Item#: 21

PY2012-2016 Regional Workforce Board Strategic and Operating Plan

WorkNet Pinellas, Inc. – Region 14

Submitted on: September 28, 2012

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SIGNATURE PAGE

Both the Chairperson of the RWB and the Chief Elected Official are required to sign the plan. (29 USC 2841 Section 121) Missing signatures must be explained on the cover page of the plan. Please indicate why the signatures are missing, when they will be available, and who in the region will send the missing signatures. Click here for the signature page; attach a copy of it to the plan.

Send the original by mail to:

Workforce Florida Inc.
Attn: Local Plan
1580 Waldo Palmer Lane
Tallahassee, Florida 32308

Status of Required Signatures:

Pinellas Board of County Commissioners will review and approve the final 5 Year Plan no later than October 3, 2012. Mark Douglass, COO will submit the signature page no later than October 2012.

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Local Workforce Strategic Plan

Section I

The elements in this section represent the high-level vision, goals, economic and workforce analysis, strategies, and outcomes that the Chief Elected Official, the Regional Workforce Board and strategic partners collaboratively identify for the region's future. The elements in this section are intended to serve as a vehicle to identify broad goals and strategies for the local area.

Executive Summary

Introductory Overview

Each local plan should begin by providing a brief introduction of the local workforce investment area highlighting the geographical workforce investment area, population, diversity of the population, area strengths, and opportunities for improvement. It would be appropriate to address how the local workforce investment system has improved and changed since the enactment of the Workforce Investment Act of 1998 and the expectations for further transformation anticipated in the next few years. Also, include a detailed description of PY 2012 performance goals identified by the region.

WorkNet Pinellas, in full support of Governor Rick Scott's emphasis on enhanced accountability to make Florida's job creation and economic growth a leader in global competitiveness, continues to collaborate with all Economic Development Councils (EDC), Local Chamber of Commerce's, Pinellas Public County Schools, St. Petersburg Community College, AARP, Job Corps, Non-Custodial Parent Employment Program (NCPEP) and Department of Children and Family (DCF). WorkNet Pinellas has aligned its PY2012-2016 plan in accordance with all Workforce Investment Act (WIA) and Florida Statues to reflect the 2012 Job Creation and Economic Growth Agenda.

WorkNet Pinellas provides a robust menu of workforce services to the residents of Pinellas County. WorkNet Pinellas came into existence in January 2001 under the general direction of Pinellas County and Workforce Florida, Inc. (WFI) which is the state's chief workforce policy organization. Created by the Workforce Innovation Act of 2000, the public-private partnership supports and promotes economic growth through workforce development. WorkNet Pinellas, with significant representation from the business community, is largely responsible for implementing workforce development programs in Pinellas County. With entrepreneurial vision and in-depth local knowledge, WorkNet Pinellas develops innovative programs that address the challenges by utilizing the resources allocated in Region 14.

Pinellas County is a peninsular land mass located on the west-central coast of Florida, between the Gulf of Mexico to the west and Tampa Bay to the east. Its twenty-five local governments have since grown together into a virtually continuous metropolitan area covering 280 square miles. With 917,398 permanent residents and 3,355 persons per square mile, Pinellas is the most densely populated county in Florida. Demographically, Pinellas County is one of the few counties in Florida that is actually getting younger. Much of the new population is composed of working-age individuals employed by primary businesses. To maintain this growth in size and quality, the formation of high-wage primary jobs is paramount.

The current total population for Pinellas County is 917,398 according to the US Census Bureau and FREIDA Florida. 26% of the population is between ages 20-44, 37% between ages 45-75, and only 16%, are age 75 and older. Residents are primarily Caucasian (77%); remaining residents describe themselves as of Black/African American (10%), Asian (3%), Caucasian, Hispanic (8%), and 1% Black, Hispanic according to US Census Bureau.

Pinellas County's strengths are a well-trained workforce, an extensive network of infrastructure, high-quality colleges and universities, and an entrepreneurial spirit, all which make Pinellas County an ideal environment for business and industry as well. Anchored by the urban markets of Clearwater and St. Petersburg, Pinellas County surprisingly has the second largest base of manufacturing employment in the state. In recent years, through relationships with major universities and high-tech institutes, Pinellas has become a center for research and development in the fields of marine science, electronic instruments and sensors, and nanotechnology.

