



**SOUTH FLORIDA WORKFORCE INVESTMENT BOARD
GLOBAL TALENT AND COMPETITIVENESS (GTC)
COUNCIL MEETING
Thursday, June 17, 2021
8:30 AM**

Doubletree by Hilton Miami Airport Hotel &
Convention Center
711 NW 72nd Avenue
Miami, Florida 33126

AGENDA

1. Call to Order and Introductions
2. Approval of GTC Council Meeting Minutes
 - A. April 15, 2021
3. Recommendation as to Approval of an Allocation for the Star of the Sea Foundation, Inc. Project
4. Recommendation as to Approval of Related Party Training Vendor Agreements
5. Recommendation as to Approval to Add an Occupation to the WDA 23 Targeted Occupation List
6. Recommendation as to Approval of New Programs for an Existing Training Provider
7. Recommendation as to Approval to Accept and Allocate Funds for the Miami Dade County Commission District 9 Safety Net Summer Youth Employment Program
8. Recommendation as to Approval to Accept and Allocate Funds for the City of Miami Gardens Summer Youth Employment Program
9. Recommendation as to Approval to Allocate Funds to continue Operating the SFWIB Special Project Initiatives
10. Recommendation as to Approval to Allocate Workforce Innovation and Opportunity Act (WIOA) Layoff Aversion Fund Initiative

South Florida Workforce Investment Board dba CareerSource South Florida is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. All voice telephone numbers on this document may be reached by persons using TTY/TDD equipment via the Florida Relay Service at 711.

"Members of the public shall be given a reasonable opportunity to be heard on a specific agenda item, but must register with the agenda clerk prior to being heard."

11. Recommendation as to Approval of Workforce Innovation and Opportunity Act Policies

South Florida Workforce Investment Board dba CareerSource South Florida is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. All voice telephone numbers on this document may be reached by persons using TTY/TDD equipment via the Florida Relay Service at 711.

"Members of the public shall be given a reasonable opportunity to be heard on a specific agenda item, but must register with the agenda clerk prior to being heard."



SFWIB GLOBAL TALENT AND COMPETITIVENESS COUNCIL

AGENDA ITEM NUMBER: 2A

DATE: June 17, 2021 at 8:00AM

AGENDA ITEM SUBJECT: MEETING MINUTES
April 15, 2021 at 8:30 A.M.

COMMITTEE MEMBERS IN ATTENDANCE	SFWIB STAFF	OTHER ATTENDEES (AUDIENCE)
1. Ferradaz, Gilda– <i>Chairwoman</i> 2. del Valle, Juan Carlos, <i>Vice-Chairman</i> 3. Brecheisen, Bruce 4. Brown, Clarence 5. Loynaz, Oscar 6. Maxwell, Michelle 7. Roth, Thomas	Kelly, Travis Smith, Robert	
COMMITTEE MEMBERS NOT IN ATTENDANCE 8. Gazitua, Luis 9. Piedra, Obdulio		

Agenda items are displayed in the order they were discussed.

1. Call to Order

Global Talent & Competitiveness Council Chairwoman, Gilda Ferradaz called the meeting to order.

2. Approval of GTC Council Meeting Minutes – October 15, 2020 and December 17, 2020
Chairwoman Ferradaz introduced the item.

Vice-Chairman del Valle moved the approval of October 15, 2020 and December 17, 2020 meeting minutes. Motion seconded by Mr. Thomas Roth; **Motion Passed by Unanimous Consent**

(All in favor with no opposition)

[Introductions made by the request of Chairwoman Ferradaz]

3. Recommendation as to Approval of New Programs of an Existing Training Vendor

Chairwoman Ferradaz introduced the item. SFWIB Special Projects Administrator (Adult Programs) Mr. Robert Smith further presented and read the item into record.

Motion moved, seconded, and passed by all members present.

(All in favor with no opposition)

4. Recommendation as to Approval to Allocate Funds to Miami-Dade County Public School District for the Summer Youth Internship Program

Chairwoman Ferradaz introduced the item. SFWIB Special Projects Administrator (Youth Programs) Mr. Travis Kelley further presented and read the item into record.

Motion moved, seconded, and passed by all members present.

(All in favor with no opposition)

(All in favor via conference with no opposition)

5. Recommendation as to Approval to Allocate Funds for the YWCA Women-In-Tech Project

Chairwoman Ferradaz introduced the item and Mr. Smith further presented and read the item into record.

Motion moved, seconded, and passed by all members present.

(All in favor with no opposition)

(All in favor via conference with no opposition)

There being no further business to come before the Council, meeting adjourned at 8:47am.



FWIB GLOBAL TALENT COMPETITIVENESS COUNCIL

DATE: 6/17/2021

AGENDA ITEM NUMBER: 3

AGENDA ITEM SUBJECT: NATIONAL DISLOCATED WORKER GRANT FUNDS FOR STAR OF THE SEA FOUNDATION, INC.

AGENDA ITEM TYPE: **APPROVAL**

RECOMMENDATION: FWIB staff recommends to Global Talent and Competitiveness Council to recommend to the Board the approval to allocate an amount not to exceed \$243,360.00 in National Dislocated Worker Grant Funds for the Star of the Sea Foundation, Inc., as set forth below.

STRATEGIC GOAL: **IMPROVE SERVICES FOR INDIVIDUALS W/ BARRIERS**

STRATEGIC PROJECT: **Emphasize work-based learning and training**

BACKGROUND:

National Dislocated Worker Grants (NDWG) are discretionary grant funds awarded by the Secretary of Labor to states and other eligible applicants to respond to substantial job losses caused by large, unexpected layoff events. The NDWG funds are available for significant dislocations that arise from the effects of economic globalization, business fluctuations and unexpected events such as natural disasters. In the case of a natural disaster, the purpose of the funding is to create temporary employment to help communities recover from a natural disaster or emergency.

The Star of the Sea Foundation, Inc., an agency founded in 2006 to increase the health and well-being of low-income individuals and families in Monroe County, Florida via client-choice food pantry; requested additional NDWG funds to serve Monroe county residents that have been directly affected by the 2019 Novel Coronavirus (COVID-19) pandemic.

The requested NDWG funds will assist up to 13 dislocated workers with disaster-relief temporary employment. Staff will be responsible for the distribution of food and other humanitarian assistance based on the need of the community driven by the COVID-19 pandemic.

The Star of the Sea Foundation, Inc. will function as the worksite partner and provide the oversight of the displaced workers. The South Florida Workforce Investment Board will utilize 22nd Century Technologies, Inc. as the employer of record (staffing company) for this project.

FUNDING: National Dislocated Worker Grant Funds COVID-19

PERFORMANCE: N/A

NO ATTACHMENT



SFWIB GLOBAL TALENT COMPETITIVENESS COUNCIL

DATE: 6/17/2021

AGENDA ITEM NUMBER: 4

AGENDA ITEM SUBJECT: RELATED PARTY TRAINING VENDOR AGREEMENTS

AGENDA ITEM TYPE: **APPROVAL**

RECOMMENDATION: SFWIB staff recommends to the Global Talent and Competitiveness Council to recommend to the Board the approval of Training Vendor Agreements with the Training Vendors that are represented on the Board, as set forth below.

STRATEGIC GOAL: **HIGH ROI THROUGH CONTINUOUS IMPROVEMENT**

STRATEGIC PROJECT: **Improve credential outcomes for job seekers**

BACKGROUND:

CareerSource Florida Contracting Policy prohibits the use of state or federal funds by a regional workforce board for any contract exceeding \$25,000 between a regional workforce board and a member of that board that has any relationship with the contracting vendor, unless the Department of Economic Opportunity (DEO) and CareerSource Florida has reviewed the contract.

SFWIB staff recommends to the Global Talent Competitiveness Council to recommend to the Board the approval of Training Vendor Agreements with the following Training Vendors that are represented on the Board:

- Florida National University, Inc. (FL National)
- The District Board of Trustees of Miami Dade College (MDC)
- Miami-Dade County Public Schools (M-DCPS)
- The Academy of South Florida, Inc. (The Academy)
- Academic Technologies, Inc. (The Code Academy)
- MARS CDC Apprenticeship Program for Men and Women, GNJ (MARS CDC)

The policy does not exclude agreements with training/educational institutions that regional workforce boards enter into with a training/educational institution included on the local eligible training provider list and for which eligible applicants choose from when selecting a training/educational provider. Accordingly, the Training Vendor Agreements between the SFWIB and FL National, MDC, M-DCPS, The Academy, The Code Academy, and MARS CDC are subject to the two-thirds vote requirement and will be submitted to DEO and CareerSource Florida for review.

FUNDING: N/A

PERFORMANCE: N/A

NO ATTACHMENT



SFWIB GLOBAL TALENT COMPETITIVENESS COUNCIL

DATE: 6/17/2021

AGENDA ITEM NUMBER: 5

AGENDA ITEM SUBJECT: 2021-2022 WDA 23 DEMAND OCCUPATIONS LIST (TOL) ADDITION

AGENDA ITEM TYPE: **APPROVAL**

RECOMMENDATION: SFWIB staff recommends to the Global Talent and Competitiveness Council to recommend to the Board the approval to add a new occupation to the 2021-2022 Targeted Occupation, as set forth below.

STRATEGIC GOAL: **BUILD DEMAND-DRIVEN SYSTEM W/ EMPLOYER ENGAGEMENT**

STRATEGIC PROJECT: **Improve credential outcomes for job seekers**

BACKGROUND:

On May 17, 2021, The Department of Economic Opportunity (DEO) released the 2021-2022 Demand Occupation List for the 24 Workforce Development Areas (WDA) in the State of Florida. In accordance with CareerSource Florida's Administrative Policy #82, local areas may revise the list, as needed, based on local demand in support of the occupation's addition.

SFWIB staff received a request with supporting documentation from The College of the Florida Keys (CFK) to add Standard Occupational Classification (SOC) code 19-2041 - Environmental Scientists and Specialists, Including Health to the list for their Marine Environmental Technology Associate in Science degree program.

SFWIB staff completed the review process and documentation is being presented to the Global Talent and Competitiveness Council for a recommendation to the Board for approval.

FUNDING: N/A

PERFORMANCE: N/A

ATTACHMENT

Andy Tuck, Chair
Marva Johnson, Vice Chair
Members
Monesia Brown
Ben Gibson
Tom Grady
Ryan Petty
Joe York

MEMORANDUM

TO: Dr. Jonathan Gueverra, President, The College of the Florida Keys

FROM: Henry Mack, Chancellor, Division of Career and Adult Education
Kathy Hebda, Chancellor, Florida College System

DATE: March 5, 2021

SUBJECT: **The College of the Florida Keys – Required and Recommended Action Resulting from CTE Audit Local Review**

The Florida Department of Education (FDOE), Division of Career and Adult Education (division) and the Division of Florida Colleges thank you for the assistance provided by The College of the Florida Keys during the career and technical education (CTE) audit conducted in accordance with Executive Order 19-31 and section 1003.491(5), Florida Statutes. The division has completed our review(s) of your program(s) and evidence submitted for each CTE program that required a local review.

Audit Findings by Program

Appendix A indicates the division's CTE audit findings for lower-division postsecondary CTE programs at your institution. These programs are separated into table(s) based on the type of local review that was required for the program. There were five possible CTE audit findings for each program.

No audit findings – Our audit resulted in no findings. No further action is required for these programs.

Local market demand not confirmed – Market demand was not demonstrated for these local offerings. Additional action is required for these programs.

Inconclusive program quality findings – The division was unable to verify local program performance and quality based on your submission. Additional action is recommended for these programs in the future.

New local program – Programs that were reported as being recently implemented locally did not have sufficient data to analyze local student performance metrics. These programs will be evaluated in future years of the CTE audit.

Program removed locally – Programs reported by your institution as being terminated locally did not require a local review. These programs may still be offered statewide.

Recommended Future Action for Programs with “Inconclusive Program Quality Findings”

“Inconclusive program quality findings” typically resulted because the submitted local program review did not provide sufficient and clear evidence of local institutional program performance unrelated to market demand. “Inconclusive” findings do not necessarily indicate that a program is performing poorly at the local level; rather, the division was unable to make a determination based on your submission alone. To support your local evaluation of all CTE programs offered at your institution, the division is currently working on generating local level program performance data including the same performance metrics used in the statewide review.

No action is required at this time for programs with “inconclusive program quality findings,” and no action is required for these programs upon the receipt of local level performance data sent to you from the FDOE (anticipated late April). However, we do encourage your institution to review these forthcoming local level performance data to better understand how your programs are performing relative to other districts/institutions and the statewide averages. In year two of the CTE audit, the division will use the local level performance data generated by our office to identify specific local programs that may require targeted improvement plans.

To better understand the “inconclusive” findings at your institution, the following suggestions identify possible future improvements to provide evidence of adequate local program performance.

Lower-Division Postsecondary CTE Programs (Appendix A)

- A narrative written with sufficient detail to demonstrate local program performance and with the most recently available data.
- Attachments to the Program Status template should be submitted in a file format that can be opened by FDOE staff for review.
- A local program performance review specific to the College Credit Certificate program should be provided, as opposed to a local program performance review of the “parent” Associate in Science program.

Conclusion

The continued assessment of your programs is a critical part in making Florida's CTE programs a success. As part of year two of the CTE audit, the FDOE will provide a data file with the CTE audit performance metrics at your local level and we anticipate providing this to you in late April. Looking forward, we are currently working to develop an intentional and continued analysis of local CTE program quality and labor market alignment, building off the statewide analyses and lessons learned from the first year of the CTE audit.

Thank you for your continued dedication and commitment to the state of Florida, your students and your institution. If you have questions, please contact Dr. Keith Richard, Statewide Director of Career and Technical Education Quality, at Keith.Richard@fldoe.org.

HM/KH/kr

Attachments

cc: Keith Richard, Ph.D., Statewide Director of Career and Technical Education Quality
Carrie Henderson, Ph.D., Executive Vice Chancellor, Florida College System
Tara Goodman, Vice Chancellor, Division of Career and Adult Education
Dr. Brittany Synder, VP of Academic Affairs, The College of the Florida Keys

THE COLLEGE OF THE FLORIDA KEYS

Appendix A – Audit Findings for Lower-Division Postsecondary CTE Programs

Programs that were reviewed locally for Institutional Program Performance

Program Name	10 Digit CIP	Award Level	Audit Findings
Business Administration	1552020102	AS/AAS	No audit findings
Computer Programming and Analysis	1511020101	AS/AAS	Program removed locally
Diving Business and Technology	0249030400	AS/AAS	No audit findings
Marine Environmental Technology	1103060100	AS/AAS	No audit findings
Computer Programmer	0511020200	CCC	Program removed locally
Diving Medical Technician	0249030402	CCC	Inconclusive program quality findings
Fundamentals of Professional Diving	0249030404	CCC	Inconclusive program quality findings
Introduction to Commercial Work/Diving	0249030405	CCC	Inconclusive program quality findings
Marine Technology	0647060512	CCC	No audit findings
Professional Dive Instructor	0249030403	CCC	Inconclusive program quality findings

Programs that were reviewed locally for both Market Demand and Institutional Program Performance

Program Name	10 Digit CIP	Award Level	Audit Findings
Marine Mammal Behavior and Training	0103060101	CCC	Program removed locally
Tropical Ornamental Mariculture Technician	0103060102	CCC	Inconclusive program quality findings

Andy Tuck, *Chair*
Marva Johnson, *Vice Chair*
Members
Monesia Brown
Ben Gibson
Tom Grady
Ryan Petty
Joe York

MEMORANDUM

TO: District Technical College Directors
District Career and Technical Center Directors
Florida College System Presidents
Florida College System Workforce Administrators

FROM: Henry Mack, Chancellor, Division of Career and Adult Education
Kathy Hebda, Chancellor, Division of Florida Colleges

DATE: May 6, 2021

SUBJECT: **2021-22 CAPE Postsecondary Industry Certification Funding List
Recommendation Submission Window**

The Division of Career and Adult Education and the Division of Florida Colleges announce the opening of the 2021-22 CAPE (Career and Professional Education) Postsecondary Industry Certification Funding List submission window for recommended industry certifications.

Certifications must tie to an occupational area included in the General Appropriations Act for performance-based incentive funds. **The General Appropriations Act has recently added a new occupational area, Marine Engine Repair, for** Florida College System and district postsecondary institutions. The occupational areas eligible for performance-based incentive funding are listed in the tables below:

Table 1. Occupational Area-Florida College System Institutions

Advanced Manufacturing	Health Sciences
Auto Collision Repair and Refinishing	Heating, Ventilation and Air Conditioning Technicians
Automotive Service Technology	Marine Engine Repair
Cloud Virtualization	Network Support Services
Computer Programming	Pharmacy Technicians
Cyber Security	Public Safety
Electrician	Unmanned Aircraft Systems
Federal Aviation Administration Airframe Mechanics	Welding
Federal Aviation Administration Power Plant Mechanics	

Table 2. Occupational Area-Districts

Advanced Manufacturing	Health Sciences - Emergency medical technician and paramedic
Auto Collision Repair and Refinishing	Health Sciences - Medical assisting
Automotive Service Technology	Health Sciences - Medical coder/biller
Cloud Virtualization	Health Sciences - Orthopedic technology
Computer Programming	Health Sciences - Pharmacy technician
Computer-aided Drafting	Health Sciences - Practical nursing
Cyber Security	Health Sciences - Surgical technology
Electrician	Heating, Ventilation and Air Conditioning Technicians
Federal Aviation Administration Airframe Mechanics	Marine Engine Repair
Federal Aviation Administration Power Plant Mechanics	Medium/Heavy Duty Truck Technician
Health Sciences - Certified nursing assistant	Network Support Services
Health Sciences - Clinical hemodialysis technician	Plumbing
Health Sciences - Clinical lab technician	Public Safety
Health Sciences - Dental assisting technology	Welding
Health Sciences - EKG technician	

Please use the attached document to recommend a new certification area for the 2021-22 CAPE Postsecondary Industry Certification Funding List. An electronic copy of the attached Excel form for each recommendation must be emailed to industrycertification@fldoe.org by Friday, May 21, 2021.

Recommendations will be used for the adoption of the 2021-2022 postsecondary funding list for colleges and districts, which will be considered by the State Board of Education. This process is contingent on the Governor signing the General Appropriations Act.

For questions, please contact Kathryn Wheeler at 850-245-9030.

HM/KH/kw

Attachment



careersourcesfl.com

October 12, 2017

Florida Department of Education
Attention: Belinda Chason
325 West Gaines Street
Tallahassee, Florida 32399

Dear Ms. Chason:

In support of Florida Keys Community College's submission of current and projected facility needs (Form DVE-768), please accept this letter from CareerSource South Florida as endorsement for providing the following career and technical education programs that do not meet the criteria of being on our Regional Demand Occupations List.

The following programs provide opportunities for students pursuing employment and additional postsecondary education:

- Associate of Science in Marine Environmental Technology
- Associate of Science in Diving Business and Technology
- Associate of Science in Emergency Medical Services
- Associate of Science in Fire Science Technology
- Associate of Science in Veterinary Technology
- Pharmacy Technician

If you need any additional information, please feel free to contact me at (305) 594-7615 ext. 1501.

Regards,

A handwritten signature in blue ink, appearing to read "Rick Beasley".

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

Pc: Jonathan Gueverra, President, Florida Keys Community College

info@careersourcesfl.com

7300 Corporate Center Drive, Suite 500
Miami, Florida 33126

p: 305-594-7615 | f: 305-470-5629



**Florida Department of Education
Curriculum Framework**

Program Title: Marine Environmental Technology
Career Cluster: Agriculture, Food and Natural Resources

AS	
CIP Number	1103060101
Program Type	College Credit
Standard Length	60 credit hours
CTSO	N/A
SOC Codes (all applicable)	19-2041 - Environmental Scientists and Specialists, Including Health
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml

Purpose

This program offers a sequence of courses that provides coherent and rigorous content aligned with challenging academic standards and relevant technical knowledge and skills needed to prepare for further education and careers in the Agriculture, Food and Natural Resources career cluster; provides technical skill proficiency, and includes competency-based applied learning that contributes to the academic knowledge, higher-order reasoning and problem-solving skills, work attitudes, general employability skills, technical skills, and occupation-specific skills, and knowledge of all aspects of the Agriculture, Food and Natural Resources career cluster.

This degree is designed to prepare students for a diverse set of employment opportunities in the field of marine environmental technology and other marine-oriented careers. During the program students will acquire the skills and knowledge necessary to enter the work force in a variety of marine oriented careers including technicians at environmental or research laboratories, environmental consulting industries, aquaculture/mariculture facilities, ecotourism, or marine conservation and restoration projects.

The purpose of this program is to provide technician level training and supply skilled employees for the growing workforce demand in marine related environmental industries. Graduates of this program will obtain the fundamental academic skills necessary to be successful at the technician level and demonstrate an understanding of the fundamental concepts behind marine environmental science. Graduates will demonstrate the ability to:

(1) collect marine related data above and below the water (i.e. on scuba), (2) write technical reports, (3) navigate and ope

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Program Structure

This program is a planned sequence of instruction consisting of 60 credit hours. rate marine vessels, and (4) understand basic business and management concepts.

Local Wages for: 19-2041.00 - Environmental Scientists and Specialists, Including Health

Source: Bureau of Labor Statistics 2020 wage data - <https://www.bls.gov/oes/>

Location	Annual Low (10%)	Annual QL (25%)	Annual Median (50%)	Annual QU (75%)	Annual High (90%)	Hourly Low (10%)	Hourly QL (25%)	Hourly Median (50%)	Hourly QU (75%)	Hourly High (90%)
United States	\$42,960	\$55,210	\$73,230	\$98,120	\$129,450	\$20.66	\$26.54	\$35.21	\$47.17	\$62.24
Florida	\$34,760	\$39,920	\$48,810	\$68,030	\$99,750	\$16.71	\$19.19	\$23.47	\$32.71	\$47.96
South Florida nonmetropolitan area	\$35,950	\$40,160	\$47,580	\$65,810	\$100,780	\$17.28	\$19.31	\$22.87	\$31.64	\$48.45
Cape Coral-Fort Myers, FL	\$35,990	\$36,850	\$44,470	\$54,030	\$65,480	\$17.30	\$17.72	\$21.38	\$25.98	\$31.48
Crestview-Fort Walton Beach-Destin, FL	\$37,550	\$44,550	\$55,660	\$79,990	\$92,070	\$18.06	\$21.42	\$26.76	\$38.46	\$44.27
Deltona-Daytona Beach-Ormond Beach, FL	\$34,350	\$40,940	\$48,240	\$59,340	\$80,900	\$16.51	\$19.68	\$23.19	\$28.53	\$38.90
Gainesville, FL	\$38,280	\$47,180	\$59,590	\$78,610	\$109,500	\$18.40	\$22.68	\$28.65	\$37.79	\$52.64
Jacksonville, FL	\$32,370	\$41,340	\$54,080	\$75,810	\$147,060	\$15.56	\$19.88	\$26.00	\$36.45	\$70.70
Lakeland-Winter Haven, FL	\$34,370	\$38,290	\$41,820	\$47,690	\$63,470	\$16.52	\$18.41	\$20.11	\$22.93	\$30.52
Miami-Fort Lauderdale-West Palm Beach, FL	\$37,830	\$44,990	\$61,020	\$79,660	\$137,220	\$18.19	\$21.63	\$29.34	\$38.30	\$65.97
Naples-Immokalee-Marco Island, FL	\$36,540	\$40,420	\$49,730	\$63,100	\$78,830	\$17.57	\$19.43	\$23.91	\$30.34	\$37.90
North Florida nonmetropolitan area	\$31,320	\$36,840	\$43,910	\$55,190	\$75,520	\$15.06	\$17.71	\$21.11	\$26.53	\$36.31
North Port-Sarasota-Bradenton, FL	\$35,840	\$40,440	\$47,820	\$60,270	\$71,420	\$17.23	\$19.44	\$22.99	\$28.98	\$34.34
Orlando-Kissimmee-Sanford, FL	\$33,500	\$36,840	\$42,160	\$53,710	\$81,060	\$16.11	\$17.71	\$20.27	\$25.82	\$38.97
Palm Bay-Melbourne-Titusville, FL	\$33,590	\$40,100	\$50,380	\$79,600	\$104,090	\$16.15	\$19.28	\$24.22	\$38.27	\$50.04
Panama City, FL	\$33,660	\$37,230	\$41,070	\$48,530	\$65,890	\$16.18	\$17.90	\$19.75	\$23.33	\$31.68
Pensacola-Ferry Pass-Brent, FL	\$28,970	\$32,160	\$40,920	\$47,270	\$60,420	\$13.93	\$15.46	\$19.67	\$22.72	\$29.05
Port St. Lucie, FL	\$35,550	\$40,200	\$45,540	\$57,050	\$67,030	\$17.09	\$19.33	\$21.89	\$27.43	\$32.23
Tallahassee, FL	\$34,460	\$40,190	\$44,910	\$50,890	\$61,460	\$16.57	\$19.32	\$21.59	\$24.47	\$29.55
Tampa-St. Petersburg-Clearwater, FL	\$35,710	\$41,650	\$56,530	\$84,470	\$139,400	\$17.17	\$20.03	\$27.18	\$40.61	\$67.02



Occupational Employment and Wage Statistics Query System

OEWS

Occupational Employment and Wage Statistics

([For more information or help](#))

Multiple occupations for one geographical area

Back to Inputs

Area: Miami-Fort Lauderdale-West Palm Beach, FL
Period: May 2020

Occupation (SOC code)	Employment ⁽¹⁾	Employment percent relative standard error ⁽³⁾	Hourly mean wage	Annual mean wage ⁽²⁾	Wage percent relative standard error ⁽³⁾	Hourly 10th percentile wage	Hourly 25th percentile wage	Hourly median wage	Hourly 75th percentile wage	Hourly 90th percentile wage	Annual 10th percentile wage ⁽²⁾	Annual 25th percentile wage ⁽²⁾	Annual median wage ⁽²⁾	Annual 75th percentile wage ⁽²⁾	Annual 90th percentile wage ⁽²⁾	Employment per 1,000 jobs	Location Quotient
Environmental Scientists and Specialists, Including Health(192041)	1070	7.3	35.55	73950	7.0	18.19	21.63	29.34	38.30	65.97	37830	44990	61020	79660	137220	0.428	0.70
Footnotes: (1) Estimates for detailed occupations do not sum to the totals because the totals include occupations not shown separately. Estimates do not include self-employed workers. (2) Annual wages have been calculated by multiplying the corresponding hourly wage by 2,080 hours. (3) The relative standard error (RSE) is a measure of the reliability of a survey statistic. The smaller the relative standard error, the more precise the estimate.																	
SOC code: Standard Occupational Classification code -- see http://www.bls.gov/soc/home.htm																	
Data extracted on June 11, 2021																	

2021-22 Regional Demand Occupations List

Sorted by Occupational Title

Workforce Development Area 23 - Miami-Dade and Monroe Counties

Selection Criteria:

- 1 FLDOE Training Code 3 (PSAV Certificate), 4 (Community College Credit/Degree), or 5 (Bachelor's Degree)
- 2 80 annual openings and positive growth
- 3 Mean Wage of \$15.45/hour and Entry Wage of \$12.57/hour
- 4 High Skill/High Wage (HSHW) Occupations:
Mean Wage of \$24.22/hour and Entry Wage of \$15.45/hour

