literacy Act, the Wagner-Peyser Act, and the Rehabilitation Act of 1973. WIOA strategically coordinates the core federally funded programs for skill development. Specifically, 1) the Department of Labor administers employment and training services for adults, dislocated workers, and WP employment services that are funded through formula grants to states; and 2) the Department of Education (DoED) administers adult education, literacy programs and Vocational Rehabilitation state grant programs that assist individuals with disabilities obtain employment.

In addition, WIOA authorizes other programs administered by DoED and the Department of Health and Human Services for specific vulnerable populations, including the Job Corps, YouthBuild, Indian and Native Americans, and Migrant and Seasonal Farmworker programs. WIOA is designed to help jobseekers access employment, education, training, and support services to succeed in the labor market and to match employers with the skilled workers they need to compete in the global economy. The Contractor shall:

- a. Provide a continuum of services to adults and dislocated workers that, depending on the needs of the participant, may require varying levels of individualized career services and follow-up activities. CareerSource centers are required to conduct regular follow-up activities prior to the second and fourth quarter after the participant exits. Availability of funds, in conjunction with an individual's needs and eligibility guidelines, shall determine the appropriate combination of services to provide to individuals.
- b. Be responsible for the WIOA eligibility determination and verification, collection of the required supporting documentation, completion and submission of all necessary eligibility documents and maintenance of documentation.
- c. Utilize the WIOA Adult/National Emergency Reserve (NER) funds as part of the WIOA Adult employment and training services/activities following the WIOA Adult Program policies and procedures, if funds are allocated.
- d. Utilize the WIOA Dislocated Worker/Rapid Response Supplement in order to address rising unemployment rates and increased demands for assistance and training, following the WIOA Dislocated Workers policies and procedures.

Ensure that a center representative works with Workforce Development Area 23's (Area 23) REACT Coordinator and, when necessary, is on-site at the scheduled date and time to provide the affected employees with the necessary information about services available. The REACT assists workers who have been or will

be dislocated from their jobs due to a business or plant closure, a major employer downsizing, natural disasters, such as floods, fires, hurricanes, tornadoes, or other acts of nature that cause the dislocation of fifty (50) or more workers. The REACT Coordinator in Area 23 responds when notices are received under the Worker Adjustment and Retraining Notification Act or when requested by an employer.

A. WIOA Eligibility

Eligibility determination and registration shall include: (1) completed WIOA Application; (2) verification of the information provided in the application; (3) determination that the applicant meets the eligibility criteria established by WIOA and the SFWIB; and (4) entry into the EMD/EM Management Information System.

1. Adult (and NER)

All adults shall meet the WIOA Adult eligibility criteria listed below:

- a. 18 years of age or older; and
- b. Is a resident of Miami-Dade County or Monroe County; and
- c. A citizen of the United States; or an eligible non-citizen who is authorized by the U.S. Citizenship and Immigration Services; and
- d. In compliance with the Selective Service Act (only relevant for males at least 18 years of age and born after December 31, 1959); and
- e. Provide the highest grade completed; and
- f. Provide proof of veteran status, if applicable; and
- g. If employed, determined low income as defined by the SFWIB.
 - A maximum of ten percent (10%) of all WIOA new enrolled participants can be employed at participation.

h. Homeless Person (HP)

HP refers to an eligible WIOA Adult that is identified in EMD/EM as meeting the United States Department of Housing and Urban Development’s definition of a Chronically Homeless Person at the time of WIOA Application, which includes:

- A participant who resides in places not meant for human habitation, such as cars, parks, sidewalks, and abandoned buildings.
- A participant who resides in an emergency shelter.
- An unaccompanied homeless individual with a disabling condition who has either been continuously homeless for a year or more or had at least four episodes of homelessness in the past three (3) years. A disabling condition is defined as “a diagnosable substance use disorder, serious mental illness, developmental disability, or chronic physical illness or disability including the co-occurrence of two or more of these conditions.

2. Dislocated Workers (and Rapid Response)

All Dislocated Workers shall meet the WIOA Dislocated Worker eligibility criteria listed below:

- a. 18 years of age or older; and
- b. Is a resident of Miami-Dade County or Monroe County; and
- c. A citizen of the United States; or an eligible non-citizen who is authorized by the U.S. Citizenship and Immigration Services; and
- d. In compliance with the Selective Service Act (only relevant for males at least 18 years of age and born after December 31, 1959); and
- e. Provide the highest grade completed; and

- f. Provide proof of veteran status, if applicable; and
- g. Demonstrate that employment could not be obtained prior to eligibility.

In addition to the above general eligibility factors to qualify as a Dislocated Worker, an individual shall meet one or more of the following criteria:

- a. Terminated or laid off or received notice of termination or layoff, and is eligible for or has exhausted entitlements to RA formerly Unemployment Compensation (UC), and is unlikely to return to previous industry or occupation;
- b. Attached to workforce, but not eligible for or not entitled to RA, or the employer is not covered under the state UC law, and is unlikely to return to previous occupation or industry;
- c. Terminated, Laid-off or Notified of Permanent Closing of Plant or Facility, Substantial Lay-off;
- d. General announcement of facility closing, date required;
- e. Previously self-employed (including employment as a farmer, a rancher, or a fisherman), but is unemployed as a result of general economic conditions or natural disasters in the community that the individual resides; or
- f. Displaced homemaker: An individual who has been providing unpaid services to family members in the home and has been dependent on the income of another family member, but is no longer supported by that income; or is the dependent spouse of a member of the Armed Forces on active duty and whose family income is significantly reduced because of a deployment, or a call or order to active duty, or a permanent change of station, or the service-connected death or disability of the member; and is unemployed or underemployed and is experiencing difficulty in obtaining or upgrading employment;
- g. The spouse of a member of the armed forces on active duty who has experienced a loss of employment as a direct result of relocation to accommodate a permanent change in duty station of such member; or

The spouse of a member of the armed forces on active duty who is unemployed or underemployed and is experiencing difficulty in obtaining or upgrading employment.

B. WIOA Services

WIOA Services can be informational in nature or service intensive. Staff should make every attempt to enroll eligible participants in WIOA to help increase the possible options that could be available for that participant. WIOA services include, but are not limited to:

1. Labor exchange services: This service provides jobseekers with job search and placement assistance, and in appropriate cases, career counseling, which includes information on in-demand industry sectors and occupations. Additionally, these services provide jobseekers with information on non-traditional employment and specialized recruitments targeting specific occupations or industries.
2. Current Labor Market Information (LMI): Jobseekers are provided the most current LMI available in an easy to understand and readily accessible format. The information includes job vacancy listings, job skill requirements necessary to obtain the job, information relating to local opportunities and earnings, and opportunities for advancement in such occupations.
3. Information and referrals on specific programs and services available in the community: Referrals are made to and activities are coordinated with other programs and services including other service or resource partners and vendors, to provide ancillary services within the one-stop delivery system and in appropriate cases, other workforce development programs; referrals shall be done through the Universal Referral Form.
4. Information and assistance regarding filing RA: The Contractor must provide meaningful assistance to individuals seeking assistance in filing an RA claim. Meaningful assistance means: (a) providing assistance on-site using staff well trained in UC claims filing and the rights and responsibilities of claimants; or (b) providing assistance through trained and available staff, by phone or via other

technology, within a reasonable amount of time. Assistance must be made available to jobseekers who come into the CareerSource centers for assistance in filing an RA claim and jobseeker have been identified as having barriers to filing a claim without assistance, such as those individuals who have been identified as having limited English proficiency or disabilities.