The Pinellas County opportunities for improvement include better coordination and support for innovation and entrepreneurship in order to participate in today's competitive economy and to prepare the region for the future. Historically, systemic region-wide support for innovation and entrepreneurship has been somewhat of an

afterthought in the Tampa Bay region, because innovation has not traditionally served as a central source of economic growth and because small businesses had access to a steady supply of new customers in the form of transplants and tourists. Another current opportunity has been the recent coordination with the Florida Eight, an initiative of Workforce Florida, Inc. (WFI) with a call to Florida's eight economic development regions for the formation of Regional Business Teams (RBT's) for The Florida Eight initiative, enabling the creation, launch and management of region-based, state-connected strategy and action to drive job and business retention. The Florida Eight is a strategic project funded through Workforce Florida to build regional capacity; job and business retention; international diversification; and empower regional collaboration.

In addition, according to the Tampa Bay Regional Business Plan which this region's President/CEO was instrumental in developing, "to develop a workforce with competitive and relevant job skills, the Tampa Bay region must facilitate communications among three key stakeholder groups:

- The employers in the four target clusters identified in the plan, who need competent employees to build their own capabilities and spur further economic growth;
- The jobseekers who wish to enter those target clusters and pursue related career opportunities; and
- The workforce education system, particularly the postsecondary institutions, which can provide formal training and skill development relevant to the target clusters."

The initiatives included in the Tampa Bay Area's Florida Eight strategic plan are designed to address issues within and between all three sets of stakeholders as well as the regional workforce development boards. Therefore, opportunities for improvement exist in this region. These initiatives address three critical gaps:

1. The need for coordination across postsecondary institutions throughout the Tampa Bay region, to move towards a regional view of workforce development;

2. Improving the data and intelligence on employer needs for the entire Tampa Bay regional economy, so that the region as a whole can be more strategic in how it meets those needs; and

3. Outreach to current and future workers about the emerging job opportunities in the target clusters, and how they can design their own career paths to take advantage of those opportunities.

This strategic plan was developed in response to a gap analyses conducted and calls for action with the ultimate goal of business retention and diversification.

WorkNet Pinellas, Inc. is governed by a board of directors comprising of private and public sector representatives. Our affiliations with the Department of Economic Opportunity, the fiduciary agent for workforce funds allocated by the USDOL, and WFI, the workforce policy setting entity in the state of Florida, assist us with carrying out our responsibility to foster economic development through a trained workforce.

WorkNet Pinellas Plan Objectives are as follows:

- WorkNet Pinellas will cultivate and execute a strategy to advance regional industry career clusters, while utilizing local best practices.
- WorkNet Pinellas will unite talent, partnerships, resources and economic development throughout Pinellas County to create a more robust competitive regional workforce board.

As the regional agent for workforce development, it is the responsibility of WorkNet Pinellas, Inc. to provide a plan for the local community that will ensure the optimum development and capacity of the regional One-Stop

System. This will provide for a One-Stop System that is responsive to the ongoing employment needs of the local business community, thus enhancing both employment opportunities for local citizens as well as the economic development of the region. The effectiveness of the One-Stop System is directly related to the infiltration of and services provided to local employers. How well the region performs in this area is the core of a successful workforce development program.

WorkNet Pinellas board committees are key in making recommendations on a quarterly and annual basis to consistently revamp the local workforce services to continue to meet the needs of our customer demand. The Board Committee are able to make great strides and improvements on an annual basis through industry forums, providing Employed Worker Training, On-the-Job Training and Occupational Skills Training (Individual Training Accounts- ITA's) to customers in demand-driven occupations. The next few years for WorkNet Pinellas will be exciting, since we will be intensifying our community efforts to foster additional employer partnerships and relationships with key industry players in Pinellas County. With additional employers as partners, we will be able to increase our services to our customers in demand-driven industries and occupations. These efforts will result in a comprehensive regional approach that promotes economic growth, strengthens business, and provides individuals employment and career growth opportunities creating a sound workforce infrastructure in a globally competitive environment.