SOC Code†	HSHW††	Occupational Title†	Annual Percent Growth	Annual Openings	2019 Hourly Wage		FLDOE Training Code	In EFI Targeted Industry?	Data Source†††
					Mean	Entry			
132011	HSHW	Accountants and Auditors	1.38	1,615	40.15	22.62	5	Yes	R
113011	HSHW	Administrative Services Managers	1.62	233	45.81	25.54	4	Yes	R
413011	HSHW	Advertising Sales Agents	1.28	453	34.35	16.02	3	Yes	R
493011	HSHW	Aircraft Mechanics and Service Technicians	0.94	318	31.62	16.74	3	Yes	R
532011	HSHW	Airline Pilots, Copilots, and Flight Engineers	1.07	347	117.78	76.73	4	Yes	R
132021	HSHW	Appraisers and Assessors of Real Estate	0.74	96	30.03	15.58	3	Yes	R
173011	HSHW	Architectural and Civil Drafters	0.72	122	28.49	18.92	3	Yes	R
119041	HSHW	Architectural and Engineering Managers	1.10	85	65.93	42.03	5	Yes	R
271011	HSHW	Art Directors	1.36	94	39.57	28.16	5	Yes	R
274011		Audio and Video Equipment Technicians	2.55	141	21.15	13.36	4	Yes	R
493021		Automotive Body and Related Repairers	0.56	130	20.46	13.66	3	Yes	R
493023		Automotive Service Technicians and Mechanics	0.66	5,668	21.81	12.68	3	Yes	S
433031		Bookkeeping, Accounting, and Auditing Clerks	0.31	1,941	20.48	13.88	4	Yes	R
493031		Bus and Truck Mechanics and Diesel Engine Specialists	1.15	229	24.48	15.41	3	Yes	R
533021		Bus Drivers, Transit and Intercity	1.52	1,744	19.81	13.59	3	No	S
131199	HSHW	Business Operations Specialists, All Other	1.32	1,160	36.20	17.58	4	Yes	R
251011	HSHW	Business Teachers, Postsecondary	3.81	101	44.58	24.69	5	No	R
535021	HSHW	Captains, Mates, and Pilots of Water Vessels	2.56	502	28.43	16.84	3	Yes	R
472031		Carpenters	0.64	863	20.31	14.65	3	Yes	R
472051		Cement Masons and Concrete Finishers	0.25	166	18.42	12.92	3	Yes	R
351011	HSHW	Chefs and Head Cooks	4.01	238	26.85	15.68	3	Yes	R
111011	HSHW	Chief Executives	0.06	258	93.81	42.86	5	Yes	R
172051	HSHW	Civil Engineers	1.07	251	42.12	24.29	5	Yes	R
131031	HSHW	Claims Adjusters, Examiners, and Investigators	0.23	237	30.47	19.32	3	Yes	R
212011	HSHW	Clergy	1.03	116	31.64	17.86	5	Yes	R
532012	HSHW	Commercial Pilots	1.74	592	78.64	26.04	3	Yes	S
211099		Community and Social Service Specialists, All Other	1.04	323	18.15	13.17	5	Yes	R
131141	HSHW	Compensation, Benefits, and Job Analysis Specialists	1.61	756	26.93	17.88	4	Yes	S
131041	HSHW	Compliance Officers	0.55	446	36.48	21.29	3	Yes	R
113021	HSHW	Computer and Information Systems Managers	1.71	196	66.24	37.59	5	Yes	R
151143	HSHW	Computer Network Architects	1.51	119	51.02	32.77	3	Yes	R
151199	HSHW	Computer Occupations, All Other	1.55	128	40.46	16.97	3	Yes	R
151131	HSHW	Computer Programmers	2.60	234	42.76	23.81	3	Yes	R
151121	HSHW	Computer Systems Analysts	1.40	206	44.23	26.94	4	Yes	R
151151	HSHW	Computer User Support Specialists	1.45	421	25.30	16.41	3	Yes	R
474011		Construction and Building Inspectors	0.67	182	28.30	14.23	3	Yes	R
119021	HSHW	Construction Managers	1.91	520	53.15	31.91	4	Yes	R
131051	HSHW	Cost Estimators	0.06	111	31.20	19.21	4	Yes	R
151141	HSHW	Database Administrators	1.52	669	45.51	27.69	4	Yes	S
319091		Dental Assistants	1.51	2,759	18.84	13.24	3	Yes	S
292021	HSHW	Dental Hygienists	1.55	96	25.09	16.36	4	Yes	R
292032	HSHW	Diagnostic Medical Sonographers	2.57	522	30.43	22.17	3	Yes	S
119033	HSHW	Education Administrators, Postsecondary	2.36	163	42.24	23.96	5	Yes	R
259099		Education, Training, and Library Workers, All Other	2.64	132	23.38	14.98	5	Yes	R
472111		Electricians	0.74	476	22.14	13.63	3	Yes	R
252021	HSHW	Elementary School Teachers, Except Special Education	1.05	550	25.12	19.08	5	No	R
192041	HSHW	Environmental Scientists and Specialists, Including Health	1.69	391	33.21	18.19	5	Yes	R
274032	HSHW	Film and Video Editors	2.31	82	26.13	16.72	4	Yes	R
132051	HSHW	Financial Analysts	1.30	206	37.75	22.07	5	Yes	R
132099	HSHW	Financial Specialists, All Other	1.34	92	37.75	22.07	3	Yes	R
113031	HSHW	Financial Managers	2.58	516	70.51	35.44	5	Yes	R
332011	HSHW	Firefighters	0.22	250	33.19	23.33	3	Yes	R
371012		First-Line Superv. Landscaping & Groundskeeping Workers	3.06	187	21.76	13.40	3	Yes	R
471011	HSHW	First-Line Superv. of Construction and Extraction Workers	0.87	573	31.42	19.73	4	Yes	R
371011		First-Line Superv. of Housekeeping & Janitorial Workers	3.63	388	17.80	12.75	3	Yes	R
491011	HSHW	First-Line Superv. of Mechanics, Installers, and Repairers	1.16	427	29.65	18.36	3	Yes	R
431011	HSHW	First-Line Superv. of Office and Admin. Support Workers	0.66	1,769	28.84	17.59	4	Yes	R
511011	HSHW	First-Line Superv. of Production and Operating Workers	0.60	368	28.15	16.87	3	Yes	R
331099		First-Line Superv., Protective Service Workers, All Other	1.77	127	23.21	14.01	3	Yes	R
411012	HSHW	First-Line Supervisors of Non-Retail Sales Workers	0.31	416	38.31	21.08	4	Yes	R
391021		First-Line Supervisors of Personal Service Workers	2.18	221	21.07	14.35	3	Yes	R
411011		First-Line Supervisors of Retail Sales Workers	0.37	1,603	22.33	13.76	3	Yes	R
119051	HSHW	Food Service Managers	2.41	292	30.69	20.46	4	Yes	R
111021	HSHW	General and Operations Managers	1.66	2,033	52.49	22.95	4	Yes	R



SFWIB GLOBAL TALENT COMPETITIVENESS COUNCIL

DATE: 6/17/2021

AGENDA ITEM NUMBER: 6

AGENDA ITEM SUBJECT: NEW AND EXISTING TRAINING PROVIDERS AND PROGRAMS

AGENDA ITEM TYPE: **APPROVAL**

RECOMMENDATION: SFWIB staff recommends to the Global Talent and Competitiveness Council to recommend to the Board the approval of New Training Providers and Programs; and New Programs for Existing Training Providers, as set forth below.

STRATEGIC GOAL: **HIGH ROI THROUGH CONTINUOUS IMPROVEMENT**

STRATEGIC PROJECT: **Improve credential outcomes for job seekers**

BACKGROUND:

In accordance with Section 122 of the Workforce Innovation and Opportunity Act, regional workforce boards are permitted to independently develop criteria for the selection and subsequent eligibility of Training Providers and programs. The South Florida Workforce Investment Board (SFWIB) developed processes to evaluate an applicant's programmatic capabilities.

SFWIB staff completed the review process and documentation is being presented to the Global Talent and Competitiveness Council for a recommendation to the Board for approval.

Below are requests to add a new training provider and programs and new programs for existing training providers for the review and approval of the Council.

New Request(s) to be added as a Training Provider and Programs:

1. Barry University, Inc. dba Barry University

New Non-Credit Programs that lead to Industry Certifications:

- Certified Medical Administrative Assistant – Certificate of Completion
- Certified Electronic Health Records Specialist – Certificate of Completion
- Certified Professional Coder – Certificate of Completion
- Certified Pharmacy Technician – Certificate of Completion
- Certified Project Management Professional (PMP)® – Certificate of Completion
- Water Treatment Operation - Class C – Certificate of Completion

New Request(s) from Existing Training Providers to add New Program(s):

1. The College of the Florida Keys

Request to Add new programs to an existing location(s):

- Registered Nurse - Associate of Science
- Business Administration - Associate of Science
- Marine Environmental Technology - Associate of Science
- Marine Engineering, Management, and Seamanship - Associate in Applied Science
- Basic Law Enforcement (Full- and Part-time) - Career and Technical Certificate

2. District Board of Trustees of Miami Dade College dba Miami Dade College

Request to Add a new program to an existing location(s):

- Automotive Technician Specialist - Certificate of Completion of Apprenticeship

FUNDING: N/A

PERFORMANCE: N/A

ATTACHMENT

Training Vendor Program Information for: Barry University, Inc.

Note: ITAs are issued in accord with the SFWIB ITA Policy; the initial ITA may cover up to and including 50 percent of the program's maximum ITA amount; the subsequent ITA is issued upon the participant's arrival at the midpoint of the training program's life and may cover up to and including the remaining 50 percent of the program's maximum ITA amount. **Pell Grants:** All participants are required to apply for the Pell Grant and if Pell eligible and the program is a Pell eligible program, then the Pell Grant must be deducted from the total ITA amount. ITAs only cover up to one year of training and neither A.A. nor Bachelor degrees. **Refunds:** For guidance on issuing refunds, refer to the SFWIB Standardized Refund Policy. **Notice:** Case Managers shall advise participants that they may be required to obtain student loans and/or other grants to cover the cost of the program that they wish to enroll in if the ITA amount and the Pell Grant, if eligible for Pell, does not cover the full cost of the program. **SFWIB will not be responsible for any debts that the participant incurs.**

																			2020-2021 TOL Wage Rate			
Proposed Training Program Name <small>(program name must be written as approved by the CIE)</small>	Credential Type <small>(i.e., Diploma, Associate or Bachelor of Science)</small>	Location/ Campus <small>(street address, city, state & zip)</small>	Credit Hours	Clock Hours	Course Length <small>(estimated in months)</small>	Tuition Cost	Application Registration Fees Cost	Books Cost	Materials Cost	Uniforms Cost	Tools Cost	Testing Fees Cost	Certification Fees Cost	Licensing Fees Cost	Other Fees/ Costs	Total Program Costs	Pell Eligible (Yes/No)	CIP Code	2020-2021 TOL Related Occupations (SOC & Name)	Entry	Mean	Quadrant Category
Non-Credit Programs																						
Certified Medical Administrative Assistant	Certificate of Completion	11300 NE Second Avenue, Miami Shores, FL 33161; 15900 Pines Blvd., Pembroke Pines, FL 33027; Online	0	30	2	\$600.00	\$0.00	N/A	N/A	N/A	N/A	\$117.00	N/A	N/A	N/A	\$1,312.00	No	N/A	N/A	N/A	N/A	N/A
Certified Electronic Health Records Specialist	Certificate of Completion	11300 NE Second Avenue, Miami Shores, FL 33161; 15900 Pines Blvd., Pembroke Pines, FL 33027; Online	0	60	3	\$1,195.00	\$0.00	N/A	N/A	N/A	N/A	\$117.00	N/A	N/A	N/A	\$1,312.00	No	N/A	N/A	N/A	N/A	N/A
CPC® Certified Professional Coder	Certificate of Completion	11300 NE Second Avenue, Miami Shores, FL 33161; 15900 Pines Blvd., Pembroke Pines, FL 33027; Online	0	80	3	\$1,795.00	\$0.00	N/A	N/A	N/A	N/A	\$325	N/A	N/A	\$100	\$2,220	No	N/A	N/A	N/A	N/A	N/A
Certified Pharmacy Technician	Certificate of Completion	11300 NE Second Avenue, Miami Shores, FL 33161; 15900 Pines Blvd., Pembroke Pines, FL 33027; Online	0	72	3	\$1,575.00	\$0.00	\$202	N/A	N/A	N/A	\$125	N/A	N/A	N/A	\$1,902	No	N/A	N/A	N/A	N/A	N/A
Certified Project Management Professional (PMP)®	Certificate of Completion	11300 NE Second Avenue, Miami Shores, FL 33161; 15900 Pines Blvd., Pembroke Pines, FL 33027; Online	0	35	2	\$1,500.00	\$0.00	N/A	N/A	N/A	N/A	\$555	N/A	N/A	N/A	\$2,055	No	N/A	N/A	N/A	N/A	N/A
Water Treatment Operation - Class C	Certificate of Completion	11300 NE Second Avenue, Miami Shores, FL 33161; 15900 Pines Blvd., Pembroke Pines, FL 33027; Online	0	132	4	\$1,250.00	\$0.00	\$180	N/A	N/A	N/A	\$100	N/A	N/A	N/A	\$1,530	No	N/A	N/A	N/A	N/A	N/A

Training Vendor Program Information for: The College of the Florida Keys

Note: ITAs are issued in accord with the SFWIB ITA Policy; the initial ITA may cover up to and including 50 percent of the program's maximum ITA amount; the subsequent ITA is issued upon the participant's arrival at the midpoint of the training program's life and may cover up to and including the remaining 50 percent of the program's maximum ITA amount. **Pell Grants:** All participants are required to apply for the Pell Grant and if Pell eligible and the program is a Pell eligible program, then the Pell Grant must be deducted from the total ITA amount. ITAs only cover up to one year of training and neither A.A. nor Bachelor degrees. **Refunds:** For guidance on issuing refunds, refer to the SFWIB Standardized Refund Policy. **Notice:** Case Managers shall advise participants that they may be required to obtain student loans and/or other grants to cover the cost of the program that they wish to enroll in if the ITA amount and the Pell Grant, if eligible for Pell, does not cover the full cost of the program. **SFWIB will not be responsible for any debts that the participant incurs.**

																				2021-2022 TOL Wage Rate		
Proposed Training Program Name <small>(program name must be written as approved by the CIE)</small>	Credential Type <small>(i.e., Diploma, Associate or Bachelor of Science)</small>	Location/ Campus <small>(street address, city, state & zip)</small>	Credit Hours	Clock Hours	Course Length <small>(estimated in months)</small>	Tuition Cost	Application Registration Fees Cost	Books Cost	Materials Cost	Uniforms Cost	Tools Cost	Testing Fees Cost	Certification Fees Cost	Licensing Fees Cost	Other Fees/ Costs	Total Program Costs	Pell Eligible (Yes/No)	CIP Code	2021-2022 TOL Related Occupations (SOC & Name)	Mean	Entry	Quadrant Category
AS Degree Program																						
Registered Nurse	Associate of Science	5901 College Rd. Key West FL 33040	72	N/A	22	\$7,863.84	\$30.00	\$2,324.00	\$0.00	\$150.00	\$0.00	\$282.00	\$0.00	\$110.00	\$3,726.00	\$14,485.84	Yes	1351380100	29-1141 Registered Nurses	\$33.28	\$24.81	HGHW
Registered Nurse	Associate of Science	106040 Overseas Hwy. Key Largo, FL 33037	72	N/A	22	\$7,863.84	\$30.00	\$2,324.00	\$0.00	\$150.00	\$0.00	\$282.00	\$0.00	\$110.00	\$3,726.00	\$14,485.84	Yes	1351380100	29-1141 Registered Nurses	\$33.28	\$24.81	HGHW
Business Administration	Associate in Science	5901 College Rd., Key West, FL 33040	60	N/A	22	\$6,553.20	\$30.00	\$1,363.40	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$7,946.60	Yes	1552020102	11-1021 General and Operations Managers	\$52.49	\$22.95	HGHW
Marine Environmental Technology	Associate in Science	5901 College Rd., Key West, FL 33040	60	N/A	22	\$6,559.80	\$30.00	\$1,374.99	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,463.00	\$9,427.79	Yes	1103060101	19-2041 Environmental Scientists and Specialists, Including Health	\$33.21	\$18.19	HGHW
Marine Engineering, Management, and Seamanship	Associate in Applied Science	5901 College Rd., Key West, FL 33040	66	N/A	22	\$7,215.78	\$30.00	\$1,507.52	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$3,136.00	\$11,859.30	Yes	0647060500	49-3031 Bus and Truck Mechanics and Diesel Engine Specialists	\$24.48	\$15.41	HGHW
Diploma/Certificate Programs																						
Criminal Justice Technology Basic Law Enforcement Academy <small>(Full-time)</small>	Career and Technical Certificate	5901 College Rd., Key West FL 33040	N/A	770	5	\$2,262.78	\$30.00	N/A	N/A	\$500.00	\$800.00	\$100.00	N/A	N/A	\$2,473.00	\$6,165.78	Yes	074310700	333051, Police and Sheriff's Patrol Officers	\$33.25	\$24.75	LGHW
Criminal Justice Technology Basic Law Enforcement Academy <small>(Part-time)</small>	Career and Technical Certificate	5901 College Rd., Key West FL 33040	N/A	770	10	\$2,262.78	\$30.00	N/A	N/A	\$500.00	\$800.00	\$100.00	N/A	N/A	\$2,473.00	\$6,165.78	Yes	074310700	333051, Police and Sheriff's Patrol Officers	\$33.25	\$24.75	LGHW
Criminal Justice Technology Basic Law Enforcement Academy <small>(Full-time)</small>	Career and Technical Certificate	106040 Overseas Hwy., Key Largo, FL 33037	N/A	770	5	\$2,262.78	\$30.00	N/A	N/A	\$500.00	\$800.00	\$100.00	N/A	N/A	\$2,473.00	\$6,165.78	Yes	074310700	333051, Police and Sheriff's Patrol Officers	\$33.25	\$24.75	LGHW
Criminal Justice Technology Basic Law Enforcement Academy <small>(Part-time)</small>	Career and Technical Certificate	106040 Overseas Hwy., Key Largo, FL 33037	N/A	770	10	\$2,262.78	\$30.00	N/A	N/A	\$500.00	\$800.00	\$100.00	N/A	N/A	\$2,473.00	\$6,165.78	Yes	074310700	333051, Police and Sheriff's Patrol Officers	\$33.25	\$24.75	LGHW

State Board of Education

Andy Tuck, *Chair*
Marva Johnson, *Vice Chair*
Members
Monesia Brown
Ben Gibson
Tom Grady
Ryan Petty
Joe York



FLORIDA DEPARTMENT OF
EDUCATION
fldoe.org

Richard Corcoran
Commissioner of Education

May 13, 2021

Ms. Alexia Q. Rolle, Ed.D., Chairperson
Miami-Dade College Apprenticeship Program GNJ
Career and Technical Education/Workforce
300 Northeast 2nd Avenue, Office 1406
Miami, Florida 33132

Dear Ms. Rolle:

The enclosed Occupation Appendix to add the trade Automotive Technician Specialist (CB), to the Miami-Dade College Apprenticeship Program GNJ standards, was approved, registered and effective this date, by the Florida Department of Education, Division of Career and Adult Education.

The original copy of the amendment is retained for the state file. Thank you for providing our office with the updated information.

Sincerely,

Richard E. Norman, III, State Program Director
Apprenticeship

REN/jpw

Enclosure

cc: Ms. Lorena Vasquez, Region 9 ATR

Henry Mack
Chancellor of Career and Adult Education

Occupation Appendix

Miami Dade College (Sponsor)

In the occupation of:

Occupation / Trade	NAICS Code	RAPIDS Code	O-Net Code
Automotive Technician Specialist	336310	1034CB	49-3023.02

OUTREACH JURISDICTIONAL AREA

Miami-Dade, Broward, Palm Beach
(Counties)



SFWIB GLOBAL TALENT COMPETITIVENESS COUNCIL

DATE: 6/17/2021

AGENDA ITEM NUMBER: 7

AGENDA ITEM SUBJECT: DISTRICT 9 - SAFETY NET -- SUMMER YOUTH EMPLOYMENT PROGRAM

AGENDA ITEM TYPE: **APPROVAL**

RECOMMENDATION: SFWIB staff recommends to the Global Talent and Competitiveness Council to recommend the following three items to the Board; (1) the approval to accept \$325,000 in general revenue funds from Miami-Dade County Commission District 9 for a Summer Youth Employment Program; (2) allocate matching funds of \$200,000 in Temporary Assistance for Needy Families (TANF) funds; and (3) allocate funds to Youth Co-Op, Inc., as set forth below.

STRATEGIC GOAL: **DEDICATED COMMITMENT TO YOUTH PARTICIPATION**

STRATEGIC PROJECT: **Emphasize work-based learning and training**

BACKGROUND:

Miami-Dade County Commission District 9, under the leadership of Commissioner Kionne McGhee, agreed to enter into a partnership with the South Florida Workforce Investment Board (SFWIB) to provide employment opportunities to up to 200 youth residents of Miami-Dade County District 9. The SFWIB will provide summer job placement for youth between the ages of 15 to 18. Youth enrolled in the program will also receive employability skills training.

As part of the partnership, Miami-Dade Commission District 9 will provide \$325,000 in general revenue to the SFWIB for the program. The SFWIB will provide \$200,000 in TANF funds. The total amount being allocated for the Summer Youth Employment Program is \$525,000. The program will provide entry-level positions with local businesses, public sector and community-based organizations to Miami-Dade County's future workforce.

The youth participants will earn \$13.88 per hour for a total of 140 hours; 20 of which is for work readiness training. Youth will also receive financial literacy training as well as information related to budgeting and investing.

Youth Co-op, Inc. will be responsible for administering the program; which includes payroll, recruitment, job placement, and work readiness training for the youth participants.

The program is scheduled to take place beginning June 18, 2021 through September 25, 2021.

FUNDING: Miami-Dade County Commission District 9 General Revenue and Temporary Assistance for Needy Families

PERFORMANCE: N/A

NO ATTACHMENT



SFWIB GLOBAL TALENT COMPETITIVENESS COUNCIL

DATE: 6/17/2021

AGENDA ITEM NUMBER: 8

AGENDA ITEM SUBJECT: SUMMER YOUTH EMPLOYMENT PROGRAM FOR THE CITY OF MIAMI GARDENS

AGENDA ITEM TYPE: **APPROVAL**

RECOMMENDATION: SFWIB staff recommends to the Global Talent and Competitiveness Council to recommend the following three items to the Board; (1) the approval to accept \$60,000 general revenue funds from the City of Miami Gardens for a Summer Youth Employment Program; (2) allocate matching funds of \$60,000 in Temporary Assistance for Needy Families (TANF) funds; and (3) allocate funds to Adult Mankind Organization, Inc., as set forth below.

STRATEGIC GOAL: **DEDICATED COMMITMENT TO YOUTH PARTICIPATION**

STRATEGIC PROJECT: **Emphasize work-based learning and training**

BACKGROUND:

The City of Miami Gardens' City Council, under the leadership of Mayor Rodney Harris, agreed to enter into a partnership with the South Florida Workforce Investment Board (SFWIB) to provide employment opportunities to up to 48 youth residents of the City of Miami Gardens. The SFWIB will provide summer job placement for youth between the ages of 15 to 18. Youth enrolled in the program will also receive employability skills training.

As part of the partnership, the City of Miami Gardens will provide \$60,000 in general revenue to the SFWIB for the program. The SFWIB will provide \$60,000 in TANF funds. The total amount being allocated for the Summer Youth Employment Program is \$120,000. The program will provide entry-level positions with local businesses, public sector and community-based organizations to the City of Miami Garden's future workforce.

The youth participants will earn \$13.88 per hour for a total of 140 hours; 20 of which is for work readiness training. Youth will also receive financial literacy training from Center State Bank as well as information related to budgeting and investing.

Adult Mankind Organization, Inc. will be responsible for administering the program; which includes payroll, recruitment, job placement, and work readiness training for the youth participants.

The program is scheduled to take place beginning June 18, 2021 through September 25, 2021.

FUNDING: City of Miami Gardens General Revenue and Temporary Assistance for Needy Families

PERFORMANCE: N/A

NO ATTACHMENT



SFWIB GLOBAL TALENT COMPETITIVENESS COUNCIL

DATE: 6/17/2021

AGENDA ITEM NUMBER: 9

AGENDA ITEM SUBJECT: CONTINUATION OF SFWIB SPECIAL PROJECTS

AGENDA ITEM TYPE: **APPROVAL**

RECOMMENDATION: SFWIB staff recommends to the Global Talent and Competitiveness Council to recommend to the Board the approval to allocate an amount not to exceed \$840,000 in Workforce Services funds to continue providing workforce services through special project initiatives, as set forth below.

STRATEGIC GOAL: **STRONG WORKFORCE SYSTEM LEADERSHIP**

STRATEGIC PROJECT: **Maximizing collaborative partnerships**

BACKGROUND:

In accordance with the SFWIB Strategic Goal 3 (Improve Services for Individuals with Barriers) and Strategic Goal 4 (Dedicated Commitment to Youth Participation), SFWIB staff recommends to the Global Talent and Competitiveness Council to continue providing workforce services through the following workforce initiatives:

- The Career Development Center (CDC) on the campus of Florida Memorial University, Inc. (FMU) assists over 1,200 current students and alumni to obtain internships and/or career opportunities. FMU manages the daily operations and CSSF will provide funding for one full-time staff member, as well as, computers and the support necessary to provide meaningful career development assistance. The cost of the project for the program year 2021-2022 will be no more than \$110,000.
- The Career Development Center (CDC) on the campus of St. Thomas University (STU) assists over 850 current students and alumni to obtain internships and/or career opportunities. STU will manage the daily operations and CSF will provide funding for one full-time staff member, as well as, computers and the support necessary to provide meaningful career development assistance. The cost of the project for program year 2021-2022 will be no more than \$110,000.
- The Career Development Center (CDC) on the campuses of Miami-Dade College assists over 129,000 current students and alumni to obtain internships and/or career opportunities. Additionally, MDC Works will provide eligibility assessment, career counseling, work readiness workshops. MDC will manage the daily operations and CSSF will provide funding for eight full-time staff members, as well as, computers and the support necessary to provide meaningful career development assistance. The cost of the project for program year 2021-2022 will be no more than \$620,000.

In following the procurement process of Miami-Dade County, Administrative Order No. 3-38, it is recommended that the SFWIB waive the competitive procurement as it is recommended by the Executive Director that this is in the best interest of SFWIB. A two-thirds (2/3) vote of the quorum present is required to waive the competitive procurement process and award Florida Memorial University an allocation not to exceed \$110,000; St. Thomas University an allocation not to exceed \$110,000; and Miami-Dade College an allocation not to exceed \$620,000 in Workforce Services Funding to provide Career Development services in Workforce Development Area 23.

FUNDING: Workforce Services Funding

PERFORMANCE: N/A

NO ATTACHMENT



SFWIB EXECUTIVE COMMITTEE

DATE: 6/17/2021

AGENDA ITEM NUMBER: 10

AGENDA ITEM SUBJECT: RAPID RESPONSE AND LAYOFF AVERSION INITIATIVES

AGENDA ITEM TYPE: **APPROVAL**

RECOMMENDATION: SFWIB staff recommends to the Global Talent and Competitiveness Council to recommend to the Board the approval to allocate an amount not to exceed \$450,000 in Workforce Innovation and Opportunity Act (WIOA) Dislocated Worker funding to continue Rapid Response & Layoff Aversion projects, as set forth below.