5. Performance, cost information: Information about performance accountability measures and any additional performance information relating to the center's delivery system is provided in usable and understandable formats and languages.
6. Supportive service information: This service provides referrals to resources available through the SFWIB and/or the community to help reduce and/or eliminate barriers to employment. These services include: transportation, child care, dependent care, housing and needs-related payments that are necessary to enable an individual to participate in authorized activities.
7. Comprehensive Assessment: Each jobseeker who is eligible for services shall receive comprehensive and specialized assessments of their skill levels and service needs, which include diagnostic testing and in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals. This process is intended to assist participants in identifying strengths, transferable skills, interests, work values, and priorities. This comprehensive objective assessment process underlies the development of an employment plan, which serves as each participant's road map to services and should include the participant's employment goals.
8. Individual Employment Plan: An individualized employment plan will be developed to identify the employment goals, achievement objectives, and appropriate combination of services or steps for the participant to achieve employment goals. The employment plan includes information on eligible training services providers and career pathways to attain career objectives.
9. Prevocational Services (Employability Skills): Short-term prevocational services include assisting the participant in developing any the following: learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct, to prepare individuals for unsubsidized employment or training opportunities.
10. Out-of-area Job Search: This service provides jobseekers with out-of-area job search and relocation assistance.
11. Internship/Work Experience: An internship is when a participant works in an organization, sometimes without pay, in order to gain work experience or satisfy requirements for a qualification. Contractors may coordinate internship opportunities within the private for profit sector, non-profit sector, or public sectors. Regardless of the sector chosen, labor standards will apply in any work experience setting where there is an employee/employer relationship, as defined by Fair Labor Standards Act.
12. Workforce Preparation: This service includes activities, programs, or services designed to help an individual acquire a combination of basic academic, critical thinking, digital literacy, self-management skills, and competencies in utilizing resources, working with others, understanding systems, and obtaining skills necessary for successful transition into and completion of postsecondary education, training or employment.
13. PWE: This is career preparation for participants at a worksite. It is designed to expose participants to careers and jobs, help participants develop pre-employment and work maturity skills and build occupation knowledge and technical skills by doing real work. This work facilitates active learning, exploration of interests; development of research and project based skills, development of teamwork skills, assists participants with making connections between workplace duties and related coursework, and provides participants with training about workplace safety and other issues.
14. Financial Literacy Services: This service provides participants with information pertaining to creating household budgets, initiating savings plans, and making informed financial decisions about education, retirement, home ownership, wealth building, and other savings goals. This service affords jobseekers with the opportunity to learn effective spending management methods, including addressing credit card debt. Financial Literacy Services include activities that address the financial literacy needs of non-English speakers, including the development and distribution of multilingual financial literacy and education materials.

15. English Language Acquisition: If it is determined that the jobseeker needs the interpretive services to utilize the resources of CareerSource South Florida then an appropriate referral shall be made. The Contractor shall provide services in accordance with the SFWIB's Limited English Proficiency Policy.
16. Support Services: The Contractor shall provide, coordinate, and pay for support services for jobseekers when a funding source so allows, but the Contractor shall only be authorized when: (1) a need has been identified; (2) the program participant is in compliance with all program requirements; (3) the participant will not be successful without this service(s); and (4) no other funding is available to pay for such services. The provision of support services shall be managed in a cost efficient manner. Referrals for support services shall be made to community agencies when the funds are not available. These services are subject to funding availability in accordance with the SFWIB's established policies and procedures. Referrals shall be done through the Workforce Management System (WFMS). Supportive services may include, but are not limited to, transportation assistance, training materials or other SFWIB approved items.
17. Contractors may assist jobseekers in obtaining training at any approved training vendor and that training shall be paid through an Individual Training Account (ITA).
 - a. **ITA**
 - 1) The Contractor shall provide training services to individuals who: (1) meet the eligibility requirements after an interview, evaluation or assessment, and career planning; (2) has demonstrated employment could not be retained nor obtained; (3) are determined to be in need of training services by only receiving career services; (4) has the skills and qualifications to successfully participate in a selected program, that are directly linked to employment opportunities in the region; and (5) are unable to obtain other grant assistance or need assistance above the levels provided by such other grants. Training services shall be administered in accordance with the SFWIB's ITA policies and procedures.
 - 2) The Contractor shall adhere to the SFWIB's procedures regarding WFMS data reconciliation between Training Vendors and Workforce Services Contractors.
 - 3) The Contractor shall individually assess eligible participants for training prior to the issuance of an ITA voucher. In an effort to assist participants in selecting a training program that he/she is likely to succeed in, which would ultimately contribute to the attainment of economic self-sufficiency, consideration will be given to a participant's academic and employment background as well as short- and long-term career interests during the assessment process.
 - 4) Upon the participant's selection of an occupational training area, the Contractor shall furnish him/her with a Consumer Report Card showing the performance (e.g., completion, placement, and training-related placement rates) of Training Vendors' programs linked to that occupational training area.
 - 5) The Contractor shall ensure that all participants requesting training using an ITA apply for Title IV, federal, financial aid, including, but not limited to, the Pell Grant by completing the Free Application for Federal Student Aid.
 - 6) The Contractor shall inform the participant if he/she is not Pell eligible, the school is not Title IV eligible or will be required to obtain student loans and/or other financial aid to cover the cost of the program not covered by the ITA.
 - 7) The Contractor shall issue vouchers for training within the same Program Year in which service(s) was/were rendered.
 - 8) The Contractor shall track participants' training progress, including enrollment, completion, and placement information, in the applicable MIS.
 - 9) To promote the entry of consistent and accurate data in the WFMS, the Contractor shall cooperate with Training Vendors to resolve and reconcile discrepancies in participant's

data in the Reconciliation Tool. The contractor shall conduct a monthly review/reconciliation of all ITAs. Trainings offered include, but are not limited to:

- i. Vocational/Occupational Skills Training (OST); and
- ii. Adult Education and Literacy Combined with Vocational/OST Training.

10) Upon completion of training services, the Contractor shall assist participants in securing employment in the field that he/she was trained, or a related field.

It is the sole responsibility of the Contractor to ensure that participants are eligible to receive ancillary services and have been entered into the appropriate MIS prior to referral.

b. Other Training Services

The Contractor shall offer an array of training services to eligible jobseekers and employed workers. The Contractor shall administer training services in accordance with the SFWIB's applicable policies and procedures.