STRATEGIC GOAL: **BUILD DEMAND-DRIVEN SYSTEM W/ EMPLOYER ENGAGEMENT**

STRATEGIC PROJECT: **Develop integrated Business Service teams**

BACKGROUND:

On May 14, 2020, the Executive Committee approved an allocation of \$376,000 in Workforce Innovation and Opportunity Act (WIOA) Dislocated Worker funding to implement two Rapid Response & Layoff Aversion pilot projects. As a result, a pilot program was initiated with the Greater Miami Chamber of Commerce (GMCC) and the Greater Key West Chamber of Commerce (GKWC).

Subsequently, at the June 18, 2020 meeting, the South Florida Workforce Investment Board (SFWIB) approved an \$180,000 expansion of the pilot program to include the Miami Dade Beacon Council, the Greater Miami Dade Chamber of Commerce (MDCC), and the Latin American Chamber of Commerce and Industry of the USA (CAMACOL).

The aforementioned entities served as business intermediaries on behalf of the SFWIB, as well as, an extension of the regional Rapid Response team to provide assistance to dislocated workers of businesses who are implementing layoffs or plant closing. The SFWIB continued the partnerships and have grown the business intermediary roles to be a true extension of the SFWIB Business Services Unit. As such, SFWIB staff recommends renewing the partnerships for program year 2021-2022.

SFWIB staff recommends to the Global Talent and Competitiveness Council to recommend to the board to allocate up \$450,000 in WIOA Dislocated Worker funding to the following business organizations to enhance rapid response & layoff aversion activities, as well as, business intermediary teams:

- Greater Miami Chamber of Commerce - \$150,000
- Beacon Council - \$150,000
- Miami-Dade Chamber of Commerce - \$75,000
- CAMACOL - \$75,000

In following the procurement process of Miami-Dade County, Administrative Order No. 3-38, it is recommended that the SFWIB waive the competitive procurement as it is recommended by the Executive Director that this is in the best interest of SFWIB. A two-thirds (2/3) vote of the quorum present is required to waive the competitive procurement process and award the Beacon Council an allocation not to exceed \$150,000; MDCC an allocation not to exceed \$75,000; CAMACOL an allocation not to exceed \$75,000; and the GMCC an allocation not to exceed \$150,000 in Workforce Innovation and Opportunity Act (WIOA) Dislocated Worker Funds to provide business intermediary services in Workforce Development Area 23.

FUNDING: WIOA Dislocated Worker

PERFORMANCE: N/A

NO ATTACHMENT



SFWIB GLOBAL TALENT COMPETITIVENESS COUNCIL

DATE: 6/17/2021

AGENDA ITEM NUMBER: 11

AGENDA ITEM SUBJECT: WORKFORCE INNOVATION AND OPPORTUNITY ACT POLICIES

AGENDA ITEM TYPE: **APPROVAL**

RECOMMENDATION: SFWIB staff recommends to the Global Talent and Competitiveness Council to recommend to the Board the approval of Workforce Innovation and Opportunity Act policies, as set forth below.

STRATEGIC GOAL: **STRENGTHEN THE ONE-STOP DELIVERY SYSTEM**

STRATEGIC PROJECT: **Develop specific programs and initiatives**

BACKGROUND:

On January 14, 2021, South Florida Workforce Investment Board (SFWIB) staff received a copy of the compliance report for a review conducted by the U.S. Department of Labor (USDOL) on November 16-20, 2020. The USDOL recommended that the Florida Department of Economic Opportunity (DEO) and the SFWIB establish and/or updated programmatic policies in several areas to ensure compliance with the Workforce Innovation and Opportunity Act (WIOA).

SFWIB staff completed the WIOA review process and is presenting the following policies to the Global Talent and Competitiveness Council for a recommendation to the Board for approval:

- Veteran Intake Policy
- Veteran's Priority of Services Policy
- WIOA Dislocated Worker Policy
- WIOA Follow-up Policy
- Wagner-Peyser Migrant and Seasonal Farmworker Policy
- Trade Adjustment Assistance (TAA) Policy
- Job Seeker Registration Policy
- Job Order and Placement Policy
- Employer Services Policy
- Reemployment Services and Eligibility Assessments (RESEA) Policy

FUNDING: N/A

PERFORMANCE: N/A

ATTACHMENT



WAGNER-PEYSER POLICY

SUBJECT:	EMPLOYER SERVICES	Procedural/Guidance No.:
APPLIES TO:	One-Stop Operators and Career Centers	Effective Date:
		Revised Date:
		Expiration Date:
REFERENCE:	DEO Administrative Policy Number 098 (Revised 02/20/2020)	

I. PURPOSE AND SCOPE

The purpose of this policy is to provide CareerSource South Florida (CSSF) career center employees with the minimum requirements for employer services in the Wagner-Peyser (WP) labor-exchange system.

II. BACKGROUND

The purpose of the Employment Service system is to improve the functioning of the nation's labor markets by bringing together qualified jobseekers and employers who are seeking workers. Section 7(a) of the Wagner-Peyser Act requires labor exchange services be provided to employers that:

1. Assist employers in filling jobs.
2. Facilitate the match between jobseekers and employers.
3. Maintain a system of clearing labor between the States including the use of a standardized classification system.

III. AUTHORITY

[Wagner-Peyser Act of 1933, as amended by the Workforce Investment Act of 1998 and the Workforce Innovation and Opportunity Act of 2014](#)

[Workforce Innovation and Opportunity Act of 2014 20 Code of Federal Regulations \(C.F.R.\) Part 651.10, 652.207, 652.3, 678.435, 658.501, 658.502, 658.503, 658.504](#)

Approved By:

Issued by:

IV. POLICIES AND PROCEDURES

A. Services to Employers

CareerSource South Florida staff must facilitate the match between jobseekers and employers by matching jobseeker skills and interests with employer job openings. Upon the employer's request, staff may:

1. Advertise employer job openings through Employ Miami-Dade (EMD) and Employ Monroe (EM).
2. Assist in the development of job order requirements.
3. Refer qualified jobseekers to available job openings.
4. Conduct jobseeker screening.
5. Provide recruitment assistance.
6. Assist with organizing and conducting job fairs.
7. Assist with filling hard-to-fill job orders.
8. Assist with job restructuring.
9. Provide rapid response to layoffs and business closures.
10. Provide assessment and testing.

CareerSource South Florida may also provide customized services upon the employer's request. Such services may include:

1. Customized screening and referral of qualified participants for training services.
2. Human resource consultation services, which may include:
 - i. Writing and/or reviewing job descriptions and employee handbooks.
 - ii. Assisting with developing performance evaluation and personnel policies.
 - iii. Creating orientation sessions for new workers.
 - iv. Honing job interviewing techniques for efficiency and compliance.
 - v. Analyzing employee turnover.
 - vi. Creating job accommodations and using assistive technologies.
 - vii. Explaining labor and employment laws to help employers comply with discrimination, wage/hour and safety/health regulations.
3. Providing customized labor market information for specific employers, sectors, industries or clusters.
4. Providing other customized services, as available.

B. Employer Account Verification in EMD or EM

CareerSource South Florida (Job Bank) staff must conduct an independent verification of a newly registered employer account prior to enabling an employer account or releasing any job order to jobseekers. CSSFs must have local policies and procedures in place to ensure sufficient vetting of employer accounts and job orders. Additionally, each CSSF must:

1. Verify the employer's registration information to include the business name, address, contact person and contact information. Methods of verification must include a phone call using the contact number listed on the company's website (not the one provided in the registration as it could be fraudulent), email inquiry, website review, and State of Florida's Department of State, Division of Corporations. If the employer fails to respond to the CSSF's phone call and email, the CSSF may conduct an onsite in person review. Verification of the registration must be documented in a case note (See Appendix).
2. For in-state employers, verify the Federal Employer Identification Number (FEIN)/Tax Identification Number (TIN) and entity's name on the Department of State, [Division of Corporation's Sunbiz](#) website ("Sunbiz"). If the business is not registered in Sunbiz as required, do not enable or approve the employer's registration until such information is available for verification as described in Subsection IV.B.4. below.
3. For out-of-state employers, verify the FEIN/TIN and entity's name using the appropriate state's division of corporation's website. If the information is unavailable for verification, do not enable the registration until such information is available for verification as described in **Subsection IV.B.4.** below.
4. For in-state and out-of-state employers and government organizations that are not registered in Sunbiz or the appropriate state's division of corporation's website, the CSSF must request the employer or organization to provide official documentation from the Internal Revenue Service (IRS) showing the FEIN/TIN. Upon receipt, staff must case note the specific documentation provided and proceed with their normal verification process. An electronic copy of the documentation can be uploaded to the employer's account in EMD or EM.
5. For staff assisted registration of employer accounts, staff must conduct a follow-up and final review via email or telephone with the employer to confirm the information listed in the registration is accurate and document the method used for the approval process in case notes for all staff assisted registration of employer accounts.
6. Review all submitted job orders for compliance with federal and state laws, and the EMD or EM Terms and Conditions of Use.

Staff must enter a case note when verifying an employer that, at a minimum, includes the method of contact, the name and title of the contact (if applicable), whether the employer is registered in the appropriate state's corporations website, and the method used to verify the employer before an employer account is enabled in the system.

When an employer completes their registration in EMD or EM, the account status is automatically set to "Pending Verification". Employer accounts must be verified within two business days of the date of the initial registration. However, if the verification process cannot be completed within two business days, staff must place the employer's account in a "Not Verified" status. Upon placing an employer's account in a Not Verified status, staff must notify the employer of the action and ask the employer to correct the missing/needed information as soon as possible. The account must remain in Not

Verified status until the employer's information is properly reviewed and verified in accordance with state and local policy. If the validity of an employer cannot be verified or if staff believes the account is suspicious in nature, staff must alert the CSSF manager. The CSSF manager must immediately elevate concerns of suspicious activity in EMD or EM to the Department of Economic Opportunity via email at: EFAccountReferral@deo.myflorida.com.

C. Third-Party Agent Verification

CSSFs must ensure job orders posted by third-party agents are in accordance with the EMD or EM Terms and Conditions of Use. Third-party agents that use the EMD or EM system to post job openings for an employer must:

1. Obtain the employer's written consent to post job orders on the EMD or EM website and provide it to CSSF prior to posting an open position. Upon receipt of the written consent, the CSSF must upload an electronic copy to the account and enter a case note stating the specific documentation provided and uploaded.
2. Use only the employer's name and FEIN to register an account, unless the third-party agent is the employing entity.
3. List the employer's address of record and contact information as the primary contact and list the third-party agent's address of record and contact information as the secondary contact for verification purposes. Note: the employer's address may be suppressed and hidden from jobseekers.
4. Meet the same verification requirements listed in Section B of this policy.

D. Discontinuation of Services

Pursuant to [20 C.F.R. 658](#), a career center must initiate procedures to discontinue services to an employer or third-party agent in certain instances. Some reasons for discontinuing services include, but are not limited to, an employer or third-party agent who:

1. Submits and refuses to alter or withdraw job orders containing specifications which are contrary to employment-related laws.
2. Submits job orders and refuses to provide assurances, in accordance with Agricultural Recruitment System requirements, that Agricultural Recruitment jobs offered are in compliance with employment-related laws.
3. Is found through field checks or otherwise to have either misrepresented the terms or conditions of the employment opportunity specified on job orders or failed to comply fully with assurances made on job orders.
4. Is found by an appropriate enforcement agency to have violated any employment-related laws and notification of the finding has been provided to the U.S. Department of Labor or the career center by that enforcement agency.
5. Is found to have violated Employment Service (ES) regulations pursuant to sec. 658.411.
6. Refuses to accept qualified workers referred through the clearance system.

7. Refuses to cooperate in the conduct of field checks conducted.
8. Repeatedly causes the initiation of the procedures for discontinuation of services.
9. Refuses to cooperate with the career center's request for verification. Career center management must, after consultation with the Department of Economic Opportunity (DEO), discontinue services immediately if exhaustion of above procedures 1 – 7 would cause substantial harm to a significant number of workers.

Career center staff must also initiate procedures to discontinue services if the employer or third-party agent violates the EMD or EM Terms and Conditions of Use.

When discontinuing services, the career center must notify the employer in writing all employment services will be terminated within 20 working days, unless the employer satisfactorily addresses the concerns of the career center within the 20 days. If services are discontinued to an employer subject to Federal Contractor Job Listing Requirements, the career center must notify DEO immediately at Wagner.Peyser@deo.myflorida.com.

Services must be reinstated to an employer after discontinuation:

1. If the state is ordered to do so by a Federal Administrative Law Judge (ALJ) or Regional Administrator; or
2. If the employer provides adequate evidence that any policies, procedures or conditions responsible for the previous discontinuation of services have been corrected and that the same or similar circumstances are not likely to occur in the future; and
3. The employer has responded adequately to any findings of an enforcement agency, career center, or ETA, including restitution to the complainant and the payment of any fines, which were the basis of the discontinuation of the services.

V. DEFINITIONS

1. **Employer** – As defined in 20 C.F.R. 651.10, a person, firm, corporation, or other association or organization which currently has a location within the United States to which U.S. workers may be referred for employment, and which proposes to employ a worker at a place within the United States and which has an employer relationship with respect to employees under this subpart as indicated by the fact that it hires, pays, fires, supervises and otherwise controls the work of such employees. An association of employers is considered an employer if it has all of the indicia of an employer set forth in this definition.
2. **Job Opening** – A single job opportunity for which the career center has on file a request to select and refer participants.
3. **Job Referral** - 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, Career center staff must ensure the jobseeker's qualifications match the minimum requirements listed in the job

order by reviewing the jobseeker's skills, abilities, prior work experience, education and training, certifications/licensure against the requirements of the job order.

4. **Third-Party Agent** – A person, firm, corporation, other association or entity which posts job orders on behalf of another person, firm, corporation, other association or entity.

Approved By:

Issued by:



WAGNER-PEYSER POLICY

SUBJECT:	JOB ORDERS AND PLACEMENTS	Procedural/Guidance No.:
APPLIES TO:	One-Stop Operators and Career Centers	Effective Date:
		Revised Date:
		Expiration Date:
REFERENCE:	DEO Administrative Policy Number 099 (Revised 02/20/2020)	

I. PURPOSE AND SCOPE

The purpose of this policy is to provide CareerSource South Florida (CSSF) employees and other workforce system partners the minimum requirements for documenting and recording job orders and placements in Employ Miami-Dade (EFM) or Employ Monroe (EM).

II. BACKGROUND

The purpose of the Employment Service system is to improve the functioning of the nation's labor markets by bringing together qualified jobseekers and employers who are seeking workers. Additionally, each state must administer a labor exchange system that can:

- Assist jobseekers in finding employment, including promoting their familiarity with EMD or EM.
- Assist employers in filling jobs.
- Facilitate the match between jobseekers and employers.
- Participate in a system for clearing labor among the states, including the use of a standardized classification system.
- Meet the work test requirements of the Reemployment Assistance (RA) program.
- Provide labor exchange services as identified in Section 7(a) of the Wagner-Peyser Act.

III. AUTHORITY

[Wagner-Peyser Act of 1933, as amended by the Workforce Investment Act of 1998 and the Workforce Innovation and Opportunity Act of 2014](#)
[Workforce Innovation and Opportunity Act of 2014](#)

Approved By:

Issued by:

[20 CFR 651.10, 652, 653.501](#)
[29 CFR 1604, 1606, 1625](#)
[42 U.S.C. 2000](#)
[Fair Labor Standards Act](#)
[Vietnam Era Veterans' Readjustment Act of 1972](#)
[Chapter 760, Florida Statutes](#)

IV. POLICIES AND PROCEDURES

A. Job Orders

Job orders are records of job openings containing the material terms and conditions of employment related to wages, hours, working conditions, worksite and other benefits, submitted by an employer. A job order will only be listed in EMD or EM when:

- It will employ a worker who is legally authorized to work in the United States.
- There is an employer-employee relationship, unless the job order is for an independent contractor or unpaid internship position. Generally, an employer-employee relationship exists when a person, firm, corporation or other association or entity hires, fires, pays, supervises and otherwise controls the work of the employee.
- There is a currently available and non-duplicative position.
- There is a detailed description of the work to be performed.
- There are specific hiring requirements a jobseeker must meet.
- There are referral instructions.
- The CSSF has authorization from the employing entity to post the open position.
- The posting party has authorization from the employing entity to post the open position when it is being posted by a third-party poster.
- The job order is verifiable through email, telephone, online or as otherwise determined. The employing entity has not yet selected a candidate to hire, except in the case of job development.

1. Description and Types of Job Orders

The following are descriptions and types of job orders:

- **Affirmative Action** – Job orders that seek qualified applicants who are members of a specified group that, for non-occupationally valid purposes, have been discouraged from entering certain occupations.
- **Agricultural Recruitment System (ARS)** – Job orders designed to help agricultural employers recruit qualified agricultural workers on a temporary or seasonal basis using a system for the orderly movement of workers within and between states.
- **Foreign Labor Certification (FLC)** – Job orders for employers who seek to hire foreign workers to work on a permanent, temporary or seasonal

basis when there are not sufficient U.S. workers available. The types of job orders are:

- *H-2A Job Orders* – Job orders to recruit workers for employers who seek to hire foreign workers on a temporary basis to perform agricultural work when there are not sufficient U.S. workers available.
- *H-2B Job Orders* – Non-agriculture job orders to recruit workers for employers who seek to hire foreign workers to work on temporary or seasonal basis when sufficient U.S. workers are not available.
- **Permanent Employment Certification (PERM) Job Orders** – Job orders for employers who seek to hire foreign workers on a permanent basis to perform work when there are not sufficient U.S. workers available.
- **Apprenticeship** – Job orders that combine on-the-job training and related instruction in which workers learn the practical and theoretical aspects of a highly skilled occupation.
- **Federal Contractor Job Listings** – Job orders for a contracted position with the United States government to perform a specific job, supply labor and materials, or for the sale of products and services. The affirmative action provision of the Vietnam Era Veterans' Readjustment Act of 1972 requires employers (and their subcontractors) with government contracts of \$100,000 or more to list their job openings with the state labor exchange system (Employ-Miamidade.com or Employ-Monroe.com). These Federal Contractor Job Listings provide protected veterans with priority referrals to such jobs.
- **Independent Contractor** – Job orders for positions in which an employer-employee relationship does not exist. These positions provide a job opportunity for a jobseeker without a guarantee of wages.
- **Internship** – Job orders for a planned, structured learning experience that may be paid or unpaid and takes place in a workplace for a limited period of time.
- **Job Development** – Job orders entered by CSSF staff due to staff securing a job interview with a public or private employer for a specific applicant for whom the CSSF has no suitable opening on file.
- **Mass Recruitment** – Job orders for events such as job fairs or employer hiring events. Recruitment information should be listed in the job description section.
- **Private Agency/Staffing Agency** – Job orders to fill positions through private agencies or staffing companies. A fee cannot be charged to the applicant and job orders must state "position offered by a no-fee staffing agency."

2. Job Order Entry

Job orders can be posted by an employer, CSSF staff or spidered into EMD or EM from external job posting websites. Additionally, under the EMD or EM Terms and Conditions

of Use, third-party companies (referred to as “third-party agents”) may post job orders to EMD or EM on behalf of employers under certain conditions as outlined in Section IV(A)(4) of this policy. Job orders posted by CSSF staff are included in the count of job openings reported to the United States Department of Labor (USDOL).

CSSF staff are not allowed to post a job order to EMD or EM until the appropriate authorization has been received from the employer to do so. Authorization includes but is not limited to staff obtaining a completed job order form submitted by the employer or an email from the employer outlining the position’s requirements or authorization by phone. In the event the employer provides the authorization by phone, staff must document the position’s requirements on a job order form and document the employer’s authorization by recording a case note in EMD or EM. Staff are not allowed to post open positions to EMD or EM obtained from other job boards, the employer’s website, a classified advertisement, or other resources, unless authorized to do so by the employer.

CSSF staff must conduct an independent verification of a newly registered employer prior to the new employer being able to create a job order, in accordance with the Employer Services policy.

Job orders received by staff must be entered in EMD or EM within one business day of receipt from an employer or third-party agent. Job orders posted by employers or third-party agents in EMD or EM must be reviewed and verified within two business days of posting into EMD or EM. CSSF staff must case note their review and verification of the job order.

The practice of withholding job orders from timely entry into EMD or EM, or otherwise preventing the sharing of job order information throughout the system, is prohibited.

3. Job Order Compliance Review and Approval

All job orders entered into EMD or EM must comply with Equal Employment Opportunity and Immigration and Nationality Act laws, regulations and guidance as well, as the EMD or EM Terms and Conditions of Use. All job orders must be reviewed by the CSSF staff for compliance.

If the job order meets all compliance requirements, CSSF staff shall approve the job order according to local policy within two business days from the date and time of initial posting. CSSF staff must document with a case note their compliance review, and each step taken to verify the job order.

If the job order does not meet all compliance requirements, CSSF staff must place it “On Hold” and contact the employer or third-party agent to request a revision to the job order. If the employer or third-party agent agrees to comply with the requested revision, staff may make the change to the job order based upon the feedback received or allow the employer to incorporate their feedback and resubmit the job order. However, if the

employer or third-party agent does not comply with the requested revision, CSSF staff must close the job order with a case note detailing the reason for closing the job order.

If staff learns that duplicate positions are being posted in order to advertise a position for which a job order is about to expire, they must contact the employer or third-party agent to explain the process for extending existing job orders. If staff is unable to contact the employer or third-party agent, or does not receive a response within a reasonable timeframe (as determined by the region's Job Bank Lead), the duplicate job order must be closed with a case note detailing the reason.

4. Third-Party Agent Job Order Verification

Third-party agents posting job orders on the behalf of employers must obtain written consent from the employer and provide it to the CSSF staff electronically through EMD or EM (or by other approved means as developed by the CSSF) before a job order can be approved and made visible to the jobseeker. Written consent may be in the form of a letter drafted on the employer's letterhead or an email that originates directly from the employer. The written consent must authorize the third-party agent to post open and available positions on the employer's behalf. The written consent must be stored electronically in EMD or EM or as a hard copy at the CSSF and properly documented in the case notes in EMD or EM.

In addition to following the compliance requirements outlined in Section IV(A)(3) of this policy, when a new job order is entered by a third-party agent, CSSF staff are required to verify the position with the primary contact listed on the job order prior to approval. If the CSSF staff is unable to reach the primary contact listed on the job order, CSSF staff may employ means such as accessing the employer's corporate website to verify the job listing. If staff is not able to verify the job order through the job order's primary contact or other approved means within two business days, staff must close the affected job order and case note the reason for closing the job order. Staff may not close the employer's entire account due to the inability to verify a particular job order with an employer.

Note: Verification is not required by the employer if the third-party agent verifies the job openings as required.

5. Using O*NET Occupational Groups for Coding Job Orders

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 agent 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 permissible.

6. Recording Wages on Job Orders

Approved By:

Issued by:

It is prohibited to post job orders that pay less than the Florida minimum wage or pay commission only, unless minimum wage is guaranteed in accordance with federal or state law, or the employer is exempt per the [Fair Labor Standards Act](#).

The actual wage or wage range must be listed on all job orders entered into EMD or EM. Employers that choose not to enter actual wage information must enter a minimum value of (\$0.00) on the job order form, as the field cannot be left blank. In instances where a value less than minimum wage is entered, CSSF staff must verify that the job pays at least the Florida minimum wage and document it in the case notes. If it is determined that the jobseeker was hired and went to work at a higher wage, the higher wage should be entered on a case note on either the hired jobseeker's placement information or the job order. In the case of multiple positions being filled on one job order, staff should enter a case note for each hired customer stating their name and the wage at which he/she was hired.

7. Labor Disputes in Progress

CSSF staff are not allowed to make a job referral on job orders which will aid directly or indirectly in the filling of a job opening which is vacant because the former occupant is on strike, or is being locked out in the course of a labor dispute, or the filling of which is otherwise an issue in a labor dispute involving a work stoppage. When a job order is received from an employer reportedly involved in a labor dispute involving a work stoppage, CSSF must verify the existence of the labor dispute and determine its significance with respect to each vacancy involved in the job order. The region must document the information in a case note with the job order, including the name of the person with whom they spoke, the date of contact, and any other pertinent information related to the dispute and how it affects the job order in question. They must also notify all potentially affected staff concerning the labor dispute. Furthermore, written notice must be provided to all applicants referred to jobs not at issue in the labor dispute that a labor dispute exists in the employing establishment and that the job to which the applicant is being referred is not at issue in the dispute. CSSF shall resume full job referral services after they have been notified of, and have verified with the employer and workers' representative(s), that the labor dispute has ended.

8. Nondiscrimination Requirement

Job orders discriminating against individuals based on race, color, religion, gender, pregnancy, national origin, age, handicap or marital status cannot be accepted, except where the stated requirement is a bona fide occupational qualification (BFOQ) pursuant to [42 U.S.C. 2000\(e\)-2\(e\)](#), [29 CFR 1604](#), [1605](#), [1606](#), and [1625](#), and [Chapter 760 Florida Statutes](#). If an employer claims a BFOQ, CSSF staff should advise management prior to listing the job order and the BFOQ status must be documented in the job order's case notes.

9. Availability to Migrant and Seasonal Farmworkers (MSFWs)

CSSF staff must provide adequate staff assistance to MSFWs to access job order information easily and efficiently. Assistance must be provided to MSFWs in their native language, whenever requested or necessary.

10. Agricultural Recruitment System (ARS)

The Wagner-Peyser Act requires the United States Employment Service maintain a system for the orderly movement of workers within and between States. The ARS helps agricultural employers recruit qualified workers on a temporary or seasonal basis. The ARS provides protection to the workers who are not seeking permanent relocation, but rather temporary agricultural employment. Through the ARS, the Department of Economic Opportunity (DEO) can systematically recruit and refer qualified workers from within Florida and from other states when there is an anticipated shortage of workers. Job orders listed pursuant to the ARS request workers for less than one year of employment. The DEO Senior Monitor Advocate for services to migrant and seasonal farmworkers is responsible for operating the ARS, therefore, local areas must refer employers to DEO for job order posting.

11. Job Order Retention

The record retention requirement for job orders is three years. Job orders are kept on file at CSSF's administrative office and electronic copies are kept as well.

B. Job Referral

A staff-assisted job referral is the act of CSSF staff 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, CSSF staff must ensure the jobseeker's qualifications in their EMD or EM account match the minimum requirements listed in the job order by reviewing the jobseeker's skills, abilities, prior work experience, education and training, certifications/licensure against the requirements of the job order. To support staff's ability to adequately assess the jobseeker's qualifications, staff must ensure the jobseeker has completed a full registration in EMD or EM, prior to the referral being made. At no time should staff provide a job referral to a jobseeker who has not completed a full registration and/or does not meet the minimum requirements of the job order. Additionally, staff must obtain the consent of the jobseeker prior to making any job referral.

Referrals Pending Review

When a jobseeker applies for a position in EMD or EM, it is called a self-referral. If the employer's information has been suppressed on the job order to which the individual applies, a message appears informing them that the CSSF will contact them within 72 hours. A list of these individuals appears on the "Manage Labor Exchange" section of EMD or EM under "Referrals Pending Review." CSSF staff must view this listing on a daily basis to determine the qualification of the individual, whether their qualifications meet the requirements of the job order, and to complete the referral process if the individual is qualified. Once the screening is accomplished or if further information is needed, staff must contact the individual for the missing information or to either inform

them they are not qualified for the job or to provide the information in order for them to complete the application process.