Trainings offered include, but are not limited to:

- 1) IWT is provided to an employer's current staff to improve workforce quality through enhanced skills attainment, productivity and competitiveness. The employer may be reimbursed a percentage of the total training costs for workers that successfully complete training (as set forth in the SFWIB's Policy for IWT).
- 2) CT is designed to meet special requirements of an employer(s) that is conditioned on a commitment from the employer(s) to employ, or continue to employ an individual. Upon successful completion of the training, the employer pays a percentage of the training costs (as set forth in the SFWIB's Policy for CT).
- 3) OJT provides an opportunity for participants to learn necessary job skills through paid full-time employment.
- 4) PWE is another form of work-based training authorized by WIOA. PWE jobs are subsidized, time-limited transitional work experiences in the public, private or nonprofit sectors, for individuals with barriers to employment who are chronically unemployed or have an inconsistent work history, which are combined with comprehensive career and supportive services.
- 5) ESET provides the basics of starting and operating a small business.

c. Training Participation Requirement

The Contractor agrees to expend one-hundred percent (100%) of the WIOA funds allocated for authorized training. Authorized training may include: IWT, CT, OJT, PWE, and ITA expenditures. ITA training expenditures are limited to tuition, books and fees of Training Vendors and other training services prescribed and authorized by the WIOA and the SFWIB. Any unearned funds will be pooled and disbursed equally amongst providers who exceeded their target training goals set forth in **Exhibit A, Statement of Work, Attachment 3-CSSF Balanced Scorecard Performance Requirement.**

3. Trade Adjustment Assistance (TAA)

Trade Adjustment Assistance (TAA) under the Trade Adjustment Assistance Reauthorization Act of 2015, Title IV of the Trade Preferences Extension Act of 2015 (Public Law 114-27) is designed to assist workers who have been laid off or whose jobs have been threatened as a result of foreign competition. Workers covered under a certified Trade Act petition are eligible to receive an array of services and benefits, which include training, reemployment services, job search, relocation allowances, Trade Readjustment Allowances (TRA) and Wage Subsidy for older workers.

- The Contractor shall manage the TAA training and employment services and shall follow federal and state program policies and guidelines as well as the SFWIB's policies and procedures.

- The Contractor shall provide documented service delivery to all TAA participants, including the initial assessment, referrals to training, career management and documentation for TRA, which is support income for participants in training.

4. Career Advancement Program (CAP)/Temporary Assistance to Needy Families (TANF)

TANF dollars may be utilized for individuals who are eligible for TANF, but are not currently receiving cash assistance. On a local level, TANF is administered through CAP. TANF dollars shall only be utilized to serve one of the four purposes of TANF, which are described herein. Individuals shall be screened for TANF eligibility prior to the provision of services.

Under TANF, a “family” shall include a pregnant individual or a parent with one or more minor children or a caretaker with one or more minor children. Note: Minor child means a child living at home with the parent or caretaker, or under nineteen years of age if the child is a full-time student in a secondary school, or at the equivalent level of vocational or technical training and does not include anyone who is married or divorced. TANF eligible families can be:

Applicants (which means that they are applying to receive cash assistance);

Current participants (which means they are currently receiving cash assistance);

Former participants and currently earning up to 200% of the poverty level;

Eligible families who have never been on cash assistance are TANF eligible as described above and are earning up to 200% of the poverty level; or

A non-custodial parent of a child who is TANF eligible.

The **Four (4) purposes** under TANF guidelines are:

- ✓ **Purpose 1-**To “provide assistance to needy families so that the children may be cared for in their homes or in the homes of relatives.”
- ✓ **Purpose 2-** Is intended to “end the dependence of needy parents on government benefits by promoting job preparation, work and marriage.”
- ✓ **Purpose 3-** Is intended to “prevent and reduce the incidence of out-of-wedlock pregnancies and establish annual numerical goals for preventing and reducing the incidence of these pregnancies.”
- ✓ **Purpose 4-** Is intended to “encourage the formation and maintenance of two-parent families.”

a. CAP Eligibility

The Contractor shall manage the CAP caseload including, but not limited to, work registration of TANF applicants, assessment of and assignment to work activities that lead to employment, daily management of CAP participants towards self-sufficiency, weekly system tracking of participation in the One-Stop Service Tracking (OSST), timely requests of sanctions for non-participation, follow-up to determine appropriate disposition, managing requests for hardship exemptions to mandated time limits, developing and/or updating employment plans, and good cause deferrals from program participation.

As a management tool, the Contractor shall conduct a review of all the CAP mandatory open cases during the reporting month utilizing the **TANF/CAP Performance Desk Review Tool** and shall meet the required standards.

b. CAP Services

The Contractor shall:

- a) Follow the Talent Development Flow Process (**set forth in Attachment 1 of Exhibit A, Statement of Work**) for Intake and Eligibility for Services for all applicants and mandatory participants **prior** to assigning them to a countable work activity.
- b) Establish career pathways ensuring that assignments into countable work activities focus on providing the participants with the opportunity to acquire skills and/or credentials that will lead to positive employment outcomes. This shall include validating the skills and credentials needed

for the participant to fill talent pipelines and providing work based training and learning opportunities.

- c) Conduct additional assessments as needed and establish an Individual Employment Plan if the participant is in need of Individualized Services. The plan must include long and short-term employment goals, objectives that are necessary for accomplishing the goals, and an outline of the steps necessary to assist the jobseeker with achieving self-sufficiency, as required by federal, state and local procedures and using the SFWIB approved assessment tools.
- d) Co-enroll a minimum of sixty percent (60%) of active CAP participants in the WIOA Adult program prior to engagement in countable work activities. This fifty percent (50%) may also include cases in follow-up; this measure will be reviewed monthly and contracted providers will be required to maintain this level throughout the program year.
- e) Collect supporting documentation for CAP participation for Job Participation Rate updates on a weekly basis.
- f) Provide consistent monitoring of each participant to ensure that adequate and appropriate referrals are made to services available in the center or within the community.
- g) Provide consistent monitoring of each participant to ensure that adequate and appropriate referrals are made to countable work activities and document the participation of each referred individual in accordance with the SFWIB's established policies and procedures for each activity.
- h) Develop paid and unpaid opportunities for participants utilizing OJT, Community Service (CS), Work Experience (WE) and/or Subsidized Employment.
- i) Document CAP communication and participation in the OSST and in the participant's case file. All instructions provided to the participant regarding program participation and requirements shall be outlined and signed by the participant and center staff, as well as recorded in the Plan Development - Steps to Sufficiency.
- j) Track the CAP participant's failure to participate in a timely manner in accordance with federal, state, and local procedures. Requests for sanctions on CAP participants must be submitted to the Department of Children and Families (DCF) in accordance with DCF guidelines.
- k) Prior to imposing a Level (3) sanction, document contact with the participant using case notes in OSST or conduct a pre-sanction home visit within the ten (10) day pre-penalty period.
- l) Ensure Pre-Penalty Reengagement-Activities remain open. Consistent monitoring and tracking of a CAP participant's progress shall continue until the family is no longer receiving cash assistance. If the participant is receiving cash assistance, a daily telephone call prior to the expiration of the ten day penalty period shall be attempted and documented in OSST case notes and an appointment letter e-mailed with a delivery receipt. A copy of the delivery receipt should be printed and placed in the participant's case file or electronic file. In the event e-mail communications fail, then a letter should be mailed. After three (3) failed attempts to contact the participant (telephone contact information is not current or the telephone is disconnected, e-mail address incorrect or no response to e-mail, a weekly home visit is required in lieu of the daily telephone contact. Case notes shall be entered in OSST for every attempt until the participant is no longer receiving cash assistance.
- m) Ensure Sanction Reengagement-Activities shall remain open. Consistent monitoring and tracking of a CAP participant's progress shall continue until the family is no longer receiving cash assistance. Actual hours of participation shall be updated. A weekly telephone call, an appointment e-mailed or letter mailed to the participant and for level three (3) sanctions a minimum one home visit is required. A weekly reengagement case note shall be entered in OSST.
- n) Assess and recommend hardship extension(s) and record information in OSST in accordance with local procedures.
- o) Make accessible TANF/CAP Additional Program Services-Cash Assistance Severance, Relocation Assistance, Up-Front Diversion Services, and Transitional Services available for individuals who meet specific criteria in accordance with federal, state, and local procedures.