C. Job Placements

A placement means the hiring by a public or private employer of an individual referred by the CSSF or self-referred for a job or an interview, and where the CSSF staff completed each of the following steps:

- Prepared a job order form, or reviewed and approved a job order form entered into EMD or EM by an employer, prior to referral or prior to the position being filled, except in the case of a job development contact on behalf of a specific individual.
- Made prior arrangements with the employer for the referral of an individual or individuals. Obtained the individual's consent to be referred to the job order in EMD or EM.
- Referred an individual who had not been specifically designated by the employer, except for referrals on agricultural job orders for a specific crew leader or worker.
- Verified from a reliable source, preferably the employer, the individual was hired and started work.. When CSSF staff record a placement against a job order for which a referral was made, EMD or EM will assign the appropriate service code through an automated process. Staff must verify the customer began working prior to recording the appropriate placement code. Verification information must be documented and must include:

1. Jobseeker's Name.
2. Position jobseeker was hired for.
3. Name of company.
4. Source of Verification - Representative's Name & Title
5. Start Date (Current Employment Began/Start Date)
6. Rate of Pay/Salary per Hour.

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

While verifying a customer's employment from the employer is the preferred source of information for placement credit, staff should use the least intrusive process for obtaining the verification information.

Note: If during the process of verifying a job placement staff determines the individual was placed in a job other than the one they were referred, placement credit cannot be taken against the job order to which they were originally referred (unless both job openings match the description in the job order or O*NET code). If the job description or O*NET code for the position in which the individual was placed is different than the job description or O*NET code for the position to which they were referred, staff must record an Obtained Employment - Manual and not a placement. Further, staff must not enter an additional job order for the different position.

Approved By:

Issued by:

D. Job Development Hires

The Code of Federal Regulations at Title 20 Part 651.10 specifies that a job development means the process of securing a job interview with a public or private employer for a specific customer for whom the local office has no suitable opening on file.

If there is no suitable opening on file with the CSSF, staff should make job development attempts (contacts) on behalf of the customer by contacting the hiring authority for an employer to discuss the customer's qualifications and employment interests. The job development attempt should be recorded on the job seeker's activity service plan in EMD or EM. Staff must include a case note listing the employer's name, phone number, address, date of contact, and position/title of job staff is seeking for the customer.

If staff later learns that the customer 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. At a minimum, the job development job order must contain in the job description the phrase "job development." 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 job seeker's services screen.

E. Obtained Employment

Obtained employment refers to those individuals who secure employment within 180 calendar days of receiving one or more services that either trigger or extend program participation, which are fully or partially funded under the Wagner-Peyser program, and where the placement does not meet the federal definition for a "job placement." An obtained employment can be entered onto a jobseeker's service plan either manually by staff or automatically by EMD or EM.

1. Manual Obtained Employment

When staff manually records an obtained employment on a jobseeker's service plan, they must verify when the last service that either triggered or extended program participation was recorded. If the jobseeker secured employment within 180 days of receiving said last service, staff must select Service Code 880 – Obtained Employment Manual. If the jobseeker has not received a service that either triggered or extended program participation for at least 90 days, has exited the system and the secured employment does not meet the federal definition of a placement, staff must select Service Code 882, Obtained Employment – Post Exit – Manual.

Prior to manually recording an obtained employment, CSSF staff must:

- Confirm the jobseeker received a service that either triggers or extends program participation.
- Confirm that employment began within 180 calendar days of receiving the last service that either triggers or extends program participation.
- Verify that there is no placement recorded for the employment.

- Confirm that the obtained employment is unique and has not been previously recorded.
- Verify from a reliable source, preferably through the employer, the jobseeker has started working.
- Document the following for an obtained employment:
 - Employer's name.
 - Source of verification.
 - Certification the service is not a duplicate of a previously documented placement.
 - Actual start date.
 - CSSF/office information.

Sources of documentation used to verify obtained employment may also include hire data obtained from third party resources including but not limited to CONNECT and/or the Department of Children and Families' records. Information obtained from sources where quarterly data is reported may be used as a starting point from which to gather a start date. However, quarters in which wages were reported are not sufficient as documentation of a start date nor will notification of a hire date.

It is not allowable to record a placement when a manual obtained employment service code has already been recorded or to take credit for a manual obtained employment where a placement has already been recorded in the system for the same customer, and the same position and start date with the same employer. This would constitute a duplicate placement in the system which is not allowable.

In the event staff verifies an individual has been placed against a job order, but an obtained employment has already been recorded for the same position and start date with the same employer, staff may void the obtained employment by changing the Completion Code within the service code entry from Successful Completion to Voided and record the placement. If "Voided" is not available in the drop-down menu, staff do not have the privileges to perform this action and must request the CSSF's Regional Security Officer (RSO) to void the entry. A case note must be added to the obtained employment service code entry explaining why the code was voided.

More than one obtained employment credit per customer is possible in the same program year, provided it is not duplicating employment already recorded, and the customer has not exited. Obtained employment must be documented on the activity history/service plan in EMD or EM using the appropriate service code and must include the following:

- Employer's name.
- Source of verification.
- Certification the service is not a duplicate of a previously documented placement.
- Actual start date.
- CSSF/office information.

Approved By:

Issued by:

2. Automated Obtained Employment

A New Hire File from CONNECT, Florida's Reemployment Assistance claims system, interfaces with EMD or EM daily. The file contains new wage information for every individual who has secured a new job. The interface checks for matches between the SSNs in the file with the jobseekers' SSNs in EMD or EM. When a match is made, EMD or EM verifies when the jobseeker last received a service that either triggered or extended program participation. If the jobseeker secured employment within 180 days of receiving said last service, EMD or EM will record Service Code 881 – Obtained Employment Automated. If the jobseeker has not received a service that either triggered or extended program participation for at least 90 days, has exited the system and the secured employment does not meet the federal definition of a placement, EMD or EM will record Service Code 883, Obtained Employment – Post Exit – Automated.

F. Post Exit Manual Obtained Employment

Post exit manual obtained employment refers to those individuals who meet the definition of an obtained employment, have gone at least 90 days without a service that either triggers or extends program participation and have exited the system. Credit for a post exit manual obtained employment may be claimed for any participant who has received any Wagner-Peyser service(s) that either triggered or extended program participation, and has a job start date, where both service and start dates fall within 180 days from the date the post exit manual obtained employment is recorded. Staff must verify, preferably through the employer, the customer has started working prior to taking credit for a post exit manual obtained employment. Notification of a hire date or an anticipated future start date is not acceptable for securing obtained employment credit. The post exit manual obtained employment must be created as a Wagner-Peyser follow-up service to the last Wagner-Peyser application.

Post exit manual obtained employment requires entry and verification of the following:

- Employer's name.
- Source of verification.
- Certification the service is not a duplicate of a previously documented placement.
- Actual start date.
- CSSF/office information.

G. State and Local Monitoring

Services and activities provided under WP must be monitored annually for compliance with WP requirements by DEO. DEO will monitor the requirements outlined in this policy and local operating procedures. Additionally, CSSF establishes a local monitoring procedures that is conducted by the Quality Assurance / OCI Unit. The department has a calendar in which routine monitoring cycles are conducted.

CSSF must ensure participating providers agree to cooperate with monitoring efforts by the state and/or CSSF and adhere to all other applicable local, state and federal rules and regulations.

V. DEFINITIONS

1. **Bona Fide Occupational Qualification (BFOQ)** – This is an employment decision or request based on race, color, religion, gender, pregnancy, national origin, age, handicap or marital status that is based on a finding that such characteristic is necessary to the individual's ability to perform the job in question. Since a BFOQ is an exception to the general prohibition against discrimination based on race, color, religion, gender, pregnancy, national origin, age, handicap or marital status, it must be interpreted narrowly in accordance with the Equal Employment Opportunity Commission regulations set forth at 29 CFR parts 1604, 1605, 1606 and 1625.

2. **Employer** – As defined in 20 CFR 651.10, a person, firm, corporation, or other association or organization which currently has a location within the United States to which U.S. workers may be referred for employment, and which proposes to employ a worker and which has an employer relationship with respect to employees under this subpart as indicated by the fact that it hires, pays, fires, supervises, and otherwise controls the work of such employees. An association of employers is considered an employer if it has all of the indicia of an employer set forth in this definition.

3. **Full Registration** – A registration where all elements of a partial registration have been completed and the jobseeker has been assigned an O*NET code, completed the background wizard, or entered a resume on their personal profile to include additional essential employment-related information such as licenses or certifications that will enhance the placement of the jobseeker.

4. **Hire Date** – The date an individual accepts a job offer from an employer.

5. **Job Opening** – A single job opportunity for which the CSSF has on file a request to select and refer participants.

6. **Occupational Information Network (O*NET)** – An online reference database which contains standardized detailed descriptions of U.S. occupations, distinguishing characteristics, classification codes, and information on tasks, knowledge, skills, abilities, and work activities as well as information on interests, work styles, and work values.

7. **Start Date** – The first day an employee actually begins working for and earning wages from an employer.

8. **Third-Party Agent** – A person, firm, corporation, other association or entity which posts job orders on behalf of another person, firm, corporation, other association or entity.

DRAFT 1-27-2021

Approved By:

Issued by:



WAGNER-PEYSER POLICY

SUBJECT:	JOB SEEKER REGISTRATION, APPLICATION AND SERVICES	Procedural/Guidance No.:
APPLIES TO:	One-Stop Operators and Career Centers	Effective Date:
		Revised Date:
		Expiration Date:
REFERENCE:	DEO Administrative Policy Number 096 (Revised 01/07/2021)	

A. PURPOSE

To provide one-stop operators and career center employees with the minimum requirements for job seeker registration and services in Employ Miami-Dade (EMD) and Employ Monroe (EM).

B. BACKGROUND

The purpose of the Employment Service system is to improve the functioning of the nation's labor markets by bringing together qualified job seekers and employers who are seeking workers. Additionally, each state must administer a labor exchange system that can:

- 1) Assist job seekers in finding employment, including promoting their familiarity with EMD or EM.
- 2) Assist employers in filling jobs.
- 3) Facilitate the match between job seekers and employers.
- 4) Participate in a system allowing for the movement of labor among the states, including the use of a standardized classification system.
- 5) Meet the work test requirements of the Reemployment Assistance program.

Approved By:

Issued by:

- 6) Provide labor exchange services as identified in Section 7(a) of the Wagner-Peyser Act.

The Wagner-Peyser Act, as amended by the Workforce Innovation and Opportunity Act of 2014 (WIOA), provides specific guidelines for job seeker registration. 20 CFR 652.207 requires labor exchange services be made available to all job seekers, including Reemployment Assistance claimants, veterans, migrant and seasonal farmworkers, and individuals with disabilities. As described in the Wagner-Peyser Act, the state must have the capacity to deliver statewide labor exchange services through self-service, facilitated self-help service, and staff-assisted service.

Job Seeker Registration Requirements

Job seekers who use self-service may be registered in EMD or EM, but registration is not required. Job seekers receiving Wagner-Peyser funded, facilitated self-help (hereafter referred to as “informational services”) and staff-assisted services must complete either a partial or full registration in EMD or EM. For job seekers to receive staff-assisted services, career center staff must create a Wagner-Peyser application in EMD or EM as outlined in the **Wagner-Peyser Application section** of this policy. Job seekers may self-register or career center staff may register a job seeker. Prior to registering a job seeker, career center staff must first check to see if the job seeker is already registered in EMD or EM. If the job seeker is not already registered, career center staff must ensure they have obtained the job seeker’s permission prior to creating a new registration. Job seeker’s consent must be obtained verbally **PRIOR** to complete his or her registration. A case note must be included on the job seeker’s account stating the job seeker granted staff permission to create the account. The name and date of the consent must be recorded.

Migrant and Seasonal Farmworker Registration

Migrant and Seasonal Farmworkers (MSFWs) may complete either a partial or full registration in EMD or EM in accordance with Administrative Policy 03-040 - WP MSFW and Agricultural Employer Services Procedures. For MSFWs to receive staff-assisted services, a Wagner-Peyser application must be created as outlined in the **Wagner-Peyser Application section** of this policy.

Use of Pseudo Social Security Numbers

Staff are allowed to create pseudo social security numbers (SSNs) for the sole purpose of registration in EMD or EM. The only reasons for which a pseudo-SSN may be created are when a job seeker requests not to use his/her SSN or when a duplicate

registration exists. A pseudo-SSN may not be used to create a registration for a job seeker without his/her knowledge and consent due to staff not having the job seeker's SSN. Pseudo SSNs cannot be created by a job seeker.

To create a pseudo-SSN in EMD or EM, staff must enter information on the job seeker as follows:

- Enter "9" as the first digit.
- Enter the last two digits of the job seeker's birth year as the next two digits.
- Enter "00" as the two middle digits.
- Enter the month and date of birth sequentially as the last four digits.

Example

Date of Birth: February 6, 1977

Pseudo SSN: 977 00 0206

If the pseudo-SSN is already being utilized, a unique number may be created by altering the middle two digits consecutively from "00" until an unassigned number is found. Once the pseudo number is created, it is the responsibility of staff to enter the registration for the job seeker.

Upon completing the registration of the job seeker, staff must enter a case note in the job seeker's EMD or EM account stating the job seeker granted staff permission to create the account with a pseudo-SSN and the reason a pseudo SSN was used.

Note: Job seekers who are registered in EMD or EM with a pseudo SSN are not counted in the CareerSource South Florida's federal performance measures due to the inability to match the job seeker with wage records that confirm his/her employment status. For job seekers to be matched with wage records, a valid SSN is required.

Procedures for Correcting Social Security Number Errors in EMD or EM

When a job seeker tries to register in EMD or EM and reports that his/her SSN is already in use by another individual, or if staff identify a duplicate registration for a job seeker with a different social security number, staff must resolve the issue as outlined below.

- 1) Staff must verify there is an issue with the SSN or verify a duplicate registration exists in EMD or EM for the job seeker.
- 2) Staff must request the job seeker produce an original social security card, or certified copy if the original is unobtainable, and match it with the appropriate picture identification. If the job seeker does not provide a social security card, staff must

Approved By:

Issued by:

request the job seeker to provide original documentation issued by a state or federal governmental entity that documents the SSN and match it with the appropriate picture identification. If the job seeker is unable to produce the original(s) documentation, staff must request the job seeker to provide certified copy(ies). Every effort must be made to review original documentation; however, staff are allowed to use verifiable third-party resources to verify the true owner of the SSN in the absence of such documentation. Third party resources include, but are not limited to: SUNTAX, CONNECT and/or the Department of Children and Families' records.

- 3) Staff must review the documentation provided by the job seeker to confirm ownership of the SSN.
- 4) Once the SSN is confirmed, staff must allow the job seeker to register under the correct SSN.
- 5) Staff must review reemployment assistance records, if they have access to CONNECT, to determine whether wage records exist or whether a claim has been filed against the SSN in question. If staff find wage records exist or that a Reemployment Assistance claim has been filed by a person with an incorrect SSN, staff must notify the Bureau of Reemployment Assistance by email at: escalated.claimants@deo.myflorida.com. If staff does not have access to CONNECT, an email must be sent to Reemployment Assistance explaining the issues identified with the SSN. Staff must not provide the SSN in an email.
- 6) Staff must case note in the job seeker's case file all actions that occurred and document he/she verified the source documentation.
- 7) Staff must review the EMD or EM file for the job seeker to whom the SSN was assigned in error to determine whether activities or services have been documented in the file during the most recent four quarters.
 - a) If no activity has been documented for the job seeker in the most recent four quarters, a case note must be recorded to document the SSN error and a pseudo SSN must be created and assigned.
 - b) If activities or services have been documented for the job seeker in the most recent four quarters, staff must determine whether the job seeker using the incorrect SSN resides in a different local area, and if so, contact the local area to explain the SSN error. If the job seeker is in the local area of the staff member, appropriate steps must be made to correct the error.
 - c) Staff in the appropriate local area must attempt to contact the job seeker to whom the SSN is assigned in error and case note the efforts in EMD or EM.

Approved By:

Issued by:

- i) Upon contacting the job seeker, staff must request the job seeker provide appropriate documentation of their correct SSN. If the job seeker refuses to or is not able to provide the correct documentation, a pseudo SSN must be issued and a detailed case note must be entered into the EMD or EM file.
- ii) If the job seeker cannot be contacted, the incorrect SSN must be changed to a pseudo number using the date of birth provided on the account and a case note entered into EMD or EM documenting the action until such time as the correct SSN is provided and confirmed.

Procedures for Handling Duplicate Registrations and Merging Accounts

Staff may occasionally discover duplicate registrations for a particular job seeker. These must be corrected when identified and verified that the duplicate registrations are the same job seeker. The account containing the correct SSN for the job seeker must be recognized as the correct account. The information from the account with the incorrect SSN must be merged with the correct account. Staff must obtain the assistance of their Regional Security Officer (RSO) to merge accounts, as only the RSO is allowed to enter a ticket into the Online Project Communication (OPC) system requesting the accounts be merged.

Prior to merging the accounts, staff must ensure the name, gender and date of birth are the same in both accounts. If an issue is identified, staff must notify the Department of Economic Opportunity (DEO) by sending an email to Wagner.Peyser@deo.myflorida.com and case notes must be entered in EMD or EM. DEO staff will review and take appropriate steps to resolve the issue.

- 1) Staff must provide the RSO with the usernames, state IDs and last four digits of the SSN for the two accounts that need to be merged.
- 2) Staff must explain why the accounts need to be merged and enter a case note to both files.
- 3) A second-level review must be done by the RSO for all changes identified to be made to the accounts due to SSN errors or duplicative registrations.
- 4) The RSO must then enter a ticket into the Online Project Communication (OPC) system requesting the accounts be merged.
- 5) The language for the request must state: "Please merge username XXXX, state ID 11111 and username YYYYYY, state ID 22222 into correct account username XXXX state ID 11111, where this is the account to remain."

Approved By:

Issued by:

- 6) Once the RSO verifies the account has been merged, the RSO must advise the requesting staff.
- 7) In all cases, the name of the staff member requesting the SSN change and/or assignment of a pseudo SSN should be documented in a case note for the affected case files. Staff must also enter a case note into the correct account in EMD or EM describing all actions taken.
- 8) Staff must record new program services and activities into the merged account.

Wagner-Peyser Application

A Wagner-Peyser (WP) application must be completed before any staff-assisted services are provided and recorded in EMD or EM. This includes job referrals and events/services (except for informational workshops) that are set up for tracking using the Events Calendar (e.g., PREP and RESEA-related services).

The creation of a WP application is required for the following individuals:

- 1) Job seekers who need staff-directed assistance in finding employment.
- 2) Job seekers who are eligible for or receiving services through the following programs:
 - a) Jobs for Veterans State Grant (if being case managed);
 - b) Priority Reemployment Planning (PREP);
 - c) Reemployment Services and Eligibility Assessment (RESEA); and
 - d) MSFW.
- 3) Claimants complying with state Reemployment Assistance laws or regulations that require registration with the public labor exchange system as a condition for continued receipt or eligibility for benefits.

Depending on the level of participation (reportable individual or participant), the application may or may not be complete. Reportable individuals will have a WP application that indicates "Registration Only" and will not include a participation date.

To initiate participation in the WP application, the Common Intake must be completed, a participation date must be entered, and a service that initiates participation must be recorded in the Activities/Enrollments/Services sub-application. The service must have documentation regarding the service received and to indicate participation was created.

Recording Services Provided to Job Seekers

Approved By:

Issued by:

The job seeker's activity history/service plan screen in Employ Florida is used to record all services received, including Wagner-Peyser funded basic career services and individualized career services. The purpose of providing services is to enhance the job seeker's ability to become employed. Staff must not record a service on a job seeker's activity history/service plan unless the service was provided with the individual's knowledge.

The Employ Florida Service Code Guide outlines the various service code titles and definitions as well as the documentation/case note requirements. Wagner-Peyser funded services must be recorded in Employ Florida in accordance with the Employ Florida Service Code Guide. The guide also identifies if services trigger participation.

Career center staff must record services provided to job seekers within 15 days of the date the service was provided.

Basic Career Services and Individualized Career Services

Basic career services fall into three categories: self-service, informational services or staff-assisted services. Self-service activities occur when job seekers independently access any of the workforce development system products or services either directly (at a physical location, such as a career center) or remotely via the use of electronic technologies (EMD or EM). Informational services or activities are those that provide readily available information that do not require an assessment by a staff member of the job seeker's skills, education, or career objectives. Self-services and informational-only services do not trigger or extend participation and do not require the collection of eligibility documentation.

For basic career services, a reportable individual becomes a participant when he or she receives a service that is neither self-service nor informational: an individualized career/staff-assisted service. An individualized career service involves significant staff time and customization to each job seeker's needs (e.g., specialized assessments, developing an Individual Employment Plan, career counseling, etc.). Staff-assisted services trigger and extend program participation. Basic career services and individualized career services may be provided by any career center staff.

Veterans' Priority of Service

Veterans or other covered persons, as defined in 20 CFR Part 1010.110, enrolled in the Wagner-Peyser program or receiving services must receive priority of service at the point of entry. Points of entry include physical locations, such as career centers, as well as web sites and other virtual service delivery resources. Veterans and covered persons who register in Employ Florida receive a pop-up message to ensure they are advised of

their entitlement to priority of service and the types and scope of services available under priority of service.

At the initial point of contact with career center staff, AJC staff must notify veterans or other covered persons of their priority of service or determine if the notification was provided through Employ Florida. The notification of priority of service must be documented on the veteran's activity history/service plan in a case note. Furthermore, priority of service must be provided to a veteran at least **once per WP application/participation created**.

Staff must check the veteran's current WP application activity history/service plan screen to verify whether previous priority of service notification had occurred either automatically with a system-generated service code 089, or in person with a staff-generated service code 189. If there is no priority of service notification on the current WP application activity history/service plan screen, staff must verbally provide priority of service, case note the provision, and record service code 189 on the veteran's current WP application activity history/service plan screen. It is not permissible for staff to only provide handouts regarding priority of service to record the service code – **verbal notification** must occur.

Notification of priority of service can be provided by any staff member who engages with the veteran or other covered person at the point of entry.

Wagner-Peyser Participant Exit

A job seeker is considered to have exited the program when the job seeker has not received, for at least 90 consecutive days, a service from any partner program in which the job seeker is co-enrolled that triggers or extends participation and does not have a future service that triggers or extends participation scheduled. In this instance, the job seeker is referred to as having "soft exited." If the job seeker is co-enrolled in the Trade Adjustment Assistance or Workforce Innovation and Opportunity Act programs, the participant will not exit until he/she has not received a service that triggers or extends participation for any co-enrolled program for 90 days.

Staff may not prolong a job seeker's exit from the program by providing informational-only services and recording them as staff-assisted services (e.g., Service Code 116 – Received Service from Staff Not Classified). Further, staff may not prolong a job seeker's exit from the program by recording a service that occurred without the knowledge and consent of the job seeker. For example, staff may not conduct a job search on behalf of a job seeker (without his/her knowledge and consent), provide the results of the job search to the job seeker via email or the Employ Florida message center, and record Service Code 114 – Staff-Assisted Job Search.

Additionally, a job seeker may be "hard exited" from the program if the job seeker meets one of the following global exclusions by:

Approved By:

Issued by:

- Becoming incarcerated in a correctional institution or becoming a resident of an institution or facility providing 24-hour support.
- Receiving medical treatment that is expected to last longer than 90 days and precludes entry into unsubsidized employment or continued participation in the program.
- Being deceased.
- Serving as a member of the National Guard or other reserve military unit of the armed forces and being called to active duty for at least 90 days.

A case note must be entered on the job seeker's case file indicating why the hard exit was done.

State and Local Monitoring

Services and activities provided under WP must be monitored annually for compliance with WP requirements by DEO. DEO will monitor the requirements outlined in this policy and local operating procedures. Additionally, CSSF establishes a local monitoring procedures that is conducted by the Quality Assurance / OCI Unit. The department has a calendar in which routine monitoring cycles are conducted.

CSSF must ensure participating providers agree to cooperate with monitoring efforts by the state and/or CSSF and adhere to all other applicable local, state and federal rules and regulations.

Definitions

1. Covered Persons – As defined in section 2(a) of the Jobs for Veterans Act of 2002 (38 U.S.C. 4215(a)) means a veteran or eligible spouse. Covered person is also defined in 20 CFR 1010.110.

2. Facilitated Self-Help Services or Informational Services – Program services or activities that provide readily available information that do not require an assessment by a staff member of the job seeker's skills, education, or career objectives nor significant staff involvement.

3. Job Seeker – An individual actively seeking employment.

4. Participant – A participant is a reportable individual who has received services other than the services described in 20 CFR. 677.150(a)(3) after satisfying all applicable programmatic requirements for the provision of services, such as an eligibility determination. As set forth in more detail in 20 CFR. 677.150(a)(3), the following individuals are not participants:

- Individuals in an Adult Education and Family Literacy Act (AEFLA) program who have not completed at least 12 contact hours.
- Individuals who only use the self-service system.

- Individuals who receive information-only services or activities, which provide readily available information that does not require an assessment by a staff member of the individual's skills, education, or career objectives.

5. Priority of Service – With respect to any qualified job training program, a covered person shall be given priority over non-covered persons for the receipt of employment, training, and placement services provided under a federally funded employment program.

6. Registration – The entering and submission of personal information in Employ Florida to create an account.

- **Partial Registration** – A registration that includes the elements necessary to establish a record and basic demographic data, but an Occupational Information Network (O*NET) code, background wizard, or resume has not been completed.
- **Full Registration** – A registration where all elements of a partial registration have been completed and the job seeker has been assigned an O*NET code, completed the background wizard, or entered a resume on their personal profile to include additional essential employment-related information such as licenses or certifications that will enhance the placement of the job seeker.

7. Reportable Individual – An individual who has taken action that demonstrates an intent to use program services and who meets specific reporting criteria of the program, including:

- Individuals who provide identifying information.
- Individuals who only use the self-service system; or
- Individuals who only receive information-only services or activities.

8. Self-Service – Occurs when individuals independently access the workforce development information system and activities. This can be done in either a physical location, such as a career center resource room or partner agency, or remotely via the use of electronic technologies.

9. Staff-Assisted Services – Program services provided that require significant staff involvement.



WAGNER-PEYSER POLICY

SUBJECT:	WAGNER-PEYSER MIGRANT AND SEASONAL FARMWORKER AND AGRICULTURAL EMPLOYER SERVICES PROCEDURES	Procedural/Guidance No.:
APPLIES TO:	One-Stop Operators and Career Centers	Effective Date:
		Revised Date:
		Expiration Date:
REFERENCE:	DEO Administrative Policy Number 03-040	

I. PURPOSE AND SCOPE

To provide guidance and clarification to CareerSource South Florida (CSSF) career center employees on the proper procedures relating to the provision of migrant and seasonal farmworker (MSFW) services, registration and agricultural employer services in the Wagner-Peyser (W-P) reporting system, as well as outreach requirements.

II. BACKGROUND

According to W-P Employment Service regulations 20 CFR 652.207, labor exchange services must be available to all employers and job seekers, including unemployment insurance (UI) claimants, veterans, migrant and seasonal farmworkers, and individuals with disabilities.

In 1973, United States (U.S.) District Court Judge Charles R. Richey rendered a declaratory judgment that farmworkers' civil rights had been violated by the U.S. Employment Service system. In August 1974, Judge Richey entered an extensive Court Order, stipulated and agreed to by both sides, requiring the U.S. Department of Labor (USDOL) to undertake specified actions on providing farmworkers all employment services on a non-discriminating basis.