- p) Develop an Alternative Responsibility Plan (ARP) to manage deferrals from program participation.

5. Supplemental Nutrition Assistance Program Employment and Training (SNAP E&T)

Florida’s mission and vision for the SNAP E&T program is to ensure Able-Bodied Adults Without Dependents (ABAWDs) gain the education and skills necessary to obtain and retain employment while earning a self-sustaining wage and meeting the workforce needs of businesses in their local communities. The SNAP E&T program offers ABAWDs the opportunity to meet the mandatory work requirements of the program through participation in qualifying program components available throughout the local American Job Centers (AJCs).

A minimum of sixty percent (60%) of actively engaged SNAP cases shall be co-enrolled in the Workforce Innovation and Opportunity Act (WIOA) program by the Contracted Service Provider. This measure will be reviewed monthly and Contracted Service Providers will be required to maintain this level throughout the program year. The Contractor will also be required to follow the program policies and guidelines established in the Department of Children and Families (DCF) and Florida Department of Economic Opportunity (DEO) 2023 State Plan and the South Florida Workforce Investment Board’s (SFWIB’s) established policies and procedures (link to DEO State Plan)..

a. SNAP Eligibility

The Contractor shall manage the SNAP E&T program caseload and engage SNAP recipients identified as ABAWDs in eighty (80) hours of qualifying components each month as required by the Federal Personal Responsibility and Work Opportunity Reconciliation Act of 1996. To maximize the opportunity to obtain skills, access training, and work experience to enhance their employability and become self-sufficient, the Contractor shall ensure participants complete work registration and a comprehensive assessment(s) before a referral to SNAP E&T components is made.

b. SNAP Services

The components outlined below are intended to assist ABAWDs in gaining employment in-demand occupations within the Local Workforce Development Area (LWDA). ABAWDs can meet work requirements in a variety of ways and shall be assigned 80 hours of work activities each month in the following components:

- 1) Supervised Job Search (in combination with other activities)
- 2) Job Search Training (in combination with other activities)
- 3) Work Experience
- 4) Education
- 5) Vocational Training
- 6) Job Retention Services

6. The Contractor is responsible for the daily case management of ABAWDs in the One-Stop Service Tracking (OSST) system, and Employ-Miami Dade (EMD) ensuring they are meeting the work requirements each month, and submission of sanction requests for non-compliance is completed timely. Reemployment Services and Eligibility Assessment Program (RESEA)

a. RESEA Program Description

The DEO administers the **Re-employment Services and Eligibility Assessment Program (RESEA)** program, which provides temporary wage replacement benefits to qualified individuals who are out of work through no fault of their own and who are able and available to work. The Contractor shall be responsible for the provision of RESEA services.

The Contractor shall:

- Identify RESEA claimant by obtaining and reviewing the report from EMD/EMs interface with RESEA;
- Contact the RESEA claimant for employment services; and

- Ensure the RESEA claimant has completed work registration.

b. RESEA Compliance

The Contractor shall provide RESEA services including, but not limited to: claim filing methods; assisting customer with claim filing; providing the toll free telephone number and web address for the RA office; and providing the RA booklet.

C. Ancillary Services

The Contractor shall offer an array of services to eligible jobseekers and employed workers. The Contractor shall administer the following:

1. Services to Individuals with Disabilities

The Contractor shall provide services to individuals with disabilities as set forth in **Article II, Section U-Persons with Disabilities and Accessibility of Facilities**, of this Contract, the SFWIB’s Services to Individuals with Disabilities Policy, and as set forth below:

- a. The Contractor shall assure that programs and activities under this Contract are accessible to and do not discriminate against individuals with disabilities;
- b. The Contractor shall ensure that the physical facilities utilized under this Contract are accessible to individuals with disabilities;
- c. The Contractor shall designate a disability coordinator to establish and implement internal procedures to ensure the Contractor and operational staff are knowledgeable about and comply with the **Article II, Section U-Persons with Disabilities and Accessibility of Facilities**, of this Contract; and
- d. The Contractor shall upload the Disability Coordinator’s Report onto the SFWIB’s Intranet no later than the 5th of each month. (See **Exhibit E, Reporting Requirements**).

2. Professional Placement Network (PPN) Workshops/Seminars

The Professional Placement Network (PPN) is a program designed to transition professional jobseeker(s) into the workforce or to a meaningful career change.

The Contractor shall designate one employee to actively engage, track, and refer qualified individuals to PPN workshops, and provide job-matching, job referrals, job development, and follow-up services for professionals. PPN designated staff will coordinate activities with the Re-employment Assistance Specialist (REA) and actively join/assist the SFWIB’s PPN Coordinator with the PPN workshops and provide outreach to professionals at community colleges, universities, or other educational institutions.

3. Follow-up/Retention Services

After a service(s), the Contractor shall follow-up with participants to ensure that they are on track with their employment plan and offer additional service(s) to retain employment. The Contractor shall provide at least one follow-up service within every ninety (90) days and as required by federal, state, and the SFWIB’s policies and procedures. These services are offered to help participants overcome any barriers to employment and place them into employment that will lead to self-sufficiency.

After job placement, the Contractor shall follow-up with participants to ensure that they are employed and retain employment. Job retention assistance shall be provided for not less than twelve (12) months after the first day of employment. These services are offered to help participants placed into employment overcome any problems that may arise during this critical period and to ensure further progress toward long-term employment and, therefore, self-sufficiency.

III. PERFORMANCE REQUIREMENTS

Applicable workforce performance requirements are established by federal and state laws, CareerSource Florida and the SFWIB.

The Balanced Scorecard Report, along with the other operational reports, acts as a measurement system, strategic management system, and communication tool to assist the Area in exceeding federal performance requirements and the state of Florida Common Performance Measures as well as serving all individuals seeking assistance. The purpose of the Operational Reports is to strengthen the workforce service delivery system and increase its effectiveness and efficiency by simplifying complex measuring systems, integrating multilevel performance indicators and focusing on the basics such as employment outcomes and self-sufficiency.