Approval By:

Issued by:

The Settlement Agreement established rules and regulations that provide criteria for serving farmworkers with the same equity of services as provided to non-farmworkers. One of the criteria was to establish full-time MSFW outreach staff in those career centers where a large number of MSFWs were known to be available. Other requirements include ensuring that all agricultural employers hiring job seekers referred by the Employment Service system comply with federal and state laws, as well as reporting violations of any state or federal employment-related law by any agricultural employer. As a result of the Court Order, federal regulations at Title 20, Parts 651, 653 and 658 were formed.

The Migrant and Seasonal Agricultural Worker Protection Act (MSPA) was enacted in 1983 and amended in 1994 and 1997. MSPA provides employment-related protections to MSFWs and is administered and enforced by the USDOL Wage and Hour Division.

In 2014, the Workforce Innovation and Opportunity Act (WIOA) was passed, replacing the Workforce Investment Act of 1998. Section 167 of the WIOA provides funds for the National Farmworker Jobs Program (NFJP). This program provides additional services to assist MSFWs and their families to achieve economic self-sufficiency through job training. The program is authorized by Congress to counter the impact of chronic unemployment and underemployment experienced by MSFWs who primarily depend on jobs in agricultural labor. Services provided by the NFJP are supplementary services to those provided by the Department of Economic Opportunity (DEO). Florida's NFJP grantee, the Florida Department of Education and its local NFJP providers are our prime partners in providing services to MSFWs. Career centers should coordinate with these providers to facilitate MSFWs' access to services available through the workforce system and coordinate co-enrollments. USDOL also oversees this program and ensures that MSFWs receive the same treatment as non-MSFWs. For a listing of Florida's NFJP providers, referred to in Florida as the Farmworker Career Development Program, please visit <http://www.fldoe.org/academics/career-adult-edu/farmworker-jobs-edu-program/index.stml>.

REVISION HISTORY

AWI FG 03-040 Final Guidance for Wagner-Peyser (W-P) Migrant Seasonal Farmworker Registration and Agricultural Employer Services Procedures, dated August 22, 2003

AWI FG 03-040 Final Guidance for Wagner-Peyser (W-P) Migrant Seasonal Farmworker Registration and Agricultural Employer Services Procedures, revised October 20, 2010

III. AUTHORITY

[Wagner-Peyser Act of 1933, Employment & Training Administration \(ETA\) - U.S. Department of Labor](#)

[Workforce Innovation and Opportunity Act of 2014](#)

Judge Richey Court Order (United States District Court for the District of Columbia Civil Action No. 2010-72)

[20 CFR 651 General Provisions Governing the Wagner-Peyser Act Employment Service](#)

[20 CFR 652.207 How does a State meet the requirement for universal access to services provided under the Wagner-Peyser Act?](#)

[20 CFR 653 Subpart B Services for Migrant and Seasonal Farmworkers \(MSFWs\)](#)

[20 CFR 653 Subpart F Agricultural Recruitment System for U.S. Workers \(ARS\)](#)

[20 CFR 658.419 Apparent Violations](#)

[20 CFR 685 National Farmworker Jobs Program Under Title I of the Workforce Innovation and Opportunity Act](#)

[Florida Workforce Innovation and Opportunity Act Unified Plan](#)

[Migrant and Seasonal Agricultural Worker Protection Act \(MSPA\)](#)

IV. POLICIES AND PROCEDURES

All career centers must provide the same equity of services to MSFWs as are provided to all other job seekers. This includes ensuring MSFWs have access to workforce development services in a way that meets their unique needs. Career centers must offer MSFWs the full range of career and supportive services, benefits and protections, and employment and training referral services. The USDOL-ETA established equity and minimum service level standards for MSFWs that must be met by states. The standards, designed to measure the level of equity and quality of services provided by a state (through its local career centers) to MSFWs during the program year, are:

Approval By:

Issued by:

Equity Ratio Indicators	Minimum Service Level Indicators
<ul style="list-style-type: none"> • Referred to Jobs • Received Staff Assisted Services • Referred to Supportive Services • Career Guidance • Job Development Contacts 	<ul style="list-style-type: none"> • MSFWs Placed in a Job • Placed 50 Cents Above Minimum Wage • Placed in Non-Ag Jobs Over 150 Days

Equity ratio indicators are controllable services and must be met by all career centers. Career centers must make an attempt to meet all minimum service level indicators, but significant MSFW career centers must meet at a minimum two. All other career centers must meet a minimum of one minimum service level indicator. Data for these indicators can be found in the MSFW Indicators of Compliance (MIC) Report in Employ Florida Marketplace (EFM).

Every career center must determine whether or not a jobseeker is an MSFW, as defined in Section IV. Definition of Terms, and further described in the [MSFW Desk Aid](#). MSFW customers with limited English proficiency must receive the language assistance necessary (free of charge) to afford them meaningful access to programs, services and information offered by the career center. Additionally, the services available through the career center shall be explained, including the Employment Service and Employment-Related Law Complaint System (Complaint System), and all MSFWs must be provided with a copy of the "Notice to Job Seekers" (Form [DEO-511N](#)) in their native language (available in [Spanish](#) and [Creole](#)) that provides a list of those available services and a copy of the Farm Labor Rights brochure. This information must be provided, at a minimum, during the MSFW's first visit to the career center or contact with staff during outreach, and subsequently at each time of enrollment.

Career centers must also provide adequate staff assistance to MSFWs to register for services, to access job order information easily and efficiently, and to receive referrals as needed. In significant MSFW career centers, such assistance must be provided in the MSFW's native language.

MSFW REGISTRATION

Upon registration or re-enrollment in EFM, MSFWs must be appropriately coded as seasonal or migrant farmworkers. It is recommended that staff do not change the MSFW code after enrollment during participation, unless the code was selected in error, so as to not affect compliance reporting. MSFWs must have a full registration in EFM. However, a partial registration may be input for an MSFW after all benefits of a full registration have been explained and the MSFW elects

Approval By:

Issued by:

not to complete a full registration. (*Note: If a full registration is not completed, a case note should be entered explaining the reason for the partial registration.*) When a partial registration has been input and the MSFW returns to the office seeking work or other job seeker services, a full registration should be completed at that time. Both full and partial registrations for MSFWs should include applicable information in the Farm Worker Information section. The date that the MSFW received the Form DEO-511N should be entered in EFM.

MSFW full registrations must contain, to the extent possible, the significant work history (at a minimum, 12 months), with a description of the work performed; training, and educational background; desired employment; and a description of any training needs based on the desired employment. This information must be listed in the General Information and Background sections on the Personal Profile screen in EFM. Associated crop codes based on work experience must be listed as well; these can be entered in a case note. Work applications must contain sufficient information to permit a thorough assessment of the job seeker's skills, knowledge, and abilities. The MSFW standards for required data apply to all job seeker intake processes whether automated or non-automated. Based on the immediate needs of the MSFW or his/her family, and barriers to employment, referrals to supportive services must also be provided, as appropriate.

MSFW DESK AID

The MSFW Desk Aid serves as a convenient guide for determining the coding for MSFWs and the full registration requirements. Each career center employee who processes applications for job seekers should maintain a personal copy of the desk aid, which can be accessed at https://floridajobs.org/docs/default-source/lwdb-resources/programs-and-resources/msfw/msfw_desk_aid_0410.pdf?sfvrsn=d20978b0_2.

NOTICE TO JOB SEEKERS – DEO 511N

Federal regulation 20 CFR 653.103(c) requires career center staff to provide MSFWs with a list of employment services that are available to them. Form DEO-511N outlines the services that are available without an EFM registration, and those services that require a full or partial EFM registration. The Form DEO-511N must be provided to the MSFW in his/her native language and can be accessed through the following links:

English: https://floridajobs.org/docs/default-source/lwdb-resources/programs-and-resources/msfw/deo-511n-english_june-2020.pdf?sfvrsn=f52b46b0_2

Spanish: https://floridajobs.org/docs/default-source/lwdb-resources/programs-and-resources/msfw/deo-511n-spanish_june-2020.pdf?sfvrsn=f12b46b0_2

Creole: https://floridajobs.org/docs/default-source/lwdb-resources/programs-and-resources/msfw/deo-511n-creole_june-2020.pdf?sfvrsn=8d2b46b0_2

OUTREACH AND SIGNIFICANT CAREER CENTERS

Significant MSFW career centers, as defined in the previous section, must have a full-time, year round MSFW Outreach Specialist assigned to conduct outreach. Florida's significant career centers are located in Quincy, Plant City, Winter Haven, Bradenton, Sebring, Wauchula, Port Saint Lucie, Belle Glade, Homestead, Immokalee, and Clewiston.

Career centers designated as significant offices must employ W-P/Employment Service staff in a manner facilitating the delivery of services tailored to the special needs of MSFWs, including multilingual staff and the hiring of staff members from the MSFW community or members of community-based migrant programs. Additionally, significant career centers must develop an outreach plan every four years, as described in a later section. It is also recommended that significant offices establish local operating procedures for providing services to MSFWs.

For purposes of hiring and assigning staff to conduct outreach duties, and maintaining compliance with CareerSource Florida's Affirmative Action programs, CareerSource South Florida must seek, through merit system procedures, qualified candidates who are multilingual based on the language common among MSFWs in the service area. They must also be from an MSFW background or from a race or ethnicity most representative of the MSFW population in the area. Significant office outreach workers must spend a majority of their time in the field. Outreach workers must also coordinate their outreach efforts with Farmworker Career Development Program staff in their service area, as well as with public and private community service agencies and MSFW groups.

Outreach workers must be trained in local office procedures and in the services, benefits, and protections afforded to MSFWs by the Employment Service system, including training on protecting farmworkers against sexual harassment. Training may also include similar issues such as sexual coercion, assault, and human trafficking. Such trainings are intended to help outreach workers identify when such issues may be occurring in the fields and how to document and refer the cases to the appropriate enforcement agencies. They also must be trained in the procedure for informal resolution of complaints. The program for such training must be formulated by DEO.

Outreach is not limited to significant offices and should be conducted by any career center operating in a service area that has an MSFW population. These non-significant offices that have agricultural activity shall establish formal or

informal cooperative agreements, with other public and private social service agencies that provide services to MSFWs, in order to supplement outreach efforts to the MSFWs in their service area. Non-significant offices that have a Farmworker Career Development Program provider in their service area must collaborate with this partner to ensure seamless service delivery for MSFWs, per DEO Agreement F1134.

OUTREACH WORKER ACTIVITIES

Outreach workers must locate and contact MSFWs who are not being reached by normal intake activities conducted by the career center. Outreach workers must be provided with photo identification cards, business cards, name tags, or other material identifying them as DEO or CareerSource employees. This identification must be carried at all times during outreach and displayed upon request.

1. The MSFW outreach worker shall explain to MSFWs at their working, living or gathering areas (including day-haul pick-up sites), by means of written and oral presentations either spontaneous or recorded, and in a language readily understood by them, the following:
 - A. Services available at the career center, including the availability of referrals to employment, training, supportive services, and career services, as well as specific employment opportunities and other related services;
 - B. Information on the Complaint System (including the Florida Farmworker Helpline);
 - C. Information on other organizations serving MSFWs in the area; and
 - D. A basic summary of farmworker rights, including rights with respect to the terms and conditions of employment (along with a copy of the [Farm Labor Rights brochure](#)).
2. After making the presentation, outreach workers must encourage the MSFWs to go to the local career center to obtain the full range of employment and training services.
3. If an MSFW cannot or does not wish to visit the career center, the outreach worker must offer to provide on-site the following:
 - A. Assistance with EFM registration or re-enrollment;
 - B. Assistance in obtaining referral(s) to current and/or future employment opportunities;
 - C. Referral to supportive services and/or career services in which the MSFW or a family member may be interested;

- D. Assistance with the preparation of complaints, if necessary, and referral of complaints to the career center complaint specialist or career center manager; and
 - E. As needed, assistance in making appointments and arranging transportation for the MSFW or members of his/her family to and from the local career center or other appropriate agencies.
- 4. Outreach workers shall make follow-up contacts as necessary and appropriate to provide the assistance specified above.
 - 5. Outreach workers must be alert to observe the working and living conditions of MSFWs and, upon observation or receipt of information regarding a suspected violation of employment related law or Employment Service regulations, document and refer information to the career center manager for processing in accordance with the Apparent Violations chapter in the [DEO Employment Service Compliant-Resolution Handbook](#).

Unless otherwise authorized to enter by law, outreach workers must not enter work areas to perform outreach duties described in this section on an employer's property without permission of the employer, must not enter workers' living areas without the permission of the workers, and must comply with the appropriate State laws regarding access. Outreach workers must keep a record of employers who have refused the outreach workers access to MSFWs. If an H-2A employer has refused reasonable access to conduct outreach, staff must alert the DEO Senior Monitor Advocate immediately.

Outreach workers must not engage in political, unionization or anti-unionization activities during the performance of their duties.

MSFW OUTREACH PLAN

Significant career centers must develop an MSFW outreach plan every four years in conformance with the state's Agricultural Outreach Plan found within the WIOA Unified Plan. The MSFW outreach plan must describe proposed outreach activities and set numerical goals and objectives. It must include the following:

- 1. Provide an assessment of the unique needs of MSFWs in the service area based on past and projected agricultural and MSFW activity in the area;
- 2. Provide an assessment of available resources for outreach;
- 3. Describe the career center's proposed outreach activities including strategies on how to contact MSFWs who are not being reached by the normal intake activities conducted by the career center staff;

Approval By:

Issued by:

4. Describe the activities planned for providing the full range of employment and training services to the agricultural community, including both MSFWs and agricultural employers, through the career center;
5. Describe the career center's multilingual office plan;
6. Describe the process for meeting the indicators of compliance; and
7. Provide an assurance that the MSFW outreach worker was afforded the opportunity to review the plan and provide input.

LOG OF DAILY OUTREACH ACTIVITIES – DEO 1303

Every staff who makes an outreach contact with an MSFW or an agency or organization that serves MSFWs, should record that contact on the Log of Daily Outreach Activities, DEO-1303, located at https://floridajobs.org/docs/default-source/lwdb-resources/programs-and-resources/msfw/deo1303logofdailyoutreachactivities.pdf?sfvrsn=da0978b0_2

Outreach contacts made each day must be included on the log. Federal Regulations stipulate that career center managers should review Logs of Daily Outreach Activities to ensure proper completion and provision of services. Copies of logs must be maintained in the career center for five years after the date of completion. Log data should be included in the monthly Outreach Worker's Log Review and Migrant and Seasonal Farmworker Outreach Services Report, DEO-1659. Completed reports should be submitted by the fifth working day following the report month, to the DEO MSFW mailbox at MSFW@deo.myflorida.com.

The name of the individual performing the outreach and the name of the career center should be entered in the appropriate spaces at the top of the form.

Instructions for completion of the Log of Daily Outreach Activities can be found at: https://floridajobs.org/docs/default-source/lwdb-resources/programs-and-resources/msfw/deo1303instructions.pdf?sfvrsn=db0878b0_2.

MSFW OUTREACH SERVICES REPORT – DEO 1659 & OUTREACH LOG REVIEW

Every significant career center must complete the Migrant and Seasonal Farmworker Outreach Services Report (DEO-1659) and the Outreach Worker's Log Review on a monthly basis. Nonsignificant career centers must complete these reports for months when outreach is conducted. Completed reports should be submitted by the fifth working day following the report month to the DEO MSFW mailbox at MSFW@deo.myflorida.com. Managers should ensure that all data is accurate prior to the report being submitted. These forms can be accessed at:

MSFW Outreach Services Report: https://floridajobs.org/docs/default-source/office-of-workforce-services/deo1659msfwoutreachservicesreport.pdf?sfvrsn=548e61b0_0

Outreach Worker's Log Review: https://floridajobs.org/docs/default-source/office-of-workforce-services/outreachworkerslogreview.pdf?sfvrsn=628e61b0_0

Instructions for completion of the DEO-1659 can be found at: https://floridajobs.org/docs/default-source/office-of-workforce-services/deo1659instructions.pdf?sfvrsn=5e8e61b0_0.

LOG OF APPARENT VIOLATIONS – DEO 1300

All career center staff must be trained and prepared to address Employment Service complaints. Outreach staff must also be trained in the protections afforded to MSFWs by employment-related laws, to enable outreach workers to identify any issues occurring in the field. Any associate who observes, has reason to believe, or is in receipt of information regarding a suspected violation of employment-related laws or Employment Service regulations pertaining to MSFWs or agricultural job orders is required to document and refer the information to the career center manager. The career center manager is then required to determine if the career center has received a job order from that employer within the last 12 months. If no job order has been filed within this period, the manager is then required to refer the apparent violation of employment-related law in writing to the appropriate enforcement agency. If the career center has received a job order from the employer within the last 12 months, the manager or outreach worker should attempt to informally resolve the apparent violation and assist the employer in achieving compliance with the law and/or the job order within five business days. If informal resolution cannot be achieved, procedures for discontinuation of services must be initiated. If a violation of employment-related law exists, the violation should be referred in writing to the appropriate enforcement agency. Authority for Discontinuation of Services to an employer by the career center is located in 20 CFR 658 Subpart F.

Apparent violations must be documented by career center staff on the Log of Apparent Violations,

Form DEO-1300, which can be accessed at https://floridajobs.org/docs/default-source/lwdb-resources/programs-and-resources/msfw/logofapparentviolations_msfw.pdf?sfvrsn=d60978b0_2. Instructions for filling out this form may be found at https://floridajobs.org/docs/default-source/lwdb-resources/programs-and-resources/msfw/1300instructions.pdf?sfvrsn=c20978b0_2.

Approval By:

Issued by:

One incident may be a violation of one or more employment-related laws or Employment Service regulations. The most accurate method of logging apparent violations is to enter one type of violation per line on the log.

For additional instructions and information refer to guidance in the DEO Employment Service Complaint-Resolution System Handbook found

at: https://floridajobs.org/docs/default-source/lwdb-resources/programs-and-resources/msfw/employmentservicecomplaintresolutionsystemhandbook.pdf?sfvrsn=ee0978b0_2

AGRICULTURAL JOB ORDERS

Outreach workers and LWDB business service staff shall also conduct outreach to agricultural employers to offer labor exchange services and assistance with workforce planning.

Agricultural job orders (as defined in “farmwork”), including but not limited to those with the North American Industry Classification System (NAICS) farmwork industry codes that fall under subsection 111 Crop Production, subsection 112 Animal Production and subsection 115 Support Activities for Agriculture and Forestry, or with an O*NET code in the agricultural industry, must contain the criteria listed below:

1. Use job titles that match the O*NET codes if possible, otherwise use the job title the employer provides.
2. If the job is seasonal or temporary, a specific estimated number of days or months must be shown.

Example: “Early February to mid-June depending on weather, etc.”

3. Specific days and hours to be worked must be included in the job summary. Phrases such as “TBA” are not acceptable. A qualifying phrase may follow the days and hours such as: Example: “Monday-Saturday, 6:30 a.m. - 4:00 p.m.; Days and hours to be worked depend on crop and weather conditions.”

4. The summary of the job description should include all pertinent data. Describe the job specifically. What does the worker do? How does he/she perform the work? Why does he/she do it? What degree of skill is involved?

Example: “Pick oranges by hand, use up to 24 ft. ladder with 1¾ bushel pick sack, will dump into large bins.”

5. A wage rate must be specific on job orders. The note “depending on experience (DOE)” is not acceptable. Employers covered by FLSA must adhere to minimum wage laws.

6. If the worker is to be paid by piece rate, the job summary should include the following:

A. The amount to be paid;

Approval By:

Issued by:

- B. The unit of measurement;
- C. A brief, concise description of the size or capacity of the measurement;
- D. A statement as to whether or not the agricultural employer is covered by Fair Labor Standards Act (FLSA) or employer guarantees minimum wage.

Example: "\$0.90 per 1 3 /5 bushel, employer covered by FLSA."

- 7. If the employer is a farm labor contractor (FLC) or farm labor contractor employee (FLCE), the job order must include the federal and state registration numbers. If driving, transporting or housing of workers is involved, verify on the FLC/FLCE registration card that the FLC/FLCE has these authorizations on his/her license and that they have not expired.
- 8. If the work site(s) is/are different from the employer address, both addresses must be included. Precise location and directions to get to the work site(s) are imperative. Directions to work site(s) must be indicated on the EFM "Work Sites" screen in the Corporate Profile or in the job order itself. If the work site is the same as the employer address and is the only work site, a statement indicating so should be added to the job order.
- 9. The statement "Referrals within commuting distance only" is required if the job is not permanent.

AGRICULTURAL RECRUITMENT SYSTEM

Agricultural job orders for work in other areas of the state outside of a normal commuting distance and for work out-of-state must go through the Agricultural Recruitment System (ARS) and be approved by DEO and ETA prior to posting in EFM for intrastate or interstate recruitment. Only the local job order for local recruitment may be entered by career center staff. For more information, please visit <http://www.doleta.gov/programs/ars.cfm>.

For additional instructions and information, reference CSSF Procedure Transmittals JOB SEEKER REGISTRATION, APPLICATION AND SERVICES & JOB ORDERS AND PLACEMENTS, the MSFW web page at <http://www.floridajobs.org/workforce-board-resources/program-resources/program-resources>

and the Workforce Innovation and Opportunity Act Unified Plan at <http://careersourceflorida.com/docking/WIOAUnifiedPlan.pdf>.

MSFW MASS RECRUITMENT

Please refer to CSSF Policy – Job Orders and Placements for information regarding Recruitment job orders and MSFW job orders.

Approval By:

Issued by:

v. DEFINITIONS OF TERMS

- “Agricultural Employer” means any employer as defined in this section who owns or operates a farm, ranch, processing establishment, cannery, gin, packing shed or nursery, or who produces or conditions seed, and who either recruits, solicits, hires, employs, furnishes, or transports any migrant or seasonal farmworker or any agricultural employer as described in 29 U.S.C. 1802(2) (MSPA).
- “Agricultural Recruitment System (ARS)” is a clearance system that provides agricultural employers with a means of reaching U.S. jobseekers in other parts of the state and the country to perform farmwork on a temporary, less than year-round basis.
- “Clearance” is the term for the expansion of a job order whose labor needs are not met in the immediate local area to be “cleared” or released to other local career centers within the State (Intrastate Clearance Order) or if not met statewide, may be “cleared” through the USDOL Employment & Training Administration (ETA) Region III Office in Atlanta (except in the case of H-2A clearance orders) to be released as an Interstate Clearance Order.
- “Clearance Order” means a job order that is processed through the clearance system under the Agricultural Recruitment System or the H-2A program.
- “Clearance System” means the orderly movement of U.S. jobseekers as they are referred through the employment placement process by a career center. This includes joint action of local career centers in different labor market areas and/or states.
- "Commuting Distance" is the distance that a worker can reasonably be expected to commute from the worker's residence to the place of work and return to his/her residence on a daily basis.
- "Complaint" is a representation made or referred to a state or career center office of an alleged violation of the Employment Service regulations and/or other federal, state or local employment-related law.
- “Employer” is a person, firm, corporation, or other association or organization (1) which currently has a location within the U.S. to which U.S. workers may be referred for employment, and which proposes to employ a worker at a place within the U.S. and (2) which has an employer relationship with respect to employees under this subpart as indicated by the fact that it hires, pays, fires, supervises and otherwise controls the work of such employees. An association

of employers is considered an employer if it has all of the indicia of an employer set forth in this definition. Such an association, however, is considered as a joint employer with the employer member if either shares in exercising one or more of the definitional indicia.

- "Farmwork" means the cultivation and tillage of the soil, dairying, the production, cultivation, growing, and harvesting of any agricultural or horticultural commodities. This includes the raising of livestock, bees, fur-bearing animals, or poultry, the farming of fish, and any practices (including any forestry or lumbering operations) performed by a farmer or on a farm as an incident to or in conjunction with such farming operations, including preparation for market, delivery to storage or to market or to carriers for transportation to market. It also includes the handling, planting, drying, packing, packaging, processing, freezing, or grading prior to delivery for storage of any agricultural or horticultural commodity in its unmanufactured state. For the purposes of this definition, agricultural commodities means all commodities produced on a farm including crude gum (oleoresin) from a living tree. Farmwork also means any service or activity covered under 20 CFR 655.103(c) (the H-2A definition of agriculture) and/or 29 CFR 500.20(e) (MSPA regulations).
- "Farmworker" is an individual employed in farmwork, as defined above.
- "Farmworker Career Development Program" is the Florida WIOA MSFW program/National Farmworker Jobs Program. The grantee is the Florida Department of Education and they subgrant the program locally to different providers such as local government, educational institutes, school boards, and non-profit organizations.
- "Field Visit" means the appearance by outreach staff to the working and living areas of MSFWs to discuss employment services and other employment-related programs with MSFWs, crew leaders, and employers. Outreach staff must keep records of such visits.
- "H-2A" is a program that enables agricultural employers to hire foreign citizens for seasonal jobs when there are not enough U.S. workers to fill the available job openings. Before taking advantage of the H-2A program, the employer must attempt to recruit through the clearance system and agree to hire any qualified U.S. workers that are available. In addition, the employer must provide the H-2A workers (and any U.S. workers in corresponding employment from outside of the commuting area) with free housing that meets OSHA standards, wage guarantees, and transportation to and from the work site.

- "Interstate Clearance Order" is an agricultural job order processed under a clearance system
- (either ARS or H-2A) for temporary employment describing one or more hard-to-fill job openings, which a career center uses to request recruitment assistance from other career centers in a different state.
- "Intrastate Clearance Order" is an agricultural job order processed under a clearance system (either ARS or H-2A) for temporary employment describing one or more hard-to-fill job openings, which a career center uses to request recruitment assistance from other career centers within the state.
- "Migrant Farmworker" is a seasonal farmworker, as defined in this section, who travels to do the farmwork and is not reasonably able to return to his/her permanent residence within the same day. Full-time students traveling in organized groups rather than with their families are excluded.
- "MSFW" is a migrant farmworker or a seasonal farmworker, as defined in this section.
- "National Farmworker Jobs Program (NFJP)" is a program that is administered by the USDOLETA National Office whose mission is to empower MSFWs and their families to achieve economic self-sufficiency by providing services that address their employment-related needs. The following link provides information on the NFJP program: <https://www.doleta.gov/Farmworker/html/NFJP.cfm>.
- "Outreach" is an effort by the career center staff to locate and contact MSFWs outside of the center who are not being reached by the normal intake activities conducted by the center.
- "Outreach Contact" is each MSFW that receives the presentation of information and offering of assistance, or follow-up activity from an outreach worker during outreach as defined above.
- "Quality Contact" is an outreach contact with an MSFW where a reportable staff assisted service is provided and documented with the MSFW's name and social security number.
- "Seasonal Farmworker" is an individual who is employed, or was employed in the preceding twelve months, in farmwork (as defined in this section) of a seasonal or other temporary nature and is not required to be absent overnight from his/her permanent place of residence. A worker who moves from one seasonal activity to another while employed in farmwork is employed on a seasonal basis even

though he/she may continue to be employed during a major portion of the year, as long as he/she was not employed in farmwork year-round by the same employer. For the purposes of this definition only, a farm labor contractor is not considered an employer. Non-migrant individuals who are full-time students are excluded.

- "Significant MSFW Career Centers" are offices designated annually by ETA where MSFWs account for ten percent or more of annual W-P participants in employment services and those career centers which the administrator determines must be included due to special circumstances such as an estimated large number of MSFWs in the service area.
- "Significant Multilingual MSFW Career Centers" are those significant MSFW offices designated annually by ETA where ten percent or more of MSFW participants are estimated to require service provisions in a language other than English unless the administrator determines other career centers also must be included due to special circumstances.
- "Supply State" means a state that potentially has U.S. workers who may be recruited for referral through the clearance system to the area of intended employment in a different state. Florida is considered a supply state.
- "Underemployed" is an individual who is working part-time but seeking full-time employment or is an individual who is employed full-time but whose annual income remains below the poverty line.