- A. The Contractor shall ensure that center staff is trained on all Operational Reports, implements strategies that maximize performance outcome potentials to be cost-efficient, and utilizes co-enrollment or other strategies for optimal service delivery.
- B. The SFWIB shall track the performance of the Contractor against established and approved performance standards as described in **Exhibit A, Statement of Work, Attachment 3-CSSF Balanced Scorecard Performance Requirement and Exhibit A, Statement of Work, Attachment 4-CSSF Specifications for Workforce Services Balanced Scorecard Report**. If the Contractor does not satisfy a minimum of sixty-five percent (65%) of the performance measures (standards) for the reporting period, the SFWIB, in its sole discretion, may allow a reasonable period, not to exceed three (3) months, for the Contractor to correct performance deficiencies. If the Contractor fails to improve or correct performance deficiencies, is not meeting sixty-five percent (65%) of the performance measures (standards) within the prescribed time, and if Contractor cannot demonstrate, to the SFWIB's satisfaction, that the deficiencies are caused by extenuating circumstances, the SFWIB shall terminate the contract. If the Contractor fails to meet at least sixty-five percent (65%) of the PY'2023-2024 performance measures by the end of the contract period, the SFWIB will not consider the Contractor for contract renewal and/or future contract consideration for a period not to exceed five years. The SFWIB has the sole authority to determine whether the extenuating or mitigating circumstances are valid. The Job Placements performance measure maximum standard, the CAP mandatory participation rate, and the CAP and SNAP dual enrollment rates are all "no fail" measures, which means the provider must achieve successful performance on sixty-five percent (65%) of the required Balance Scorecard Measures in addition to the "no fail" measures.
- C. Operational Reports can be accessed through <https://iapps.careersourcesfl.com/sfwreports/>, and include but are not limited to:
 1. Consumer Report Card
 2. CSSF Balanced Scorecard Performance Requirement
 3. Review Tool-CAP
 4. WP Performance
 - a) Incomplete Registrations
 - b) Job Orders
 - c) Referral to Placement
 - d) Soft Exit Application
 5. Performance Analysis
 - a) Monthly Placement Targets
 - b) Monthly Placement Actuals
 - c) Monthly Targets vs Actuals
 - d) Targets, Actuals and Referrals
 - e) EMD/EM Job Search
 - f) DJPOE Diminished Earnings
- D. The SFWIB shall conduct regular evaluations of the Contractor's staff members to assess their adequate performance, adherence to established standards, and achievement of objectives of program requirements. In the event that the SFWIB identifies staff members who consistently fail to meet program performance expectations or demonstrate inadequate program performance, the SFWIB may issue a reasonable

recommendation to the Contractor for the removal of such staff member(s) from the program. The SFWIB's recommendation shall be based on the program objective performance evaluations and shall clearly identify the reasons for the recommendation

- E. Upon receiving the SFWIB recommendation of staff removal from program, the Contractor shall review the information provided and consider the merits of the recommendation. The Contractor shall conduct an internal review or investigation, if deemed necessary, to assess the accuracy and validity of the concerns raised in the recommendation. The Contractor shall provide a written response to the SFWIB within a reasonable timeframe, indicating the action taken or proposed action in response to the recommendation.

F. Job Placements

The main goal of Workforce Services is Job Placement either in the form of a Direct Job Placement (DJP), Job Development (JD) or OE.

1. WP OE

WP OE defined in the **Exhibit A, Statement of Work, Attachment 4-CSSF Specifications for Workforce Services Balanced Scorecard Report.**

2. WP DJP/Direct Employment

WP DJP/Direct Employment defined in the **Exhibit A, Statement of Work, Attachment 4-CSSF Specifications for Workforce Services Balanced Scorecard Report.**

3. WP Job Development Placement

WP Job Development Placement defined in the **Exhibit A, Statement of Work, Attachment 4-CSSF Specifications for Workforce Services Balanced Scorecard Report.**

IV. OPERATIONAL REQUIREMENT

A. Data Entry Responsibilities

The Contractor shall:

- 1. Utilize the Atlas Kiosk (Initial Application), EMD/EM, OSST, and the WFMS to document the provision of services as part of the jobseeker tracking process.
- 2. Ensure that the WIOA data is entered within five (5) days of participant contact or services being delivered and that the TANF/CAP data is entered at least once a week.
- 3. Cooperate with the SFWIB-approved Training Vendors to ensure the timely entry of consistent and accurate participant training-related data in the SFWIB's Reconciliation Tool.
- 4. Enter WFMS data in accordance with the WFMS process.
- 5. DJPs and OEs achieved for the purpose of payment during any month shall be verified and recorded in EMD/EM by the **last day** of the said calendar month. **Participants must have a complete registration (a complete and current general information section containing a verified residential and mailing address, a valid telephone number, and e-mail address) and as set forth in Article II, Section B, Item h.1.c in EMD/EM to eligible for payment.**

Enter all data in EMD/EM for **Exhibit A, Statement of Work, Attachment 3-CSSF Balanced Scorecard Performance Requirement** achieved during a given month by the **5th day** of the following month.

B. Employment/Placement Verification

The following Employment Verification shall be utilized for all the SFWIB's programs, including but not limited to: WP, RESEA, TANF, CAP, SNAP E&T, WIOA Adult or Dislocated Workers, Rapid Response, TAA and Refugee.

The Contractor shall verify full or part time unsubsidized employment through the use of one of the following appropriate options as per local operating procedure:

- 1. **Employment Verification Form (Attachment 2 of Exhibit A, Statement of Work)** completed by the employer; or

2. **Employment Verification Form with Training Vendor logo** completed by the employer and validated by Contractor; or
3. For companies that use The Work Number system, attach the employer's printout to the **Employment Verification Form (Attachment 2 of Exhibit A, Statement of Work)**; or
4. Pay stub in conjunction with documented employer contact, or Employment Offer Letter; or
5. New Hire Report in conjunction with documented employer contact to indicate actual start date of employment; or
6. The RA system and/or SunTax with documented employer contact; or
7. For Self-Employed individuals, attach Form 1099 – Misc. (Miscellaneous Income) and/or Form W- 4, and a copy of the sunbiz.org printout showing the name of the business.

A completed **Employment Verification Form (Attachment 2 of Exhibit A, Statement of Work)** will be required for **ALL** employment/placement verification along with any supportive documents if applicable (3 – 7). **Employment verifications from staffing agencies must also include a paystub or payroll registry showing that the jobseeker has been placed at a work site and has earned wages.** The Contractor shall submit an **Employment Verification Form** for **EACH DJP** listed on the Contractor's monthly invoice in the Automated Performance Invoicing Process (APIP) System at the time of submission of said invoice in the APIP system. Employment Verifications should be submitted electronically to the Wagner-Peyser Program Manager. Failure to submit employment verification will result in an automatic disallowance of unverified placements. Submitting falsified verifications will be a disallowance and may also lead to termination of the contract.

C. Quality Assurance (QA)

The purpose of the QA strategy is to facilitate self-assessment reviews to ensure accuracy of data reported and collected. Participant files (hardcopy and/or electronic) and data systems shall also be reviewed to: (a) ensure data integrity and continuous improvement of system operations; (b) reduce the error rate of Area 23 to three percent (3%) or less; and (c) ensure compliance with federal, state and local laws, transmittals, directives, policies, procedures and regulations. Failure to comply with this provision will result in deductions.

A. The Contractor's QA process shall include, but not be limited to the following:

1. Ensuring the Contractor's staff collaborates with the SFWIB's staff;
2. Ensuring staff is trained and implements concepts learned in training and from technical assistance;
3. Ensuring staff conducts ongoing systems and desk reviews to confirm policies and procedures are being followed and information systems and case files are properly updated and documented;
4. Conducting monthly Supervisory QA Reviews, as set forth in **Exhibit E, Reporting Requirements**, of ten percent (10%) or twenty-five (25) cases (whichever is less) of all SFWIB's Programs with activities during the review period, which include, but is not limited to, WIOA, CAP, WP, RESEA, and SNAP E&T. This Supervisory QA Review shall be reviewed and approved by the Center Director;
5. Ensuring the Contractor reconciles the ITA monthly to submit for review to QA. The files should coincide with the information submitted to the ITA Reconciliation Tool in the reports;
6. Using the approved QA Monitoring Tools to complete the required monthly Supervisory QA Reviews. The monitoring tools are updated and maintained on the SFWIB's intranet, under Required Reports in the Monitoring Tool Template folder or refer to the following URL for access:
<http://intranet:18112/sites/intranet/requiredReports>
If the monitoring tools cannot be accessed, the Contractor shall contact the Office of Continuous Improvement (OCI) QA Coordinator and request an electronic copy of the approved QA Monitoring Tools;
7. Reviewing and analyzing participants' files based upon a selected sample;
8. Reviewing, examining, and assessing qualitative and quantitative system participant data;

9. Comparing the previous SFWIB monitoring report to determine the extent to which the SFWIB's concerns have been addressed;
 10. Reviewing eligibility for program services;
 11. Reviewing supporting documentation maintained in the case file;
 12. Reviewing, examining, and assessing the quality and the quantity of the services provided;
 13. Systematically approaching/reviewing caseload per Career Advisor ratio; and
 14. Monitoring of and adherence to Equal Employment Opportunity (EEO) requirements.
- B.** The SFWIB QA Strategy involves a multi-layer process as follows:
1. At the conclusion of the case file review, the SFWIB will discuss the findings with the Center's staff and provide staff with a copy of the completed review tool instrument. The discussion will include the strengths and deficiencies found during the review. The Contractor's Center Director will be provided an electronic copy of the completed review tool utilized by QA.
 2. The Contractor shall be required to submit a Plan of Corrective Action (POCA) within ten (10) calendar days from receipt of the QA Report, if the stipulated three percent (3%) or less error rate is not met. The Contractor shall be required to submit supporting documentation for all deficiencies noted, regardless of the error rate, in order to complete the QA file review process.
 3. Failure to submit an acceptable POCA and/or failure to comply with previously accepted POCA and the measures outlined may result in placement on a Performance Improvement Plan (PIP). Placement on a PIP will require the Contractor to submit weekly QA updates to the SFWIB's staff. The specific content required in these weekly updates will be presented in a formal PIP letter; the updates will provide the SFWIB with confirmation that center staff is making every effort to follow federal, state and local policies, while minimizing errors and preventing deficiencies.
 4. If, at any time, the SFWIB identifies a deficiency, a Contractor may be placed on a PIP. A PIP includes, but is not limited to: setting up a schedule of ongoing review of cases; on-site QA reviews; providing written and/or on-site technical assistance for improvement until the errors identified have been corrected, and an acceptable level of improvement has been demonstrated in the QA process and/or the SFWIB PIP identified reduction in the error rate is met. It is the Contractor's responsibility to implement best practices, develop corrective actions plans, and correct and prevent deficiencies.
 5. If the Contractor is on a PIP, the SFWIB's staff will conduct a follow-up review (file and/or system) within thirty (30) days of the technical assistance training provided by the Adult Programs Unit and provide a QA Report in order to identify training, provide technical assistance and conduct follow-up reviews to ensure that policies and procedures are correctly implemented.
 6. Failure to demonstrate compliance with the PIP during the specified timeframe may result in an extension of the PIP or a breach of contract as determined by the SFWIB's staff.
 7. The Contractor's average QA error rate will be calculated at the end of the third quarter, March 31st. Contractors with an error rate above 3.00% will be assessed as follows:
 - A three percent (3.00%) or below average QA Error Rate for all programs reviewed will not have any monies deducted.
 - An average QA Error Rate between three-point zero one percent (3.01%) and five percent (5.00%) for all programs reviewed, will have one-point five percent (1.50%) deducted from accumulated monthly payments through the 3rd quarter of the program year or March 31st.
 - An average QA Error Rate between five-point zero one percent (5.01%) and eight percent (8.00%) for all programs reviewed, will have one point seven five percent (1.75%) deducted from accumulated monthly payments through the 3rd quarter of the program year or March 31st.
 - An average QA Error Rate over eight-point zero one percent (8.01%) for all programs reviewed, will have two percent (2.00%) deducted from accumulated monthly payments through the 3rd quarter of the program year or March 31st.

The deduction will be assessed against the April invoice and the unearned funds shall become available through a pool of funds for all Contractors whose average error rates were three percent (3.00%) and below. Contractors achieving lower average QA Error Rates will receive a greater share of the Error Rate Pool. The Contractor will receive a pro-rated share of the Error Rate Pool calculated based on the difference between the three percent (3.00%) maximum error rate and the actual average error rate, divided by the total combined difference of all Contractors whose average error rates were below three percent (3.00%).

V. CENTER PARTNERS

A critical function of the Contractor is to work toward the establishment of a system that is the choice for all employers and jobseekers throughout Miami-Dade and Monroe Counties. The CareerSource center is a resource that provides a valuable service that benefits the universal jobseeker regardless of their economic status. In order to fulfill this concept, mandated partners and resources within the system shall be well coordinated and used as efficiently as possible.

A. The center staff shall collaborate with the following mandated partners:

• WIOA T-1 Adult, DW, Youth	• Wagner-Peyser
• Migrant Seasonal Farm Workers	• Native American Programs
• Jobs for Veterans State Grants	• Adult Education and Literacy
• Youth Build	• Vocational Rehabilitation
• CSBG (Community Action) E/T	• Career, Technical Education
• HUD E/T	• Title V Older Americans Act
• Unemployment Compensation	• Job Corps
• Second Chance	• TANF

The Contractor shall obtain the SFWIB’s prior written approval to allow any persons or entities, other than the Contractor, of any kind whatsoever, to utilize in any way or manner any center to provide information, or services or products of any kind whatsoever to anyone. **Any provider found to have unapproved occupants in the CareerSource center without the prior written approval of the SFWIB will be in breach of contract and liable for liquidated damages in the amount of five thousand dollars (\$5,000) per occurrence.**

The Contractor shall reference **Article II, Section F-Breach of Contract, and Items 24, 25, and 26** of the executed contract to ensure compliance with its collaboration of mandated partners.

BUDGET REVIEW

CONTRACTOR: The College of the Florida keys

TITLE: Career Centers-Florida Keys INDEX: 12335
(07/01/23 to 06/30/24)

CONTRACTS UNIT REVIEW

Contracts Manager Assigned: Dania Roque Date Submitted: 9/28/23

PY'23 NEW Budget

(Florida Keys)	WIOA-LAD	WIOA-DW	WIOA-IR	TANF	FSET /SNAP	REA	Total
Total Allocation	\$121,791	\$90,502	\$24,182	\$303,750	\$22,853	\$4,225	\$567,303

Comment(s): Initial Budget PY23-24

This Budget was reviewed for reasonable projection of expenditures by:

Contracts Manager's/Administrator's Signature: D.Roque Date Signed: 9/28/23

- Initial Budget/Contract
- Budget Modification/Contract Modification
- Quarterly Budget Modification (no Contract Modification)
- 15% Variances Approval Letter Required

FINANCE UNIT REVIEW AND APPROVAL

Please route in order to the following:

1. Reviewed and Posted to Books by Account Clerk: ARL 09/28/23
2. Reviewed for Support Services: Myelin/Financial Mgr 10/1/23 NO WFM'S Adjustments
M Turner 9/29/2023
3. Reviewed by Assistant Controller: AR 10/2/23
4. Indirect Cost Rate/Cost Allocation Plan Budgeted costs verified by: [Signature]

Approved by Finance
5. Assistant Director's Signature: [Signature] Date Signed: 10/4/23

Routing after Final Assistant Director's approval: to account clerk to scan and original to Contracts.