Approval By:

Issued by:



WAGNER-PEYSER POLICY

SUBJECT:	REEMPLOYMENT AND ELIGIBILITY ASSESSMENT (REA) PROGRAM	Procedural/Guidance No.:
APPLIES TO:	One-Stop Operators and Career Centers	Effective Date:
		Revised Date:
		Expiration Date:
REFERENCE:	DEO Administrative Policy Number 068	

I. PURPOSE AND SCOPE

The purpose of this paper is to provide information and operational guidance regarding the provision of REA services to Reemployment Assistance (RA) claimants.

II. BACKGROUND

Unemployment Insurance claimants have always been a priority population served under the Wagner Peyser (WP) program. In Florida, RA claimants are required to complete a full registration in the state's management information system (MIS) prior to receiving reemployment assistance benefits. Subsequent to registration in the MIS, claimants may be provided designated services from their local career center or through mandatory reemployment programs such as the Priority Reemployment Planning (PREP) program or the Reemployment and Eligibility Assessment (REA) program.

In 1994, the United States Department of Labor (USDOL) required states to implement a Worker Profiling and Reemployment Services (WPRS) system to determine the likelihood that claimants would exhaust their benefits prior to returning to work. In Florida, this ranking is used to populate claimants into the PREP or REA programs, with those claimants most likely to exhaust benefits going into PREP. The PREP program is administered in every region throughout the state and requires participants receive a staff assisted orientation along with initial assessment services. The REA program, on the other hand, is operated

Approval By:

Issued by:

only in select regions, in addition to PREP, and provides more intensive services to claimants that include an orientation, initial assessment, labor market information and development of an employability plan.

In 2010, the Florida Legislature passed a law (Chapter 443.091, F.S.) requiring RA claimants to register with DEO using the state's management information system (MIS) and report to the career center as directed by the RWB for reemployment services. Reemployment services include work search activities such as résumé writing, job interviewing workshops, etc. If the claimant does not report to the career center as directed for the scheduled reemployment services, he or she must be reported in Employ Florida Marketplace (EFM) as a *no-show*. EFM is the State's MIS used to record data and report compliance to RA regarding REA participation. The no-show report is automatically generated from the EFM Data Store and sent to RA for factfinding. Claimants' eligibility for RA benefits may be affected and they will be subject to disqualification of benefits for any week(s) they do not report as directed to the career center.

The reemployment of RA beneficiaries and the reduction of erroneous payments are high priorities for the United States Department of Labor (USDOL), Employment and Training Administration (ETA) and the Department of Economic Opportunity (DEO). The REA program addresses both of these priorities. The goal is to ensure the RA claimants have access to the full array of employment and training services through the One-Stop Delivery System while also ensuring that claimants comply with the State's requirements to actively engage in seeking work as a condition of receiving benefits. Through several independent studies conducted by a contracted vendor from USDOL, it has been shown that claimants receiving REA services are more likely to return to work before exhausting benefits.

III. AUTHORITY

USDOL
Chapter 443.091, F.S.

IV. POLICIES AND PROCEDURES

PROGRAM GUIDANCE/REQUIREMENTS

CareerSource South Florida participates in the REA Program and will provide intensive, one-on-one assessment interviews with REA participants. The following summarizes the major program requirements:

- REA participants are randomly selected each week from the region's Priority Reemployment Planning program (PREP) pool of RA claimants. After the automated process selects the REA participants, they are then

placed into pre-existing events managed by the career center staff and scheduled for a one-on-one assessment interview.

- REA participants must receive, at minimum, the following four (4) services:

<u>Service Title</u>	<u>Service Code</u>
Orientation	098 or 101
Initial Assessment	102
Labor Market Information (LMI)	107
Employability Development Plan (EDP)	205

REA Service/ Activity Description:

Orientation: An orientation about the career center's services with particular emphasis on accessing available labor market and career information. This can be a virtual, group, or individual orientation. (Code: 098 – On-line Orientation) or (Code: 101 – Staff Assisted Orientation)

Initial Assessment: A one-on-one assessment interview with a career center job counselor to review/identify the participant's strengths, weaknesses, and barriers to reemployment. (Code: 102 – Initial Assessment)

Labor Market Information (LMI): Provision of LMI unique to the REA participant's experience, skills and desired occupation. (Code: 107- Provision of Labor Market Information)

Employability Development Plan (EDP): The development of an EDP or Reemployment Plan unique to the REA participant's challenges, skills, and goals discovered during the initial assessment. The EDP should be thorough and complete as it will be provided to the participant to follow and is an area specifically reviewed during the quality assurance monitoring. (Code 205: Develop Service Strategies (IEP, ISS, EDP)

- Each of the above service codes must be documented in EFM upon conclusion of the assessment interview. This is the only means of documentation to determine compliance with RA rules. Specific details regarding data entry can be found under the EFM section of this guidance.

- Additionally, work search activities are **REQUIRED** for all REA participants. Specific details regarding the assigned work search activities must be noted in the EDP and documented in EFM as described in the 'work search activity' section.

Employability Development Plan:

The EDP must:

- Be completed jointly with the REA participant and should reveal the participant's strengths, weaknesses, barriers, and employment or training goals. Specific details should be included in the plan and reflect which party will be responsible for each action;
- Identify the specific work search activities applicable to the participant's needs, such as résumé writing, interviewing skills, etc.;
- Indicate referral to or approval of training, if appropriate;
- Document referrals to other appropriate services offered through the career center, as required;
- Include the signature of the participant and staff, and provide a copy to the participant.

On-Line EDP in EFM:

CSSF will use the on-line EDP in EFM when assisting REA participants in developing their employability plan, although a hard copy EDP is acceptable.

- Since CSSF will be using the on-line EDP, the "Objective Assessment Summary (OAS)" **MUST** be completed in EFM as well. The OAS is located on the Plan tab under the Case Management Profile section of EFM.
- If a participant has completed the background wizard and/or résumé builder, some of their information will automatically populate an REA participant's background information into the Objective Assessment Summary. As a result, there is limited participant data that would need to be added to the OAS; however, it should be reviewed for accuracy.
- The OAS provides an excellent overview of a participant's job skills, work experiences, strengths, etc., and also identifies employability weaknesses or challenges where the participant could benefit from additional career center services such as résumé writing, interviewing workshops, training, etc.

Note: If career center staff is unable to complete an OAS for an REA participant, the participant may have an open registration in another region. Please contact your local Regional Security Officer (RSO) for assistance. If the participant has moved to your region, the RSOs in both regions will need to communicate to transfer the participant to the new region. Once this has occurred, career center

Approval By:

Issued by:

staff will be able to access and complete the OAS for the REA participant. The OAS is only available for completion by the staff in the region in which the person has an open registration.

Work Search Activities: The REA Program requires that each REA participant's employability development plan (EDP) include specific work search and job placement activities. ***These services are mandatory but are NOT permissible uses of REA grant funds. These activities must be funded from other sources such as Wagner Peyser (WP), or WIOA funds, as appropriate.***

- Reemployment or work search activities **must** be identified and documented in the EDP at the time of the assessment interview. These will be reviewed during quality assurance monitoring.
- **All appointments for reemployment or work search activities must be scheduled and resulted¹ in the EFM event calendar. This is a critical component of the REA process.**
- Staff will be required to manually result the work search activities in EFM within seven days of scheduling the appointment. Work search activities that are scheduled in EFM will automatically record the service provided on the participant's service plan upon proper resulting by staff. (For how to set up activities, please refer to [Scheduling REA Work Search Activities in EFM](#).)
- It is recommended that career center staff remind REA participants during the assessment interview and scheduling of work search activity appointments that they will be subject to the disqualification of benefits if they do not attend their scheduled work search appointment. It is also recommended that work search activities be scheduled no more than 21 days after the initial appointment. REA participants may contact the career center to reset the appointment if they cannot attend as long as it is scheduled within, plus or minus, seven days of the date of the originally scheduled work search activity appointment.
- Work search activities can be reset one time if the claimant is unable to attend the originally scheduled activity; however, regions are not required to re-schedule work search appointments.
- Staff must review the **EDP Responsibility Statement** (Appendix A) with each REA participant after scheduling the work search activity. The EDP Responsibility Statement must document the specified workshop(s) and date(s) the participant is to attend, and **must include the date and signatures of both the participant and case manager**. A copy of the statement must be provided to the claimant and the original kept on-site in the participant's file. Electronic retention of this document is permissible.

¹ Result means a participant's attendance was marked as either "attended" or "no-show".

Retention of the EDP Responsibility Statement is critical as it may be requested by RA during an appeals hearing.

- REA participants who are resulted as a “no show” in the EFM system are automatically sent to the Office of Reemployment Assistance for fact-finding.

REA Data Capture:

- The EFM system is used to capture REA data for federal reports.
- REA participants have an existing registration in EFM when they are selected from the PREP pool. Each REA participant enters an REA event with an attendance status of ‘registered’ and have two service codes, 102-Initial Assessment and 107-LMI, attached to their activity plan. Two additional service codes, 101-orientation and 205-EDP, are required to be manually entered on each participant’s activity plan before full credit is provided for the interview. After all services have been provided, staff **must** result each participant’s attendance in EFM to either “attended” or “no-show”. If one of these statuses is not marked, the region will not receive credit for the assessment.
- All REA participant data must be entered into the EFM system in a timely manner. Seven (7) days following the initially scheduled REA appointment the system locks down all attendance results. Participant records that have not been managed will be moved over to the *red flag report*.
- The red flag report contains all REA participants who have not received all required services or those who have not had their attendance status changed. Staff must go into each participant’s record to update services as needed. Regions will not receive credit for assessments that are flagged on this report until all issues have been resolved successfully. Unresolved cases on this report will be removed after 90 days.

Claimants Failing to Report:

Assessment Interview:

- REA participants who fail to report for their REA assessment interview must be resulted as a “no show” through EFM.
- The RA adjudicators conduct fact-finding on REA participants who are “no shows” and make determinations on payment or disqualifications.

Work Search Activities/Workshops:

- REA participants who fail to report for scheduled work search activities must be resulted as a “no show” in EFM. A report will be automatically generated

for RA adjudicators to conduct fact-finding on REA participant no-shows for work search appointments.

- Career centers are **not** required but may reschedule REA participants who do not attend their initially scheduled work search activity appointments. If an REA participant is rescheduled for an appointment, the work search activity must be scheduled and resulted in the EFM event calendar.

RA Eligibility Review Program

- Under the requirements of the REA grant, the REA assessments are not considered complete until an eligibility review under the Eligibility Review Program (ERP) has been conducted.
- Staff from the Office of Reemployment Assistance conducts eligibility reviews on REA participants who have completed their assessment interviews.
- The career center does not have any responsibility for the completion of the ERPs and the ERPs do not impact any funding at the Regional level.

BEST PRACTICES

- *Required Signatures* – Staff must ensure that the following documents have signatures on hard copies of files:
 - By Participants
 - EEO Statement
 - DEO Discrimination Forms (2)
 - Questionnaire received in mail
 - Labor Market Information screen capture
 - By Both Participants and REA coordinator
 - EDP/IEP
 - Objective Assessment (OAS)
 - EDP Responsibility Statement
- *Appointment Reminders* – Having staff call REA participants a few days prior to their scheduled appointment to remind them of the appointment has increased the “show rate” for REA participants. Some regions have required their Temporary Assistance to Needy Families (TANF) participants, who must participate in work activities, to come into the career centers to make those reminder calls to REA participants. This also helps to satisfy required work activities for those TANF recipients. Other Regions have had full-time or temporary staff make the reminder calls.
- *Follow up with REA Participants Who Have Not Found Employment* – It is recommended that Regions establish a process to follow-up with REA participants who have not found employment after all required services have been rendered. The follow-up period is up to each region to establish given their local policies and

Approval By:

Issued by:

procedures. Please note: the REA Program does NOT require follow-up, but it is recommended as a best practice. As an example, some Regions have initiated an alerts system in EFM for 30 days prior to soft exit for follow-up. Also, please note that any follow-up with REA participants must be paid from WP or WIOA funds, as appropriate.

V. ATTACHMENTS

[Appendix A - EDP Responsibility Statement](#)

Approval By:

Issued by:



WAGNER-PEYSER POLICY

SUBJECT:	Trade Adjustment Assistance (TAA) Employment and Case Management Service Policy	Procedural/Guidance No.:
APPLIES TO:	One-Stop Operators and Career Centers	Effective Date:
		Revised Date:
		Expiration Date:
REFERENCE:	TEGL 15-12 / DEO Administrative Policy 108 (Effective 06/04/2020)	

A. PURPOSE

The purpose of this policy is to provide CSSF Regional TAA Coordinator and Career Center Staff the minimum requirements for providing employment and case management services under the Trade Adjustment Assistance (TAA) program.

B. BACKGROUND

The Trade Act of 1974 established the Trade Adjustment Assistance for Workers Program, referred to as the TAA Program, to assist workers who have been laid off or whose jobs have been threatened because of foreign trade or competition (trade-affected workers). The TAA program has been amended several times in the last forty years, most significantly in 2002, 2009, 2011 and 2015. The 2015 amendment, known as the Trade Adjustment Assistance Reauthorization Act of 2015 (TAARA 2015), reauthorized TAA and is the most current. Provisions from prior versions of the Act remain applicable in limited cases based on the petition number.

To be eligible for TAA benefits, a group of workers must establish that they were separated from their employment either because their jobs moved outside the United States or because of an increase in directly competitive imports. To establish eligibility, a group of three or more workers (or their representative) must file a petition with the United States Department of Labor (USDOL). Upon receipt of the petition, USDOL conducts an investigation to verify the role of foreign trade in the workers' job losses. If USDOL determines that the workers meet TAA requirements, it will issue a certification which renders the workers covered eligible to apply to a local career center for individual services and benefits, which include employment and case management services.

C. AUTHORITY

[Higher Education Act of 1965 \(20 U.S.C. 1087tt\)](#) [Trade Adjustment Assistance Act of 1974, as amended](#)
[Trade Adjustment Assistance Reform Act \(TAARA\) of 2002](#)
[Trade and Globalization Adjustment Assistance Act \(TGAAA\) of 2009](#) [Trade Adjustment Assistance Extension Act \(TAAEA\) of 2011](#)
[Trade Adjustment Assistance Reauthorization Act \(TAARA\) of 2015](#) [20 Code of Federal Regulations \(CFR\) Part 617](#)
[Training and Employment Guidance Letter \(TEGL\) 05-15 Operating Instructions for Implementing the Amendments to the Trade Act of 1974 Enacted by the Trade Adjustment Assistance Reauthorization Act \(TAARA\) of 2015](#)
[TEGL 15-12 Delivery of Benefits and Services to Trade Adjustment Assistance \(TAA\) Program Recipients through the American Job Center Network Delivery System](#)

D. POLICIES AND PROCEDURES

Upon determination of TAA eligibility under the TGAAA of 2009, TAAEA of 2011, or TAARA of 2015 law, CSSF Regional TAA Coordinator and Career Center staff are required to ensure trade-affected workers who are covered under a petition have access to employment and case management services as described in this policy.

a. TAA Informational Session

When a petition is certified by USDOL, the State Trade Program Coordinator will notify CareerSource South Florida. The notification will include a copy of the certified trade petition, the contact information for the trade-affected employer and instructions to secure a list of the trade-affected workers from the employer within 10 business days and provide the list to the State Trade Program Office. Upon receipt of this notification, CSSF Regional TAA Coordinator must coordinate with the employer to offer the trade-affected workers the opportunity to attend a TAA informational session.

The informational session will review the benefits and services offered by the TAA program. When 20 or more trade-affected workers are covered under a certified petition, CSSF Regional TAA Coordinator must coordinate with the employer to afford the workers the option to attend the informational session at the employer's location or the career center nearest to the employer's location. Once scheduled, CSSF Regional TAA Coordinator must provide the date(s), time(s) and location(s) of all group TAA informational sessions to the State Trade Program Office by emailing TAA@deo.myflorida.com. For those trade-affected workers who are unable to attend, or for groups with fewer than 20 trade-affected workers, the opportunity to schedule an individual session with the CSSF Regional TAA

Coordinator must be afforded.

Trade-affected employers may have affected workers who reside in a different geographic location than the work site location. Trade-affected workers may choose to receive services from the LWDB of their choice, regardless of geographical location with regards to residence. The CSSF Regional TAA Coordinator may refer the trade-affected worker to a closer location for the worker's convenience but may not refuse to provide services if the worker declines to use another LWDB.

b. TAA Eligibility Review

Following the group or individual informational session, the CSSF Regional TAA Coordinator must schedule a one-on-one, in-person meeting with each trade-affected worker who is interested in receiving services. The meeting may be conducted immediately following the informational session if time permits. The CSSF Regional TAA Coordinator is encouraged to have all trade-affected workers who are interested in receiving services complete an Employ Florida registration prior to the meeting. During the initial meeting, the CSSF Regional TAA Coordinator must verify that the worker's name is recorded on the affected workers list provided by the employer or the State Trade Program Coordinator. Once eligibility is verified, the CSSF Regional TAA Coordinator must create a Wagner-Peyser program application, followed by a TAA program application, in Employ Florida for the trade-affected worker.

If the trade-affected worker's name is not present on the affected workers list, the CSSF Regional TAA Coordinator must contact the employer to determine the individual's eligibility. If the employer is unable to be contacted, the CSSF Regional TAA Coordinator must coordinate with the State Trade Program Office to determine the trade-affected worker's eligibility. If the individual is determined to be trade-affected, the CSSF Regional TAA Coordinator must update the affected workers list and notify the State Trade Program Coordinator. If the individual is determined ineligible for TAA services, the CSSF Regional TAA Coordinator must ensure the appropriate Wagner-Peyser services to assist the individual with securing employment are provided.

c. Initial TAA Program Participation

Once the TAA application has been created and the trade-affected worker has been identified as eligible to apply for TAA services and benefits, the CSSF Regional TAA Coordinator must assist the trade-affected worker with completing the Request for Determination of Entitlement to Trade Readjustment Allowance (TRA) form (TRA ETA 855) and the acknowledgement of TRA Eligibility Deadlines form (TRA 345). The CSSF Regional TAA Coordinator must upload the completed forms to the trade-affected worker's Employ Florida Staff Document folder.

The CSSF Regional TAA Coordinator must contact the State Trade Program Office at TRA@deo.myflorida.com to provide notification that the trade-affected worker's information is available in Employ Florida and ready for review. The State Trade Program Office will review the worker's request form and issue a determination for TRA benefits. Once completed, a service code TR0 (Eligibility

Review “Local TAA Coordinator Use”) must be recorded under the worker’s TAA program application. This service code reflects the initial eligibility activity that will establish the individual’s participation in the TAA program. The TR0 service code must be entered in accordance with [DEO Memorandum: Trade Adjustment Assistance TR0 and TA1 Employ Florida Service Code Changes](#).

d. Employment and Case Management Services

In accordance with Section 235 of the Trade Act of 1974, as amended by the TAARA of 2015, LWDBs are required to ensure the following employment and case management services are available to all TAA participants:

- Comprehensive assessments
- Specialized assessments
- Provision of labor market information
- Individual career counseling
- Development of an Individual Employment Plan (IEP)
- Information on available training and financial aid
- Short term pre-vocational services
- Information relating to the availability of supportive services

The purpose of these services is to provide trade-affected workers the necessary information and support throughout their participation in the TAA program for obtaining suitable employment. Case management services assist TAA participants by establishing goals to overcome barriers to employment; providing guidance through occupational training to overcome a skill deficiency or increase participant marketability; and by establishing a plan to increase wages for those participants that have secured employment at a lesser wage than his/her trade-affected employment and will receive wage subsidies through the Reemployment Trade Adjustment Assistance (RTAA) program.

The CSSF Regional TAA Coordinator must document employment and case management services in the participant’s Employ Florida TAA program application by recording the service code which corresponds to the service provided, as follows:

Service Code	Service Code Description
T01	TAA - Comprehensive Assessment
T02	TAA - Specialized Assessment
T03	TAA - Provision of Labor Market Information
T04	TAA - Individual Career Counseling
T05	TAA - Individual Employment Plan (IEP)
T06	TAA - Provision of Training Information
T07	TAA - Provision of Supportive Service Information
T08	TAA - Short-term Prevocational Services
T09	TAA - Follow-up Services

All service codes and corresponding case notes must be entered in accordance with the requirements prescribed in the [Employ Florida Service Code Guide](#).

Note: There may be other services that are provided, but the services indicated in the table above, except for follow-up services, are required for all trade-affected workers who are interested in participating in TAA-funded training.

1. Comprehensive Assessment

Each TAA participant must be provided a comprehensive assessment to determine the appropriate service level and path to obtain suitable employment. The comprehensive assessment is performed using in-depth interviewing and evaluation to identify barriers and appropriate employment goals. This assessment must also determine if the TAA participant is job ready or will require training to gain the necessary work skills to become reemployed.

When it is determined that a TAA participant has no barriers to employment, possesses marketable employment skills and suitable employment is available, he/she must be provided the appropriate Wagner-Peyser services, to include service code 114 (Staff- Assisted Job Search), to facilitate the TAA participant obtaining employment as soon as possible. When the TAA participant has barriers to employment, lacks the required skills to obtain suitable employment, and/or suitable employment is not available, the CSSF Regional TAA Coordinator should ensure the information in the comprehensive assessment is addressed in the participant's IEP as further outlined in section IV.D.4. of this policy.

The comprehensive assessment will serve as the foundation and justification for all TAA participants receiving TAA-funded training services and should guide the development of the IEP. The assessment must include a detailed examination of the TAA participant's qualifications, skills and capabilities and explore any relevant barriers that may hinder the participant's ability to secure suitable employment. This examination may include, but is not limited to, a review of the TAA participant's:

- a. Educational background
- b. Employment history
- c. Financial situation
- d. Emotional and physical health (including disabilities)
- e. Attitude towards work
- f. Motivation
- g. Supportive service needs

As determined by CSSF local operating procedures, the comprehensive assessment may be created using the Employ Florida Objective Assessment Summary or a locally developed assessment tool. The comprehensive assessment must be recorded in Employ Florida using service code T01 (TAA - Comprehensive Assessment) and include the required documentation/case note that aligns with the requirements prescribed in the [Employ Florida Service Code Guide](#). Information about TAA participant health issues, if any, and sensitive/personal and confidential information must not be documented in Employ Florida nor stored in the participant's electronic or hard-copy case file.

Exception: If a comprehensive or initial assessment has already been completed

by CSSF staff through a partner program, the Regional TAA Coordinator may use the results from that assessment. If any elements of that assessment are missing, the CSSF Regional TAA Coordinator must administer the missing elements and document the results in a case note.

2. Specialized Assessments

Specialized assessments help establish a TAA participant's skill levels and service needs. The CSSF Regional TAA Coordinator may use a multi-faceted approach to the specialized assessment process by using the following assessment tools and techniques: interest inventories, aptitude and skill tests, career guidance instruments and basic skill tests.

These services may be provided through the Workforce Innovation and Opportunity Act (WIOA) program, which will require the CSSF Regional TAA Coordinator to assist the TAA participant with scheduling the assessment(s). When referring TAA participants to WIOA for specialized assessments, this service must be recorded by the CSSF Regional TAA Coordinator in Employ Florida using service code 211 (Referral to WIOA Assessment (TABE/CASAS testing)). Specialized assessments may include, but are not limited to, a review of the following:

- a. Basic literacy in math, reading, or writing
- b. Occupational skill levels
- c. Transferable skills
- d. Interests and aptitude
- e. English language proficiency

The outcomes of these assessments must be recorded in Employ Florida using service code T02 (TAA – Specialized Assessment) and include a case note that aligns with the requirements prescribed in the [Employ Florida Service Code Guide](#).

3. Labor Market Information

The Labor Market Information (LMI) service involves the provision of workforce and labor market employment statistical information, including the delivery of accurate information relating to local, regional, and national labor market areas, such as:

- a. Job vacancy listings
- b. Information on job skills necessary to obtain listed jobs
- c. Information relating to local high-demand occupations and the earnings, skill requirements, and opportunities for advancement in those jobs

LMI must be used by the CSSF Regional TAA Coordinator when assisting TAA participants in selecting appropriate occupational skills training and/or developing an IEP. The provision of LMI must be recorded in Employ Florida using service code T03 (TAA - Provision of Labor Market Information) and include a case note that aligns with the requirements prescribed in the [Employ Florida Service Code Guide](#).

4. Individual Career Counseling

Individual career counseling must be provided by the CSSF Regional TAA Coordinator following the comprehensive assessment to assist the participant in making informed educational, training and occupational choices and may include the following:

- a. Assisting in developing a participant's knowledge of educational and occupational opportunities, and/or the steps involved in career planning;
- b. Assisting in developing career goals by using sound information including appropriate assessments and career explorations that focus on the talents, knowledge, transferable skills, interests, values, and aptitudes of the participant;
- c. Interpreting the local job market(s) and providing the steps necessary for the TAA participant to obtain and retain suitable employment in an occupation of the participant's interest;
- d. Providing specific information about job duties, working conditions and hiring requirements of occupational areas of interest; and
- e. Helping a participant explore and select occupational skills training opportunities.

Individual career counseling must be recorded in Employ Florida using T04 (TAA - Individual Career Counseling) and include a case note that aligns with the requirements prescribed in the [Employ Florida Service Code Guide](#).

5. Individual Employment Plan

The IEP is a negotiated agreement between the TAA participant and the TAA program detailing what the TAA participant will do to return to suitable employment and what the TAA program will do to support his/her efforts. The IEP must include a clear employment goal, outline the steps necessary (objectives) to achieve the goal, any barriers that may prohibit the TAA participant from achieving the goal and the supportive services and steps necessary (objectives) to overcome any barriers.

The CSSF Regional TAA and Career Center Staff must ensure that an IEP is recorded for TAA participants who require assistance in overcoming employment barriers in order to return to suitable employment, lack the skills necessary to secure suitable employment in the existing labor market and will be entering TAA-approved training, or secured employment at a lesser wage than their trade-affected employment and will receive wage subsidies through the Reemployment Trade Adjustment Assistance (RTAA) program.

a. Developing the IEP

TAA participant IEPs must be created using the Employ Florida IEP/Service Strategy wizard. The IEP service must be recorded in Employ Florida using service code T05 (TAA – Individual Employment Plan (IEP)) and include the required documentation/case note that aligns with the requirements prescribed in the [Employ Florida Service Code Guide](#). The IEP must be signed by the TAA participant and retained in the participant's file. If the participant is going to receive TAA-funded training, the IEP must be

completed prior to the date of the first date of training or waiver of training requirement, as outlined in [DEO Memorandum: Trade Adjustment Assistance Individual Employment Plan Reporting](#).

b. Establishing Goals and Objectives

Each IEP should have one employment goal that drives the plan. The description of the employment goal should be written in a manner that is succinct and pertinent. If needed, additional details can be added in the Goal Details text box. The term of a goal can be identified as long-term (12+ months), intermediate (3-12 months), or short-term (0-3 months).

The objectives of the IEP break down the larger goal into comprehensive steps required to reach the goal. Effective objectives will include dates for achievement and identify an individual responsible for completing the objective. Ensuing review dates should be connected to the objectives outlined within the IEP to ensure satisfactory progress.

c. Reviewing the IEP

The IEP must be treated as a living document and reviewed by the CSSF Regional TAA Coordinator on a regular basis with the participant. At a minimum, the IEP must be reviewed every 60 days. The IEP must be amended, as appropriate, when additional needs are identified, or objectives are achieved. When new objectives are added, the IEP should be reviewed and signed by the TAA participant and accompanied by service code T05 (TAA - Individual Employment Plan (IEP)) and include a case note that aligns with the requirements prescribed in the [Employ Florida Service Code Guide](#).