Comment(s): _____ Revised 06/11/20

Attachment H

BUDGET: PROJECTED PROGRAM COST

Agency Name: The College of the Florida Keys
 Project Name: MONROE COUNTY
 Period: 7/1/23-6/30/24 12 months

GL #'s	NAME OF FUNDING SOURCE:	FUNDING SOURCE: Example, WIOA Adult, WIOA Dislocated Worker, Welfare Transition, UC, REA, Other.										TOTAL				
		TANF		WIOA ADULT		WIOA DISLOCATED WORKER		WIOA RAPID RESPONSE		SNAP/FSET			RESEA			
		%	Amount	%	Amount	%	Amount	%	Amount	%	Amount		%	Amount		
		53.5%		21.5%		16.0%		4.3%		4.0%		0.7%		100.00%		
	Salaries:															
	Position		Annual Salary													
	R. Curry, Center Director (Key Largo)		\$ 59,456	53.5%	31,834.00	21.5%	12,765.00	15.95%	9,485.00	4.26%	2,534.00	4.03%	2,395.00	0.745%	443.00	59,456
	Assistant Director, Career Center (Key West)															
	1/1/2024 Start Date		\$ 26,986	53.5%	14,449.00	21.5%	5,794.00	15.95%	4,305.00	4.26%	1,150.00	4.03%	1,087.00	0.745%	201.00	26,986
	Katharine Arquello, Career Advisor (Key West)		\$ 42,970	53.5%	23,007.00	21.5%	9,225.00	15.95%	6,855.00	4.26%	1,832.00	4.03%	1,731.00	0.745%	320.00	42,970
	Vacant, Business Consultant (Key West) 11/1/23															
	Start Date		\$ 29,187	53.5%	15,628.00	21.5%	6,266.00	15.95%	4,656.00	4.26%	1,244.00	4.03%	1,176.00	0.745%	217.00	29,187
	J. Ferrer, Job Placement Specialist (Key Largo)		\$ 44,720	53.5%	23,944.00	21.5%	9,602.00	15.95%	7,134.00	4.26%	1,906.00	4.03%	1,801.00	0.745%	333.00	44,720
	Jorge Salinas, Career Advisor (Key Largo)		\$ 45,549	53.5%	24,388.00	21.5%	9,779.00	15.95%	7,266.00	4.26%	1,942.00	4.03%	1,835.00	0.745%	339.00	45,549
				53.5%	-	21.5%	-	15.95%	-	4.26%	-	4.03%	-	0.745%	-	-
5001	TOTAL FTE/Salaries	\$	248,868	3.7	133,250.00	1.5	53,431.00	1.1	39,701.00	0.3	10,608.00	0.3	10,025.00	0.052	1,853.00	248,868
	Fringe Benefits:															
5033	Executive Benefits			53.5%	-	21.5%	-	15.95%	-	4.26%	-	4.03%	-	0.74%	-	-
				53.5%	-	21.5%	-	15.95%	-	4.26%	-	4.03%	-	0.74%	-	-
	Social Security 6.2%	\$	15,430	53.5%	8,261.00	21.5%	3,312.00	15.95%	2,462.00	4.26%	658.00	4.03%	622.00	0.74%	115.00	15,430
	Medicare 1.45%	\$	3,609	53.5%	1,932.00	21.5%	775.00	15.95%	576.00	4.26%	154.00	4.03%	145.00	0.74%	27.00	3,609
	Health Ins. \$11,268 annually per employee	\$	58,217	53.5%	31,171.00	21.5%	12,498.00	15.95%	9,287.00	4.26%	2,482.00	4.03%	2,345.00	0.74%	434.00	58,217
	Life Ins. \$155 annually per employee	\$	801	53.5%	429.00	21.5%	172.00	15.95%	128.00	4.26%	34.00	4.03%	33.00	0.74%	6.00	802
	Retirement 12.9%	\$	32,129	53.5%	17,203.00	21.5%	6,897.00	15.95%	5,126.00	4.26%	1,370.00	4.03%	1,294.00	0.74%	239.00	32,129
	Other			53.5%	-	21.5%	-	15.95%	-	4.26%	-	4.03%	-	0.74%	-	-
	Dental			53.5%	-	21.5%	-	15.95%	-	4.26%	-	4.03%	-	0.74%	-	-
	Disability			53.5%	-	21.5%	-	15.95%	-	4.26%	-	4.03%	-	0.74%	-	-
5054	TOTAL Fringe Benefits	\$	110,186		58,996.00		23,654.00		17,579.00		4,698.00		4,439.00		821.00	110,187
		\$	359,054													
	Operating Expenses:															
	Space															
5237	Shredding	\$	580	53.5%	310.00	21.5%	125.00	15.95%	93.00	4.26%	25.00	4.03%	23.00	0.74%	4.00	580.00
	Supplies															
5221	Office & Computer Supplies Inc. Reproduction	\$	1,729	53.5%	925.00	21.5%	371.00	15.95%	276.00	4.26%	74.00	4.03%	70.00	0.74%	13.00	1,729.00
5219	Printing Services (outside)	\$	514.00	53.5%	275.00	21.5%	110.00	15.95%	82.00	4.26%	22.00	4.03%	21.00	0.74%	4.00	514.00
5249	Cleaning supplies	\$	250.00	53.5%	134.00	21.5%	53.00	15.95%	40.00	4.26%	11.00	4.03%	10.00	0.74%	2.00	250.00
	Other:			53.5%	-	21.5%	-	15.95%	-	4.26%	-	4.03%	-	0.74%	-	-
	Postage															
5223	Regular Postage	\$	720	53.5%	386.00	21.5%	154.00	15.95%	115.00	4.26%	31.00	4.03%	29.00	0.74%	5.00	720.00
5222	Federal Express	\$	564	53.5%	302.00	21.5%	122.00	15.95%	90.00	4.26%	24.00	4.03%	23.00	0.74%	3.00	564.00
	Equipment															
	Travel															
5241	Local, including tolls & parking	\$	2,100	53.5%	1,124.00	21.5%	451.00	15.95%	335.00	4.26%	90.00	4.03%	85.00	0.74%	15.00	2,100.00
5243	Out-of-town	\$	12,770	53.5%	6,837.00	21.5%	2,743.00	15.95%	2,037.00	4.26%	544.00	4.03%	514.00	0.74%	95.00	12,770.00
	Professional Services (list each)															
5207	Other Professional Services (Translation)	\$	2,588	53.5%	1,386.00	21.5%	556.00	15.95%	413.00	4.26%	110.00	4.03%	104.00	0.74%	19.00	2,588.00
5207	Other Professional Services (Drug/Alcohol Screening)	\$	234	53.5%	125.00	21.5%	50.00	15.95%	37.00	4.26%	10.00	4.03%	9.00	0.74%	3.00	234.00
5207	Other Professional Services (Work Number client verifications)	\$	500	53.5%	268.00	21.5%	107.00	15.95%	80.00	4.26%	21.00	4.03%	20.00	0.74%	4.00	500.00
5230	Background Check-Staff	\$	216	53.5%	116.00	21.5%	46.00	15.95%	34.00	4.26%	9.00	4.03%	9.00	0.74%	2.00	216.00
5231	Advertising and Outreach	\$	345	53.5%	185.00	21.5%	71.00	15.95%	55.00	4.26%	15.00	4.03%	14.00	0.74%	3.00	343.00

5208

Attachment H

BUDGET: PROJECTED PROGRAM COST

Agency Name: The College of the Florida Keys
 Project Name: MONROE COUNTY
 Period: 7/1/23-6/30/24 12 months