6. Provision of Training Information

If the results of the comprehensive assessment reveal that the TAA participant requires training, and the participant is interested in training, the CSSF Regional TAA Coordinator must provide individual counseling to determine suitable training, offer information on available training programs, and provide guidance on how to apply for such training.

Additionally, the CSSF Regional TAA Coordinator must provide information on how to apply for financial aid. This includes informing the participant that he/she may request the training institution's financial aid administrator to use the administrators' discretion under Section 479A of the [Higher Education Act of 1965 \(20 U.S.C. 1087tt\)](#) to use current year income data, rather than preceding year income data, for determining the amount of need for federal financial assistance.

The provision of training information must be recorded in Employ Florida using service code T06 (TAA – Provision of Training Information) and include a case note that aligns with the requirements prescribed in the [Employ Florida Service Code Guide](#).

7. Supportive Service Information

CSSF Regional TAA Coordinator must provide TAA participants with information relating to the availability of supportive services, including services related to child care, travel assistance, dependent care, housing assistance, and needs-related payments that are necessary to enable the participant to successfully participate in TAA-funded training.

The provision of supportive service information must be recorded in Employ Florida using service code T07 (TAA – Provision of Supportive Service Information) and include a case note that aligns with the requirements prescribed in the [Employ Florida Service Code Guide](#).

8. Short-term Prevocational Services

CSSF Regional TAA Coordinator must provide short-term prevocational services to help trade-affected workers attain employment or successfully participate in training. Short-term prevocational skills include communication and interviewing skills, punctuality, study skills, professional conduct, and basic computer literacy and competencies. Short-term prevocational services also include providing counseling on workplace expectations, professional conduct and personal maintenance, when appropriate.

The provision of short-term prevocational services must be recorded in Employ Florida using service code T08 (TAA - Short-term Prevocational Services) and include a case note that aligns with the requirements prescribed in the [Employ Florida Service Code Guide](#).

9. Follow-up Services

CSSF Regional TAA Coordinator must maintain consistent communication by following up with TAA participants to ensure the successful completion of objectives in the IEP. Follow-up services include, but are not limited to, discussing the status of objectives with the participant, securing documentation for reimbursement of travel costs while in training and reviewing training benchmarks.

The provision of follow-up services must be recorded in Employ Florida using service code T09 (TAA - Follow-up Services) and include a case note that aligns with the requirements prescribed in the [Employ Florida Service Code Guide](#).

e. State and Local Monitoring

Services and activities provided under TAA will be monitored for compliance with TAA requirements as determined by CSSF local monitoring policies and procedures.

II. DEFINITIONS

1. **Affected Workers List:** A list of trade-affected workers, typically provided by the trade- impacted employer, who were separated or threatened with separations during the period beginning one year before the petition was filed and ending two years after the date of the certification.
2. **Regional TAA Coordinator:** A merit-staff employee designated by CSSF to determine TAA eligibility and to provide TAA case management and employment services with the goal of leading participants to suitable employment.
3. **Petition:** A request submitted to USDOL to certify an employer as adversely impacted by global trade or competition.
4. **Suitable Employment:** Work of a substantially equal or higher skill level than the trade- affected worker's past trade-affected employment, with wages no less than 80 percent of the trade-affected worker's average weekly wage from the trade-affected employment.
5. **TAA Participant:** Any trade-affected worker who completes the initial TAA application and is enrolled in the TAA program by a Local TAA Coordinator by receiving a staff- assisted service.
6. **Trade-Affected Worker:** An individual who has been totally or partially separated from employment in a firm or subdivision of a firm that has been certified under TAA.



WAGNER-PEYSER POLICY

SUBJECT:	VETERAN INTAKE AT CAREER CENTERS	Procedural/Guidance No.:
APPLIES TO:	One-Stop Operators and Career Centers	Effective Date:
		Revised Date:
		Expiration Date:
REFERENCE:	DEO Administrative Policy Number 102	

I. PURPOSE AND SCOPE

The purpose of this policy is to provide CareerSource South Florida (CSSF) the minimum requirements for establishing an initial intake process for transitioning service members, veterans, and eligible spouses at career centers throughout the CareerSource Florida Network.

II. BACKGROUND

Florida is committed to serving transitioning service members, veterans, and their families by providing the necessary resources to prepare them to obtain meaningful careers and maximize employment and training opportunities. Florida serves transitioning service members, veterans, and their families through the Workforce Innovation and Opportunity Act (WIOA), Wagner-Peyser, Jobs for Veterans' State Grant (JVSG), and Military and Family Employment Advocacy (MFEA) employment programs.

The JVSG enables the hiring of Disabled Veteran Outreach Program (DVOP) specialists and Local Veteran Employment Representative (LVER) staff to provide employment services to veterans. JVSG is but one component of an umbrella of programs that are required by law to ensure veterans receive quality employment and training services. The JVSG staff fill a niche in that overall set of services for veterans and must be used to provide specialized services for specific segments of the veteran population, in accordance with current U. S. Department of Labor (DOL) Veteran Program Letters (VPL).

Approval By:

Issued by:

III. AUTHORITY

[Public Law 113-128, Section 134\(c\)\(2\)](#)

[38 United States Code \(U.S.C.\), Chapter 41](#)

[38 U.S.C., Chapter 42](#)

[Training and Employment Guidance Letter \(TEGL\) 19-13](#)

[TEGL 19-13, Change 1](#)

[TEGL 19-13, Change 2](#)

[TEGL 20-13, Change 2](#)

IV. POLICIES AND PROCEDURES

A. Identifying Transitioning Service Members, Veterans, and Eligible Spouses

CareerSource South Florida encourages transitioning service members, veterans, and eligible spouses to self-identify at the point of entry of all career centers so that they may take full advantage of priority of service and be apprised to the full range of services available to them. Veterans may be identified through several means, including, but not limited to:

- Ensuring staff (receptionists, welcome team) ask individuals at the point of entry if he/she, or his/her spouse, is currently serving, or has ever served, in the United States (U.S.) military;
- Prominent priority of service signage that encourages veterans and eligible spouses to self-identify;
- Electronic kiosk intake systems which allow the individual to self-identify as a transitioning service member, veteran, or eligible spouse; or
- Staff review of the individual's military service section of the State's Management Information System (MIS), Employ Miami-Dade/Employ Monroe.

Note: Veterans are identified in Employ Miami-Dade/Employ Monroe by an American flag icon.

B. Intake Screening for Enhanced Services

It is expected that the Wagner-Peyser and Workforce Innovation and Opportunity Act (WIOA) programs will provide employment services to most veterans, which will permit JVSG-funded DVOP specialists to focus their efforts on eligible veterans with Significant Barriers to Employment (SBEs) and/or special populations designated by DOL, as described in [Section IV.B.2.](#) of this policy.

CSSF will ensure DVOP specialists serve targeted populations designated by DOL. CSSF will use the Veteran Intake Flowchart, which outlines the intake procedures to screen individuals visiting the career center for the purpose of obtaining employment assistance who identify as transitioning service members, veterans, or eligible spouses for eligibility for DVOP services. The staff member who conducts the intake screening is a non-JVSG staff member who is well-informed in the services and programs available in the career center.

To facilitate the intake screening, CSSF must use the [Veteran Intake Form](#), or locally established equivalent, to determine the individual's service level needs and eligibility for enhanced services from a DVOP specialist. CSSF will use the Veteran Intake Form provided by DEO which identify the demographics outlined in Sections IV.B.1 and IV.B.2 of this policy are retained.

Individuals determined eligible for DVOP specialist services must immediately be referred to a DVOP specialist. Individuals who are not found to be eligible must be provided services by the first available qualified and appropriate career center staff member. In instances where a DVOP specialist is not available, individuals who would normally be served by DVOP specialists must be served by the next available qualified and appropriate career center staff member. Services to SBE and special population veterans must not be delayed or postponed due to the unavailability of a DVOP specialist.

1. Eligible Veteran and Spouse

In accordance with [Title 38, U.S.C.](#), CSSF has defined a veteran as a person who served at least one day in the active military, naval, or air service, and who was discharged or released under conditions other than dishonorable. CSSF must apply a more narrowly defined definition of veteran (i.e. eligible veteran) or veteran/military spouse (i.e. eligible spouse) when determining eligibility for services from a DVOP specialist. Individuals that meet the definition of one of the special population groups, as described in Section IV.B.2(i-l) of this policy, are exempt from this

Approval By:

Issued by:

requirement and may be served by a DVOP specialist regardless of their status as an eligible veteran or eligible spouse.

a) Eligible veteran means a veteran who meets any of the following:

- i. Served on active duty for a period of more than 180 days and was discharged or released with a character of service other than dishonorable;
- ii. Was discharged or released from active duty because of a service-connected disability;
- iii. Was discharged or released from active duty by reason of a sole survivorship discharge; or
- iv. As a member of a reserve component under an order to active duty, served on active duty during a period of war or in a campaign or expedition for which a campaign badge is authorized and was discharged or released from such duty with a character of service other than dishonorable.

b) Eligible spouse means the spouse of any of the following:

- i. A veteran who died of a service-connected disability;
- ii. A member of the Armed Forces serving on active duty who, at the time of application for the priority, is listed in one or more of the following categories and has been so listed for a total of more than 90 days:
 - a. Missing in action;
 - b. Captured in the line of duty by a hostile force;
 - c. Forcibly detained or interned in the line of duty by a foreign government or power;
- iii. A spouse of any veteran who has a total disability resulting from a service-connected disability, as evaluated by the Department of Veterans Affairs; or
- iv. A spouse of any veteran who died while a total, service connected disability was in existence.

2. Significant Barriers to Employment and Special Populations

In addition to meeting the definition of eligible veteran or spouse, CSSF staff must ensure individuals referred to and/or who receive services from a DVOP specialist qualify under one of the following categories:

a) Disabled Veteran

Approval By:

Issued by:

A veteran of the U.S. military, ground, naval or air service who is entitled to compensation (or who but for the receipt of military retired pay would be entitled to compensation) under laws administered by the Secretary of Veterans Affairs, or was discharged or released from active duty because of a service connected disability. This category of SBE is not applicable to non-veteran, eligible spouses.

This category also includes special disabled veterans, which are defined as veterans who have been rated at thirty (30) percent disabled or more, or rated at ten (10) or twenty (20) percent disabled in the case of a veteran who has been determined under [Title 38, U.S.C. 3106](#) to have a serious employment barrier.

Note: Veterans who have a pending disability claim with the U.S. Department of Veterans Affairs qualify for DVOP services under this category, as CSSF must assume the decision for the veteran's claim will be in the affirmative.

b) Homeless

As defined in [Title 42, U.S.C. 11302\(a\) and \(b\)](#), the definition of homeless for the purpose of determining eligibility for DVOP services includes eligible veterans and spouses:

- a. Who lack a fixed, regular, and adequate nighttime residence;
- b. With a primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings, including a car, park, abandoned building, bus or train station, airport, or camping ground;
- c. Who is living in a supervised publicly or privately operated shelter designated to provide temporary living arrangements (including hotels and motels paid for by Federal, State, or local government programs for low-income individuals or by charitable organizations, congregate shelters, and transitional housing);
- d. Who resides in a shelter or place not meant for human habitation and who is exiting an institution where he or she temporarily resided;
- e. Who is fleeing, or is attempting to flee, domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions in the individual's or family's current housing situation, including where the health and safety of children are jeopardized, and who have no other residence and

lack the resources or support networks to obtain other permanent housing.

f. Veterans and eligible spouses who:

1) Will imminently lose their housing, including housing they own, rent, or live in without paying rent, are sharing with others, and rooms in hotels or motels not paid for by Federal, State, or local government programs for low-income individuals or by charitable organizations, as evidenced by:

- i. A court order resulting from an eviction action that notifies the individual or family that they must leave within 14 days;
- ii. Having a primary nighttime residence that is a room in a hotel or motel and where they lack the resources necessary to reside there for more than 14 days; or
- iii. Credible evidence indicating that the owner or renter of the housing will not allow the individual or family to stay for more than 14 days, and any oral statement from an individual or family seeking homeless assistance that is found to be credible.

2) Have no subsequent residence identified; and

3) Lack the resources or support networks needed to obtain other permanent housing.

c) Recently Separated, Long-Term Unemployed

A veteran who has been separated from military service within the past three (3) years and who has been unemployed for 27 or more weeks, in the previous 12 months. The total unemployed weeks may be non-consecutive. This category is not applicable to non-veterans or eligible spouses.

d) Offender

An offender, as defined by [WIOA Section 3 \(38\)](#), is an individual who is currently incarcerated or who has been released from incarceration at any time.

Note: Individuals who were previously incarcerated but were later determined innocent or had charges dismissed are also eligible under this category.

e) Lacks High School Diploma or Equivalent

Eligible veterans or spouses who lack a high school diploma or equivalent.

Note: [The Florida Department of Education](#) provides for the award of a standard high school diploma, with no testing requirement, to eligible veterans who meet the following criteria:

- Left a public or non-public school located in any state prior to graduation and entered the armed forces of the United States;
- Is a current resident of the state of Florida or was previously enrolled in any high school in this state or was a resident of the state of Florida at the time of death; and
- Was honorably discharged from the armed forces of the United States.

f) Low Income

As defined by [WIOA Section 3 \(36\)](#), low income means an individual who:

- a. Receives, or in the past 6 months has received, or is a member of a family that is receiving or in the past 6 months has received, assistance through:
 - i. Supplemental Nutrition Assistance Program (SNAP); or
 - ii. Temporary Assistance for Needy Families (TANF) program; or
 - iii. Supplemental security income program; or
 - iv. State or local income-based public assistance.
- b. Is in a family with total family income that does not exceed the higher of:
 - i. The [poverty line](#); or
 - ii. Seventy (70) percent of the [Lower Living Standard Income Level](#) (LLSIL).

g) Special Population: Veterans Ages 18 to 24

Veterans who are between the ages of 18 to 24 at the time of application.

h) Special Population: Vietnam Era Veterans

Approval By:

Issued by:

The term “veteran of the Vietnam era” means an eligible veteran whose active military, naval, or air service was between August 5, 1964 and May 7, 1975 (regardless if the individual had ever been stationed or served (in-country) in the Republic of Vietnam).

In the case of a veteran who physically served in the Republic of Vietnam, the date range is expanded to the period between February 28, 1961 and May 7, 1975.

i) Special Population: Transitioning Service Members, Capstone

Transitioning service members are assessed on Career Readiness Standards (CRS) by unit commanders during Capstone sessions. Capstone sessions are offered to transitioning service members to help them make adequate preparations for post-military careers before they leave active duty.

When a service member is assessed as not meeting CRS (e.g., if a member does not have an adequate civilian resume), the commander then facilitates a “warm handover” of the service member to a CSSF staff member or DVOP specialist for individualized career services. For each transitioning service member, unit commanders evaluate and document CRS and readiness for transition to civilian employment on the member’s [DD eForm 2648 - Service Member PreSeparation / Transition Counseling and Career Readiness Standards eForm for Service Members Separating, Retiring, Released from Active Duty \(REFRAD\)](#).

j) Special Population: Transitioning Service Members Ages 18 to 24

Transitioning service members who are between the ages of 18 to 24 at the time of application.

k) Special Population: Transitioning Service Members Reduction in Force

Transitioning service members who are being separated from active U.S. military service due to a reduction in force.

l) Special Population: Military Treatment Facility and Warrior Transition Unit

Members of the Armed Forces who are wounded, ill, or injured and receiving treatment in a Military Treatment Facility (MTF), also known

as military hospitals, or Warrior Transition Unit (WTU), also known as Soldier Recovery Units; and the spouses or other family caregivers of such wounded, ill, or injured members.

C. Employ Miami-Dade/Employ Monroe Recording

The provision of the veteran intake screening for DVOP eligibility must be recorded in Employ Miami-Dade/Employ Monroe using service code 159 (Initial Intake Screening – DVOP Services) and include a case note that aligns with the requirements prescribed in the [Employ Miami-Dade/Employ Monroe Service Code Guide](#). Service code 159 (Initial Intake Screening – DVOP Services) does not trigger nor does it extend participation.

Note: An initial assessment, as recorded by Employ Miami-Dade/Employ Monroe service code 102 (Initial Assessment) must no longer be used solely to determine eligibility for DVOP services.

The purpose of the intake screening is to refer those individuals who are eligible for DVOP specialist services without delay. The first service from the DVOP specialist will be an objective assessment to determine service level needs.

The CSSF staff member conducting the veteran intake must, in addition to providing the intake screening, ensure priority of service has been explained to covered persons in accordance with DEO Administrative Policy 111 Priority of Service for Veterans and Covered Persons.

D. Exceptions

Veterans referred by certain partner programs, or engaged during planned DVOP specialist outreach, upon verification of their eligible veteran/person status, may immediately be referred to, or served by (in certain circumstances) the DVOP specialist. Additionally, the DVOP specialist may make initial remote contact to veterans who have completed an Employ Miami-Dade/Employ Monroe registration and self-attested to having an SBE and/or are designated as a special population veteran. The exceptions to the veteran intake policy include:

1. Outreach

DVOP specialists are required to conduct outreach to areas where veterans congregate in order to engage SBE and special population veterans. If a DVOP specialist engages with a veteran during planned outreach, the DVOP may evaluate the veteran for JVSG eligibility and, if eligible, immediately provide individualized career services. The DVOP

specialist must record a case note in the participant's objective assessment that states the veteran was initially engaged during outreach and record Employ Miami-Dade/Employ Monroe service code 117 in the individual's Wagner Peyser program application in accordance with the [Employ Miami-Dade/Employ Monroe Service Code Guide](#). If the DVOP specialist engages a non-eligible veteran during outreach, the DVOP specialist will refer the individual to a non-JVSG staff member to assist with any required services.

2. Employ Miami-Dade/Employ Monroe

The intake screening categories are an integrated function of the State's case management and online labor exchange system, Employ Miami-Dade/Employ Monroe. The system's individual registration and Wagner-Peyser program application capture information from the individual that indicates eligibility for DVOP services. Individuals who meet the eligible veteran or spouse criteria with an SBE, or who are designated as a special population, are identified by an SBE icon below their name.

DVOP specialists may be the initial, remote contact for eligible SBE and special population veterans and spouses who have registered in Employ Miami-Dade/Employ Monroe for the purpose of explaining and promoting available career center services, including JVSG services. This remote contact must be recorded in Employ Miami-Dade/Employ Monroe in the form of a case note. If the individual presents at the career center for employment services as a result of the DVOP specialist's contact efforts, the individual may be immediately referred to the DVOP specialist. The DVOP must record a case note in the participant's objective assessment that states the veteran was initially engaged as a result of targeted, Employ Miami-Dade/Employ Monroe outreach.

3. Veteran Readiness and Employment Program, Chapter 31

The Veteran Readiness and Employment program, formally known as Vocational Rehabilitation and Employment (VR&E), is a joint collaboration between the U.S.

Veteran's Administration (VA) and the Florida Department of Economic Opportunity (DEO) to provide employment services to disabled veterans who have completed, or are about to complete, their VR&E-funded education. All veterans participating in the VR&E program are disabled veterans; therefore, they meet the SBE requirement for DVOP services.

4. Homeless Veteran Reintegration Program

The Homeless Veterans' Reintegration Program (HVRP), authorized by [Title 38, U.S.C., Chapter 20](#), is an employment focused competitive grant program of the Department of Labor, Veterans' Employment and Training Service (DOL-VETS), and is the only federal grant to focus exclusively on competitive employment for homeless veterans.

In accordance with Veteran Program Letter (VPL) 03-16, HVRP grantees must ensure HVRP veterans are co-enrolled with their local career center. Co-enrollment means the HVRP participant must receive, at minimum, one program-funded service from CSSF. This may be accomplished by having Wagner-Peyser or other non-JVSG staff assist the veteran with the following:

- a) Notification of priority of service (189 service code);
- b) Orientation to available programs and services in the career center;
- c) Employ Miami-Dade/Employ Monroe account registration assistance;
- d) Ensuring the HVRP grantee's five-digit grant number is entered in the veteran tab of the veteran's Employ Miami-Dade/Employ Monroe Wagner-Peyser Program Application, as detailed in the [Virtual OneStop® User Guide for Staff, Section 5: Programs – Wagner-Peyser](#).

Note: Employ Miami-Dade/Employ Monroe service code 189 (Notification of Priority of Service) does not trigger program participation for the purpose of performance reporting. This process is to ensure the veteran referred by HVRP is not enrolled in CSSF's performance unless he/she is interested in receiving workforce services.

After the veteran has been informed of priority of service and all available workforce programs, and if the HVRP veteran meets the definition of an eligible veteran/person, he/she may be referred immediately to the DVOP for services, if desired. If the HVRP veteran is requesting employment services and does not meet the definition of an eligible veteran, they must be served by the first available non-JVSG career center staff member.

E. Local Monitoring

CSSF will monitor eligible veteran files on a monthly basis to ensure accurate recording of service codes are completed based upon services provided. Monitoring will be completed by both the OCI Quality Assurance unit and the WP Management team.

V. DEFINITIONS

Approval By:

Issued by:

Caregiver - As defined by [Title 38, U.S.C. 1720G\(d\)](#), with respect to an eligible veteran, a caregiver means an individual who provides personal care services to support the veteran's:

- a) Health and well-being;
- b) Everyday personal needs (like feeding, bathing, and dressing); and/or
- c) Safety, protection, or instruction in their daily living environment.

Career Center - Also known as a One-Stop Center or American Job Center (AJC), career centers are designed to provide a full range of assistance to job seekers under one roof. Established under the Workforce Investment Act and reauthorized in the Workforce Innovation and Opportunities Act of 2014, these centers offer training referrals, career counseling, job listings, and similar employment-related services.

Case Notes - Online statements entered in the State MIS, Employ Miami-Dade/Employ Monroe by the staff member that identifies a participant's status for a specific data element, the date on which the information was obtained, and the career planner who obtained the information.

Covered Person - A veteran or eligible spouse who is entitled to priority of service as defined in Administrative Policy 111: Priority of Service for Veterans and Covered Persons.

Disabled Veteran Outreach Program (DVOP) Specialist - Specialists who provide individualized career services and facilitate placements to meet the employment needs of veterans and eligible persons who have significant barriers to employment or have otherwise been designated by the U.S. Department of Labor Veterans' Employment and Training Service (VETS).

Individualized Career Services - Services required to retain or obtain employment, consistent with [20 CFR 678.430](#). Generally, these services involve significant staff time and customization to the veteran's needs. Individualized career services include services such as: specialized assessments, developing an individual employment plan, counseling, work experiences (including transitional jobs), etc.

Priority of Service - With respect to any qualified job training program, a covered person shall be given priority over nonveterans for the receipt of employment, training, and placement services provided under that program, notwithstanding any other provision of law. In order to be eligible for priority of

service, a veteran must have served at least one day in the active military, naval, or air service, and have been discharged or released under conditions other than dishonorable, as specified in [Title 38, U.S.C. Section 101](#).

Remote Contact - Customer contacts, or contact attempts, by the staff member which are facilitated through phone, text message, video conference, or electronic mail (email).

Service Connected - Means, with respect to disability or death, that such disability was incurred or aggravated, or that the death resulted from a disability incurred or aggravated, in the line of duty in the active military, naval, or air service.

Transitioning Service Member - A member of the U. S. military who will separate from active service in the next 12 months, or, who will retire from active service in the next 24 months.

VII. RESOURCES

[Jobs for Veterans' State Grant Disabled Veteran Outreach Program Desk Reference](#)

[Jobs for Veterans' State Grant Primer](#)

[Military Spouse Desk Reference](#)

[Veteran Intake at Career Centers Flow Chart](#)

Approval By:

Issued by:



WAGNER-PEYSER POLICY

SUBJECT:	PRIORITY OF SERVICE FOR VETERANS AND ELIGIBLE SPOUSES	Procedural/Guidance No.:
APPLIES TO:	One-Stop Operators and Career Centers	Effective Date:
		Revised Date:
		Expiration Date:
REFERENCE:	DEO Administrative Policy Number 111	

I. PURPOSE AND SCOPE

The purpose of this administrative policy is to provide CareerSource South Florida career center staff with the minimum requirements for implementing priority of service for veterans and eligible spouses for all U. S. Department of Labor (DOL) funded programs and services.

II. BACKGROUND

The Jobs for Veterans Act (JVA), codified at 38 United States Code (U.S.C.) 4215, established a priority of service requirement for covered persons (i.e., veterans and eligible spouses) in qualified job training programs. While recipients of DOL funds for qualified job training programs have been required to provide priority of service since 2002, the publication of 20 CFR Part 1010, Priority of Service for Covered Persons Final Rule, which took effect on January 19, 2009, signaled that recipients of USDOL funds for these job training programs should review, and if necessary, enhance their current policies and procedures to ensure that adequate protocols are in place to ensure that priority is given veterans and eligible spouses.

III. AUTHORITY

[Chapters 41 and 42, Title 38, U.S.C.](#)

Approval By:

Issued by:

[Public Law 107-288](#)

[20 Code of Federal Regulations \(CFR\), Part 1010](#)

[Veterans Program Letter \(VPL\) 07-09](#)

[Training and Employment Guidance Letter \(TEGL\) 10-09](#)

IV. POLICIES AND PROCEDURES

Priority of service means that covered persons are given priority over non-covered persons for the receipt of employment, training, and placement services funded in whole or in part by DOL, including, but not limited to:

- a) Workforce Innovation and Opportunity Act (WIOA) Title I, (Adult, Youth and Dislocated Worker);
- b) WIOA Title III, (Wagner-Peyser);
- c) Trade Adjustment Assistance (TAA);
- d) Migrant and Seasonal Farmworkers (MSFW);
- e) National Dislocated Worker Grants (NDWG); and
- f) Senior Community Service Employment Program (SCSEP).

A. Eligibility

Covered persons may self-attest their status as eligible for priority of service. The only services that require eligibility verification are those cases where a decision is made to commit funding (e.g., WIOA training) to a covered person over another non-covered individual. Covered persons, for purposes of the provision of priority of service, are defined as follows:

- a) **Veteran:** A person who served at least one day in the active military, naval, or air service, and who was discharged or released under conditions other than dishonorable, as specified in 38 U.S.C 101(2). Active service includes full-time Federal service in the National Guard or a Reserve component. It does not include full-time duty performed strictly for training purposes, nor does it include full-time active duty performed by National Guard personnel who are mobilized by state rather than federal authorities.
- b) **Eligible Spouse:** The spouse of:
 - i. A veteran who died of a service-connected disability.

Approval By:

Issued by:

- ii. A member of the Armed Forces serving on active duty who, at the time of application for the priority, is listed in one or more of the following categories and has been so listed for a total of more than 90 days:
 - a. Missing in action;
 - b. Captured in the line of duty by a hostile force;
 - c. Forcibly detained or interned in the line of duty by a foreign government or power;
 - d. A spouse of any veteran who has a total disability resulting from a service-connected disability, as evaluated by the Department of Veterans Affairs; or
 - e. A spouse of any veteran who died while a total, serviceconnected disability was in existence.