GL #'s	NAME OF FUNDING SOURCE:	FUNDING SOURCE: Example, WIOA Adult, WIOA Dislocated Worker, Welfare Transition, UC, REA, Other.										TOTAL		
		TANF	WIOA ADULT	WIOA DISLOCATED WORKER	WIOA RAPID RESPONSE	SNAP/FSET	RESEA							
	Minor Equipment (up to \$500, list each)													
5404	Non Capital Equipment (not including software and hardware) \$ 1,150	53.5%	618.00	21.5%	247.00	15.95%	183.00	4.26%	47.00	4.03%	46.00	0.74%	9.00	1,150.00
	Major/Capital Equipment (over \$500, list each)													
	TOTAL Operating Expenses \$ 24,260		12,991.00		5,206.00		3,870.00		1,033.00		977.00		181.00	24,258.00
	TOTAL PROJECTED PROGRAM COST \$ 383,313		\$ 205,237.00		\$ 82,291.00		\$ 61,150.00		\$ 16,339.00		\$ 15,441.00		\$ 2,855.00	\$ 383,313.00
	TOTAL ADMINISTRATIVE COST \$ 183,990	53.5%	98,513.00	21.5%	39,500.00	15.95%	29,352.00	4.26%	7,843.00	4.03%	7,412.00	0.74%	1,370.00	183,990.00
	TOTA FUNDS REQUESTED \$ 567,303		303,750.00		121,791.00		90,502.00		24,182.00		22,853.00		4,225.00	- 567,303.00

The College of the Florida Keys
MONROE COUNTY

Agency Name	Project Name	Time Period	Annual Salary	FTE	% of salaries Charged to this Program	Hourly Rate of Pay	# of Annual Hours	Weekly Salary	Total Month Salary	Projected Benefits*	Projected Salary With Fringe	Hourly Rate
			\$ 59,456	1	100.00%	\$ 30.49	1950.00	\$ 1,143	\$ 4,574	\$83,103	\$ 42.62	
			\$ 53,972	1	100.00%	\$ 27.68	1950.00	\$ 1,038	\$ 4,152	\$76,492	\$ 39.23	
			\$ 42,970	1	100.00%	\$ 22.04	1950.00	\$ 826	\$ 3,305	\$63,228	\$ 32.42	
			\$ 43,780	1	100.00%	\$ 22.45	1950.00	\$ 842	\$ 3,368	\$64,204	\$ 32.93	
			\$ 44,720	1	100.00%	\$ 22.93	1950.00	\$ 860	\$ 3,440	\$65,338	\$ 33.51	
			\$ 45,549	1	100.00%	\$ 23.36	1950.00	\$ 876	\$ 3,504	\$66,336	\$ 34.02	
			\$ 18,008									
			\$ 4,211									
			\$ 67,608									
			\$ 930									
			\$ 37,497									
			\$ (41,579)							\$ (41,579)		
			\$ (2,578)							\$ (2,578)		
			\$ (602,90)							\$ (603)		
			\$ (9,390)							\$ (9,390)		
			\$ (129)							\$ (129)		
			\$ (5,368)							\$ (5,368)		
			\$ 359,054	6 FTE						\$359,054		
PROGRAM BUDGET NARRATIVE (CONTINUED)												
Office Supplies	Estimated \$72 monthly cost x 2 locations											
Postage Regular	Estimated monthly cost of sending compliance letters, appointment letters and notices of failure.											
Federal Express	Invoice and file packages											
Printing Services (Outside)	Estimated semi-annual cost of brochures, pamphlets and business cards											
Cleaning Supplies	Estimated cost of \$125 x 2 locations											
Travel Costs	Local Travel Costs: Mileage reimbursement for staff traveling on business, estimated at estimated at 348 miles per month at \$0.445 each business mile x 12 months.											
	PLUS \$20.00 each in parking and tolls x 12 months.											
	Out-of-Town/Travel: In state, for staff to attend trainings/conference provided out of town [Lodging and transportation], recruiting. Center Director is required to travel between Key Largo and Key West at least twice weekly. Director is also required to spend 2-3 weeks in Key West collectively training each newly hired staff member every three months.											
Background Check - Staff	Cost of background checks as required, at \$36 per staff member.											
Moving Expenses												
Shredding	Disposal of documents - shredding services. The College of the FL Keys shall obtain prior approval in writing from SFWIB.											
Internet Service	AT&T Monthly Service for Mobile Hotspots											
Minor Equipment	ADA Accessibility minor equipment-TTY Equipment (2 units \$575 each)											
Major Equipment												
Repair and Maintenance Building	Minor Repair and/or maintenance of space											
Other Professional Services	Services from Work Number for client verifications											
Other Professional Services	Translation services. Estimate based on highest rate of \$.61 per minute for 6 hours of verbal to assist 50 clients and \$2.50 per minute for video (sign language) at 6 hours to assist 2 clients.											
Other Professional Services	Alcohol and Drug screening. \$39.00 per test x 6 estimated staff members. The SFWIB will process payment to the service provider.											
Advertising and Outreach	Ads for Personnel Vacancies											
	Total Direct Program costs											
ADMINISTRATIVE BUDGET NARRATIVE												
ADMINISTRATIVE COST												
Negotiated Indirect Cost Rate of 10% of total modified direct program costs, which are total program costs less the cost of space and equipment leases, less assistance to participants. Administrative costs include but are not limited to salaries and fringes of the following: human resources, accounting, IT, maintenance, clerical and administrative staff; support costs of the above positions such as space rental, office supplies, attorney fees, consulting fees, audit services, maintenance, staff development, insurance and other general & administrative costs.												
	Indirect Cost Rate: 48.00%											
	TOTAL ADMINISTRATIVE COST \$183,990											
	TOTAL CONTRACT AMOUNT \$567,303											

Attachment I

BUDGET: PROJECTED ADMINISTRATIVE COST

Agency Name: The College of the Florida Keys
 Project Name: MONROE COUNTY
 Period: 7/01/2023 - 06/30/24 12 months

<u>Indirect Cost Rate Calculation</u>	%	TANF	WIOA Adult	WIOA Dislocated Worker	WIOA Rapid Response	SNAP/FSET	RESEA	TOTAL
		53.54%	21.47%	15.95%	4.26%	4.03%	0.74%	100.00%
<u>Allocation Base (Modified Total Direct Cost)</u>								
Total Direct Costs	\$ 383,313	\$ 205,237	\$ 82,291	\$ 61,150	\$ 16,339	\$ 15,441	\$ 2,854	\$ 383,312
Less: Lease/Rent								
Less: Capital Items								
Less: Participant Costs								
Less: Equipment								
Modified Total Direct Costs	\$ 383,313	\$ 205,237	\$ 82,291	\$ 61,150	\$ 16,339	\$ 15,441	\$ 2,854	\$ 383,312
Indirect Cost Rate	48.00%							
TOTAL Indirect Costs	\$ 183,990	\$ 98,513	\$ 39,500	\$ 29,352	\$ 7,843	\$ 7,412	\$ 1,370	\$ 183,990
TOTAL PROJECTED ADMINISTRATIVE COST	\$ 183,990	\$ 303,750	\$ 121,791	\$ 90,502	\$ 24,182	\$ 22,853	\$ 4,224	\$ 567,303

Narrative Tab \$ 567,303
 Variance \$ (0)