Note: The statutory requirements for the Jobs for Veterans' State Grant (JVSG) require application of a more narrowly defined definition of veteran (i.e. eligible veteran). For purposes of receiving individualized career services from a Disabled Veteran Outreach Program (DVOP) specialist, "eligible veteran" means a person who meets any of the following:

- a) Served on active duty for a period of more than 180 days and was discharged or released with a character of service other than dishonorable;
- b) Was discharged or released from active duty by reason of a sole survivorship discharge;
- c) Was discharged or released from active duty because of a service-connected disability; or
- d) As a member of a reserve component under an order to active duty, served on active duty during a period of war or in a campaign or expedition for which a campaign badge is authorized and was discharged or released from such duty with a character of service other than dishonorable.

B. Identifying Covered Persons

CSSF has multiple ways to help identify covered persons who access career centers and/or programs and notify them with timely and useful information on priority of service for covered persons. These measures include, but are not limited to:

- a) **Point of Entry:** Ensuring staff (receptionists, welcome team) ask individuals at the point of entry if he/she, or his/her spouse, is currently serving, or has ever served, in the U.S. military;

Approval By:

Issued by:

- b) **Electronic Intake Systems:** Ensuring electronic kiosk intake systems allow individuals to self-identify as a covered person;
- c) **Prominently Displayed Notices:** Each career center has signage to encourage covered persons to self-identify. These display notices and signs are strategically placed throughout the career center, to include the front intake area;
- d) **Staff Training:** All career center personnel must receive priority of service training on an annual basis. CSSF's Local Veteran Employment Representatives (LVERs) must provide the required training at least once per quarter in each career center. If a LVER is not available to conduct the training, CSSF will temporarily assign another qualified staff member to conduct the training. CSSF has developed a priority of service training in which the LVERs or secondary CSSF staff member will use to conduct training;
- e) **Websites:** CSSF has included an explanation of priority of service for covered persons on the website and it states, "If you're a veteran, priority workforce services may give you an advantage with job referrals, training, employability workshops and more." ; and
- f) **Orientations:** Orientations, conducted remotely or in person, must include an explanation of priority of service for covered persons.

C. Applying Priority of Service

The application of priority of service varies depending on the eligibility requirements of the program. The four basic categories for WIOA Title I funded programs are listed below:

1. Universal Access Programs

For workforce programs that operate or deliver services to the public without targeting specific groups (e.g., Wagner-Peyser, WIOA basic career services), veterans and eligible spouses receive priority of service over all other program participants. Priority of service provides covered persons access to a service earlier than a non-covered person, or if a service or resource is limited, the person receives access instead of or before the non-covered person.

For example, if a veteran arrives at a career center and there is a waiting list to use a resource room computer, the covered person moves the front of that list. Priority of service does not mean that staff ask a non-covered person to cease using the resource room computer to allow the covered person access. Covered persons do not supplant

non-covered persons who are already in receipt of a resource of service.

2. Programs with Eligibility Criteria

Eligibility criteria identify basic conditions that each participant in a specific program is required to meet. For example, for the WIOA Adult, Dislocated Worker, and Youth programs, every participant is required to meet program eligibility requirements (e.g., age, selective service registration, etc.). A veteran or eligible spouse must first meet all the eligibility criteria to be considered eligible for participation in the program. Once determined eligible for participation, the covered person receives priority for participation in the program and receipt of services.

3. Programs with Statutory Priorities

In addition to the eligibility criteria that all participants are required to meet, some programs have priorities that target certain populations and establish a rank order for enrolling or serving participants. While veterans' priority is required under federal law and cannot be waived, it is not intended to displace existing eligibility requirements and statutory priorities. Therefore, in these instances, veterans and eligible spouses must first meet both the program's eligibility and statutory priority criteria to receive priority for participation in the program and receipt of services (i.e. WIOA Adult). LWDBs must administer priority of service in accordance with the rank order prescribed in the DEO Administrative Policy 105: Priority of Service.

4. Programs with Discretionary Priorities

Programs with discretionary priorities may try to provide a certain level of service to a group. However, the law does not mandate that the target group be served before other eligible individuals. With respect to priority of service, the only feature that distinguishes discretionary targeting programs from universal access programs is the additional application of the discretionary targeting criterion to non-covered persons. Therefore, CSSF must apply priority of service in the order below:

- a) Veterans and eligible spouses;
- b) Non-covered persons within the discretionary targeting group;
then

- c) Non-covered persons outside the discretionary targeting group.

D. Reporting Priority of Service

To accommodate priority of service at point of entry, Geographic Solutions has implemented notification pop-ups in Employ Miami-Dade/Employ Monroe. The pop-ups notify newly registered veterans and covered persons and ensures these newly registered veterans and covered persons are aware of their entitlement to priority of service and the scope and types of services available under priority of service. When a covered person self identifies at the point of registration in Employ Miami-Dade/Employ Monroe, the system automatically generates a service code 089 (Automated Veteran Priority of Service Notification) on the participant's Wagner-Peyser Program Application.

In instances where a covered person does not self-identify at registration, but is later determined to be eligible, staff must ensure the covered person is provided information regarding their priority of service rights and document this staff-assisted service through Employ Miami-Dade/Employ Monroe service code 189 (Notification of Veteran Priority of Service) and include the appropriate documentation/case note that aligns with the requirements prescribed in the [Employ Florida Service Code Guide](#).

E. Monitoring

Priority of service for veterans and eligible spouses must be monitored annually for compliance with state and federal requirements. DEO will monitor the requirements outlined in this policy inclusive of local operating procedures. Additionally, CSSF will monitor priority of service for veterans and eligible spouses in the following areas:

- a) Ensure covered persons are notified of their entitlement to priority of service, including the full array of employment, training, and placement services available, and applicable eligibility requirements for programs and services.
- b) Enable individuals to identify themselves as veterans or eligible spouses at the point of entry to the system for priority.
- c) Monitor the implementation of priority of service.
- d) Ensure continuous priority of service training for career center staff.

These areas will be monitored by both the OCI Quality Assurance Unit and the WP Management team.

Approval By:

Issued by:

V. DEFINITIONS

Covered Person - An individual who meets the definition of veteran, or eligible spouse and as such, is eligible for priority of service.

Disabled veteran - A veteran who is entitled to compensation, or who, except for the receipt of military retirement pay, would be entitled to compensation, under the Department of Veteran Affairs, or a veteran who was discharged or released from active duty, because of a service-connected disability.

Disabled Veterans' Outreach Program (DVOP) Specialist - A specialized case manager funded by the JVSG who provides basic and individualized career services and facilitates placements to meet the employment needs of eligible veterans with significant barriers to employment or who are part of a special population as designated by DOL.

Local Veteran Employment Representative (LVER) - A representative funded by the JVSG who:

- a) Conducts outreach to employers in the area to assist veterans in gaining employment, including conducting seminars for employers and, in conjunction with employers, conducting job search workshops and establishing job search groups;
- b) Ensures priority of service is administered within the career center in accordance with federal in state requirements; and
- c) Facilitates employment, training, and placement services furnished to veterans in a State under the applicable State employment service delivery systems.

Non-Covered Person - Any individual who meets neither the definition of veteran, nor the definition of eligible spouse.

Veteran (for Priority of Service) - A person who served at least one day in the active military, naval, or air service, and who was discharged or released under conditions other than dishonorable, as specified in 38 U.S.C 101(2). Active service includes full-time Federal service in the National Guard or a Reserve component. It does not include fulltime duty performed strictly for training purposes, nor does it include full-time active duty performed by National Guard personnel who are mobilized by State rather than Federal authorities.

VII. RESOURCES

[Department of Economic Opportunity Priority of Service Training Template](#)

[Training and Employment Notice \(TEN\) No. 15-10](#)

[Veterans and Spouses Final Rule Fact Sheet](#)

[Priority of Service for WIOA Adult Funds Desk Reference](#)

[Priority of Service Poster Template](#)

Approval By:

Issued by:



POLICY TRANSMITTAL

SUBJECT:	Workforce Innovation Opportunity Act (WIOA) Dislocated Worker Eligibility	Policy/Guidance No.:
APPLIES TO:	Workforce Services WIOA Adult and Dislocated Worker Service Providers	Effective Date:
		Revised Date:
		Expiration Date: Indefinite
REFERENCE:	<ul style="list-style-type: none"> • Workforce Innovation and Opportunity Act (WIOA) Sec. 3 (15) and (16); • Training and Employment Guidance Letter (TEGL) 19-16; TEGL 22-04 and 22-04 Change 1; TEGL 26-13 • Memorandum: Category 1 and 2 for Dislocated Workers 	

I. PURPOSE

The purpose of this policy is to provide guidance on the Dislocated Worker (DW) eligibility determination for participation under the Workforce Innovation and Opportunity Act (WIOA) Title 1 DW program.

II. BACKGROUND

The DW program is designed to help workers get back to work as quickly as possible and overcome barriers to employment. When individuals become dislocated workers as a result of job loss, mass layoffs, global trade dynamics, or transitions in economic sectors, the DW program provides services to assist them in re-entering the workforce. The eligibility criteria for the DW population are defined under the provisions of the WIOA rules and regulations.

Approved By: Rick Beasley, Executive Director	Update to:	Issued by: Adult Programs
---	-------------------	-------------------------------------

III. PROGRAM REGISTRATION AND ELIGIBILITY

Registration Process

Registration is the process for collecting information for supporting a determination of eligibility. This information may be collected through methods that include electronic data transfer, personal interview, or the applicant's application. Dislocated Workers who receive services funded under WIOA other than self-service or informational activities must be registered and determined eligible. Equal Employment Opportunity (EEO) data must be collected on applicants during the registration process. An applicant who is registered is determined eligible for services and is counted against the core indicators of performance for WIOA.

Once an applicant receives WIOA staff assisted services, the career center must complete the eligibility determination for WIOA DW services in order to provide career services and training services.

General Eligibility Determination for Dislocated Worker

All adults shall meet the Workforce Innovation and Opportunity Act (WIOA) Dislocated Worker general eligibility criteria listed below:

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

Program Specific Eligibility for Dislocated Workers

In addition to the above general eligibility criteria, for an applicant to qualify as a Dislocated Worker, one or more of the following criteria must be met and documentation must be obtained to validate the dislocation.

Category	Criteria	Documentation
1. General Dislocation *Applicant must meet all criteria	Terminated/laid-off or received a notice of termination/lay-off AND Eligible or Exhausted UC benefits, AND Unlikely to return to occupation/industry.	<ul style="list-style-type: none">• Letter or Collateral Contact from Employer• Connect System Printout• Notice of Monetary Determination• DD-214 with other than dishonorable discharge• Unlikely to Return - See Memo: Category 1 and 2 for Dislocated Workers

Approved By: Rick Beasley, Executive Director	Update to:	Issued by: Adult Programs
--	------------	------------------------------

2. General Dislocation *Applicant must meet all criteria	Terminated/laid-off or received a notice of termination/lay-off AND Has been employed 6 months to demonstrate workforce attachment BUT is not eligible for UC due to insufficient earnings OR the employer is not covered under UC, AND is Unlikely to return to occupation/industry.	<ul style="list-style-type: none"> • Letter or Collateral Contact from Employer • Connect System Printout • DD-214 with other than dishonorable discharge • Paystubs • Unlikely to Return - See Memo: Category 1 and 2 for Dislocated Workers
3. Facility Closure / Substantial Layoff	Terminated/laid-off or received a notice of termination/lay-off from employer as a result of the Permanent Closure OR Substantial Layoff at a plant, facility, or enterprise.	<ul style="list-style-type: none"> • Letter or Collateral Contact from Employer • Connect Printout if it shows separation reason • Self-Attestation attesting to closure or substantial layoff, in addition to one of the documents listed above
4. General Announcement of Closure	Employed at a facility where the employer has made a general announcement that the facility will close within 180 days OR employer has made a general announcement that such facility will close. Enter the date the facility will close (if known) in the Projected Layoff Date field.	<ul style="list-style-type: none"> • Public Notice • Pay Stub as Proof of Employment at Plant at Time of Closure or Impending Closure • Worker Adjustment and Retraining Notice (WARN) • Collateral Contact form • Self-Attestation attesting to closure, in addition to one of the documents listed above
5. Self-employed Dislocation	Previously self-employed (including farmers, ranchers and fishermen), BUT is unemployed due to general economic conditions in the community of residence because of natural disaster. Record of the last date of self-employment in the Actual Layoff Date.	<ul style="list-style-type: none"> • Business License or Permit • IRS Document • State Employer Business Records • Business Ledgers • Chapter 7 or 11 bankruptcy • Letter or documentation of the failure of a business supplier or customer • Federal/State declaration of disaster • Self-Attestation attesting to s/he was self-employed but is currently unemployed as a result of economic conditions or because of a natural disaster, in addition to one of the documents listed above

Approved By: Rick Beasley, Executive Director	Update to:	Issued by: Adult Programs
---	-------------------	-------------------------------------

<p>6. Displaced Homemaker</p> <p>*Per TEGL 26-13, Married couples are family members. Applicants can claim adult children upon whom they were financially dependent as family members, must be appropriately documented.</p> <p>*Applicant must meet all criteria</p>	<p>One that has provided 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</p>	<ul style="list-style-type: none"> • Divorce Decree or Legal Separation • Death Certificate • Employer Statement or Layoff Notice • Public Assistance Records • Court Records • Military Orders • DD-214 or other documentation certifying a service-connected death or disability • Documentation showing current annualized wage rate, in relation to family size, is not in excess of the higher of either the federal poverty level (FPL) or 200% or 250% of the Lower Living Standard Income Level (LLSIL) • Self-Attestation indicating the family income has been reduced with paystubs, in addition to one of the documents listed above
<p>7. Dislocation Military Spouse</p> <p>*Applicant must meet all criteria</p>	<p>Spouse of a member of the Armed Forces on active duty, AND who has experienced a loss of employment as a direct result of relocation to accommodate a permanent change in duty station of such member.</p>	<ul style="list-style-type: none"> • Military Orders • Marriage License • Documentation of change in duty station • Documentation showing separation from employment • Self-Attestation indicating loss of employment was due to change in duty station, in addition to one of the documents listed above
<p>8. Dislocation Military Spouse</p> <p>*Applicant must meet all criteria</p>	<p>Spouse of a member of the Armed Forces on activity duty AND who is unemployed or underemployed AND is experiencing difficulty in obtaining or upgrading employment.</p>	<ul style="list-style-type: none"> • Military Orders • Marriage License • Pay stubs • Documentation showing current annualized wage rate, in relation to family size, is not in excess of the higher of either the federal poverty level (FPL) or 200% or 250% of the Lower Living Standard Income Level (LLSIL) • Self-Attestation indicating s/he has looked for employment (See Memo: Category 1 and 2 Dislocated Worker) but was unsuccessful, in addition to one of the documents listed above
<p>12. Dislocated Worker Grant</p>	<p>Individual that does not meet criteria outlined for Dislocated Workers in categories 1-8 above, BUT is an individual that meets DWG eligibility outlined under WIOA Title ID National programs, Sec. 170 National dislocated worker grants, relating to Sec 170(b)(1)(A) workers affected by major economic disasters OR Sec 170(b)(1)(B) workers affected by an emergency or major disaster.</p>	<ul style="list-style-type: none"> • Letter or Collateral Contact from Employer • Connect System Printout • Employer Records

<p>Approved By: Rick Beasley, Executive Director</p>	<p>Update to:</p>	<p>Issued by: Adult Programs</p>
---	--------------------------	---

Serving Military Service Members

A military service member who is separated from military service under conditions other than dishonorable, or, who receives a notice of future separation, may be eligible under the WIOA Dislocated Worker Program based on the “termination” criteria. This may include National Guard or Reserve members who have been discharged from active duty service, but not necessarily from other reserve commitments, such as training.

Veterans and other covered persons determined eligible for the Dislocated Worker Program are given priority for services as per the WIOA Priority of Service Policy.

Military service members can qualify as a DW based on the criteria listed below, which is in addition to the program specific criteria indicated above, and documentation must be obtained to validate the dislocation.

- TEGL 22-04 states that a discharge from the military under honorable circumstances meets the “termination” criterion. A DD-214 form is the most common documentation used to determine discharge status and must be on file establishing eligibility for priority of service for every veteran receiving WIOA career or training services.
- For the purposes of serving still-active transitioning service members under the “notice of termination or layoff” eligibility criterion, documentation must be obtained to validate the “Date of Actual Qualifying Dislocation”.
- Military personnel are eligible to begin receiving Dislocated Worker Program services upon receipt of discharge or retirement orders (Effective Termination of Service “ETS” Orders or DD-2648-ACAP Transition Checklist). Length of service to qualify an individual for such discharges or separations under WIOA guidance may be as few as one day of service. Qualified individuals can receive services up to 180 days prior to discharge.
- Individual circumstances affect whether a returning Military Reserve or National Guard member is eligible for UI benefits. For example, the Uniformed Services Employment and Reemployment Rights Act (USERRA) provide reemployment rights to many veterans who left their civilian jobs to serve.
- Generally, overall work history of a Military Reserve or National Guard member is taken into account, which could include most recent and past industries and occupations. Length of time in the military may also be relevant to make this determination since that would also be the previous industry.

Spouses of Military Service Members

TEGL 22-04 Change 1 provides clarification and flexibility to serve spouses of military service members (military spouses) under the Dislocated Worker Program. TEGL 22-04 clarifies that the term “military spouse” includes individuals who are married to active duty service members (including National Guard or Reserve personnel on active duty) and surviving spouses of active duty service members who lost their lives while on active duty service in combat-related areas (e.g. Afghanistan or Iraq).

Approved By: Rick Beasley, Executive Director	Update to:	Issued by: Adult Programs
--	------------	------------------------------

When the spouse is unable to continue an employment relationship due to the service member's permanent change of military station, or the military spouse loses employment as a result of the spouse's discharge from the military, then the separation from employment meets the termination component of the WIOA definition of dislocated worker. Eligibility determinations must align with UI policy regarding "good cause" for voluntary quits. Below are two common scenarios that would qualify:

- The spouse of a military service member voluntarily quits because he/she is relocating with the service member to a new duty location.
- The spouse of a military service member is no longer eligible to work on the base as a result of the (military service member's) discharge.

NOTE: Good cause is not found when a claimant quits work to relocate someplace other than the military spouse's or domestic partner's new duty location, including relocation to the home of record or elsewhere.

As provided in TEGL 22-04 and TEGL 22-04 Change 1, "termination" of military spouses based on the circumstances described above can be considered to meet the "unlikely to return to a previous industry or occupation" in order to qualify as a dislocated worker. Determination is a matter of judgment based on relevant circumstances, but in most cases, military spouses impacted by a service member's duty reassignment or discharge will meet the "unlikely to return to a previous industry or occupation" criterion of WIOA and could be served as dislocated workers.

In the majority of cases, the circumstances in which military spouses are required to leave a job/occupation as a result of the military member's transfer do not position the spouse to return immediately to his/her previous occupation or industry, particularly at the same level for the following reasons: ☐

- Spouses are generally not resuming employment with the same employer. ☐
- Even if a spouse resumes employment with the same employer, the employment is in a new location, and occupations/jobs will generally not be the same structurally or organizationally as in the prior location. ☐
- When military spouses do get jobs in their new locations, it is likely, as new employees that they will start at lower levels of seniority than the levels of their positions in their prior locations.
- There is frequently a gap in employment as spouses make the move and search for new employment, which may lessen their likelihood of returning to the same level of occupation or type of job.

Interim or Income Maintenance

Dislocated workers who have become re-employed in "income maintenance" jobs (a job with a lower rate of pay than the job of dislocation) may be served in the dislocated worker program. If the current wage is, 80% or less than the pre-layoff wage the individual is eligible to receive individualized and training services. If the individual's income is higher than 80% of the pre-layoff

Approved By: Rick Beasley, Executive Director	Update to:	Issued by: Adult Programs
--	------------	------------------------------

wage, the individual may be eligible if the income is below any of the other components of the self-sufficiency standard.

Documenting Eligibility in the System

In addition to documentation in the case file, appropriate entries must be made in the Employ Miami-Dade (EMD)/Employ Monroe (EM) system, the state Management Information System (MIS). EMD/EM uniquely identifies each participant in the system by using, for example, the participant's social security number, username, state id number, etc. Due to these factors, the EMD/EM application will have a database of participants who may be active, inactive, open, closed/soft exit, or not enrolled in any programs (for example, the participant has a WIOA case closed and needs to be re-registered in WIOA, or for a participant already registered in WP and now wants to be registered for the WIOA program).

Rapid Response

One service funded under the Dislocated Worker Program is Rapid Response. The Rapid Response program is a pro-active, business-focused, and flexible strategy designed to respond to layoffs and plant closings by quickly coordinating services and providing immediate aid to companies and their affected workers. Rapid Response teams will work with employers and any employee representative(s) to quickly maximize public and private resources to minimize disruptions associated with job loss. Rapid Response can provide customized services on-site at an affected company, accommodate any work schedules, and assist companies and workers through the painful transitions associated with job loss. Rapid Response is carried out by states and local workforce development agencies in partnership with local American Job Center. Many services are available through American Job Centers, from resume and interview workshops, career counseling, and job search.

Trade Adjustment Assistance Program

The TAA Program seeks to provide adversely affected workers with opportunities to obtain the skills, credentials, resources, and support necessary to (re)build skills for future jobs. Any member of a worker group certified by the Department may be eligible to receive the following benefits and services at a local American Job Center: training, employment and case management services, job search allowances, relocation allowances, and income support in the form of Trade Readjustment Allowances (TRA). Reemployment TAA (RTAA) and Alternative TAA (ATAA), which provide wage supplements for reemployed older workers whose reemployment resulted in lower wages than those earned in their trade-affected employment, may also be available.

Approved By: Rick Beasley, Executive Director	Update to:	Issued by: Adult Programs
--	------------	------------------------------



POLICY TRANSMITTAL

SUBJECT:	Follow-Up Policy	Procedural/Guidance No.: # - PY
APPLIES TO:	One-Stop Operators and Career Centers	Effective Date:
		Revised Date:
		Expiration Date: Indefinite
REFERENCE:	20 Code of Federal Regulations (CFR) §678.430 & 680.150 Training and Employment Guidance Letter (TEGL) 19-16 Workforce Innovation and Opportunity Act (WIOA) sec 134(c)(2)(A)(xii)	

I. PURPOSE

The purpose of this policy is to provide guidance on follow-up services for Workforce Innovation and Opportunity Act (WIOA) Adult, Dislocated Worker and Trade Adjustment Assistance (TAA) participants while providing services and following the participants' exit from the program.

II. BACKGROUND

Follow-up services must be made available to all WIOA Title I Adults, Dislocated Worker, and Trade Adjustment Assistance (TAA) participants. All participants must be informed of Follow-up Services at time of participation.

III. POLICY

Follow-up services shall start when an applicant has been determined eligible as a WIOA participant until the completion of the quarterly follow-ups after exit, where applicable. The follow-up services shall be based on the individual needs of the participant and must be documented on a quarterly basis in the case notes and or Individual Employment Plan (IEP).

Approved By: Rick Beasley, Executive Director	Update to:	Issued by: Adult Programs
---	-------------------	-------------------------------------

WIOA mandates that follow-up services are required to be made available to Adults, Dislocated Workers and TAA participants for a period up to 12 months following the first day of employment instead of 12 months after exit. The goal of follow-up services is to ensure job retention, wage gains and career progress for participants who have entered unsubsidized employment.

Follow-up services require an actual contact, communication, and the provision of an accountable service with the participant. This service can be conducted by telephone, in person, via e-mail (or other social media), or by written correspondence. Preference is for the follow-up to be through a medium that increases the likelihood of contact with the participant and also increases the chance of continued contact.

Conducting Follow-up Upon Participation

Follow-up services include contacting the participant to offer services as needed for employment and/or training services to obtain a career. The career advisor will provide the following services, but not limited to, career planning, review of resume, assist with interviewing skills, conduct mock interviews, or provide links to related services. At a minimum all active participants shall have a follow-up case note recorded in Employ Miami-Dade (EMD) / Employ Monroe (EM) every 3 months following participation.

Extending Activities While Conducting Follow-ups

Upon contacting the participant when conducting a follow-up and offering services the projected end date of an active activity should be extended until the next quarter. The activity should only be extended when an accountable service has been provided and documented within the current quarter. If the participant has not been provided with an accountable service, for 90 consecutive days and no future services are scheduled, any opened activity must be closed at the end of the current quarter. The EMD/EM system will create the "Closure" 90 days after the "Last Service Date". The soft exit occurs 90 days from the date of "Closure".

Example: The actual end date of an activity is 7/17/2020. Since no services were provided the system creates the "Closure" on 10/7/2020 (case closure date). The actual "Soft Exit" occurred on 1/6/2021, which prompts the Follow-up schedule.

Conducting Follow-up After Exit

Follow-up also includes contacting or attempting to contact a participant for the purpose of verifying the employment status and obtaining documentation for the case file in order to report a performance outcome. As well as, verifying the attainment of a certificate or degree.

Five attempts to contact the participant must be made before the follow-up is closed with no contact. Each of the attempts must be documented in the case notes and the attempts should vary by the time of day, day of week, and means of contact.

Approved By: Rick Beasley, Executive Director	Update to:	Issued by: Adult Programs
--	------------	------------------------------

The type of follow-up recorded will depend on the type of service each participant is in need of at the time of contact. Follow-up services in EMD/EM are as follows:

Follow-Up Services	
Activity Code	Activity Title
F01	Referral to Community Resources
F02	Referral to Medical Services
F03	Tracking Progress on the Job
F04	Work-Related Peer Support Group
F05	Assistance securing better paying job
F06	Career development and further education planning
F07	Assistance with Job/Work Related Problems
F08	Adult Mentoring
F09	Tutoring
F10	Leadership Development
F11	Other Follow Up Service, not classified
F12	SS-Transportation
F13	SS- Purchase work related uniforms/attire
F14	SS- Work related tools
F15	SS- Housing Assistance
F16	SS- Utilities
F17	SS- Dependent Care
F18	SS- Medical
F19	SS- Incentives/Bonus

Follow-up services provide support and guidance to

- Assist the participant in sustaining employment
- Assist the participant in advancing in a career or educational ladder
- Help the participant's personal development
- Assist in solving barriers to successful employment

Follow-up services are required for a minimum of one year after the participant has been exited from EMD\EM. These services must be completed beginning the first quarter after the exit quarter. The quarters are at three month intervals, as follows:

- January, February, March
- April, May, June
- July, August, September
- October, November, December

Approved By: Rick Beasley, Executive Director	Update to:	Issued by: Adult Programs
---	-------------------	-------------------------------------

Example: If the last date of service for the participant was in May, then the first quarter after exit would be during July, August or September. Be sure to complete all follow-ups by the end of each quarter (the “Required By” date).

For WIOA performance the median wages are recorded during the second quarter after exit and employment is required during the second and fourth quarter after exit. Performance data for every quarter after exit must be entered in EMD/EM.

Exclusions

Follow-up services are not required for the following allowable exclusions:

- **Institutionalized:** the participant exits the program because he or she has become incarcerated in a correctional institution or has become a resident of an institution or facility providing 24-hour support such as a hospital or treatment center during the course of receiving services as a participant and this will last for more than 90 days.
- **Health/Medical/Family Care:** the participant exits the program because of medical treatment and that treatment prohibits entry into unsubsidized employment or continued participation in the program or he or she has to care for a family member that is ill and this is expected to last more than 90 days
- **Deceased:** the participant is deceased.
- **Reserve forces called to active duty:** the participant exits the program because the participant is a member of the National Guard or other reserve military unit of the armed forces and is called to active duty for more than 90 days.

Approved By: Rick Beasley, Executive Director	Update to:	Issued by: Adult Programs
--	------------	------------------------------