In order to efficiently build the capacity of the regional One-Stop System, and based on the current status of the level of services within the system, WorkNet Pinellas, Inc. has identified the annual goals as the focal points of this plan to ensure outcomes are met or exceeded and are aligned with the state of Florida's goals. These goals and the identified strategies necessary to build efficiency in the region will maximize the functional capabilities of the system, appropriately utilize existing resources, identify and access necessary additional resources to ensure an optimum level of services throughout the entire region. The goals, objectives and strategies will continue to be refined by the Board and its Committees. The plan follows a prescribed outline for strategic planning, policy development and oversight of WorkNet Pinellas.

The annual goals of the Board is reviewed and updated on an annual basis.

Click here to view the PY12-13 Goals

Analysis of Local Economic and Labor Market (Emphasis on a "Demand-Driven" System)

The State of Florida is committed to focusing on those skill gaps identified by the needs of its employers, and this will continue to be a high priority. Under existing legislation, the RWBs have the policy and service design authority for all local services, including services to employers; and as such, they take the lead in working with the local employer community including determination of the needs of the community. It is anticipated that surveys and other forms of feedback will be conducted with employers who use the one-stop delivery system services to continually improve services, and with employers who do not use the one-stop delivery system services in order to identify needed services. Local input from chambers of commerce, economic development councils and other organizations will continue to shape the level and quality of services provided to employers. Each plan must:

1. *Describe the characteristics of the local area's population.*

   WorkNet Pinellas is situated along Florida's Gulf Coast. Pinellas County boasts an enviable quality of life with year round sunshine, a unique cultural heritage and a diverse business climate. For both individuals and companies alike, living in Pinellas County offers accessibility, affordability and room to grow.

As of June 2012, the unemployment rate hit 9.0% for Pinellas County, a decrease from 11.2% in June of 2011. Pinellas County has an estimated 900,000 residents and a workforce of 460,000, 27% of whom are in the 25 to 44 age range. There has been a 10% increase in the number of professional jobs in the last decade. Over 35,000 businesses are based within the county of Pinellas. According to the US Census Bureau, the cost of living is 5% below the national average. 26.6% of the population has a Bachelor's degree or higher, 8.6% has an Associate's Degree, 21.9% has some college and 30.4% has a High School Diploma. With the low percentage of college graduates throughout the County it is absolutely critical to encourage education and business skills courses to develop important professional skills and for the population to stay competitive with Region 14.

Pinellas County has several well-developed "industry clusters" in multiple fields, including information technology and manufacturing, which means there is an extensive network of suppliers, service-providers and business associations to support operations in these varied fields. There are sites and buildings available for every possible use, as well as construction-ready sites.

Together with Pinellas County Economic Development, the County helps entrepreneurs create high-tech jobs through business loans and promotes innovation and research to encourage the technology industries. According to the Tampa Bay Partnership, Pinellas County has lead the state in the amount of workforce training funds disbursed to local companies to upgrade the skills of their employee for the last six years.

A number of unique financing options and innovative incentives exist to attract high-wage jobs and support existing businesses. This year, Pinellas County launched an Economic Gardening pilot program to provide loans to startup businesses. Moving a company to Pinellas County is clearly the right choice, as Pinellas County provides one of the leading climates for new or expanding businesses in the state.

Pinellas County is known primarily for the tourist-haven cities of Clearwater and St. Petersburg, but it is also a driving economic force in the life of the Tampa Bay area. The county predicts small business job growth for the coming years. In a recent survey of over 900 businesses in Pinellas County, performed by Pinellas County Economic Development (PCED), the vast majority -- 82% -- reported employing 1-10 full-time employees. Among respondents, 89% reported employing 1-10 part-time employees. These numbers may seem insignificant, but when you consider future plans for these same organizations for the next three years, the implications are significant. Even on a small scale, this translates into plenty of new job opportunities in all sectors of the economy.

Targeted Industries in Pinellas County include: Applied Medicine and Human Performance, Business, Financial and Data Services, High Tech Electronics and Instruments and Marine and Environmental Activities.

2. *Describe specific needs of diverse sub-populations including those from racial ethnic, linguistic groups, older persons, and individuals with disabilities.*

The specific needs of Pinellas County residents in the region's workforce are continued education and training in the demand-driven occupations to compete in a rapidly evolving global economy. All sub-populations have the combined need of relying on daily transportation to attain either their training or employment job search needs. The overall need of our job seeker population is to possess a multitude of skill sets so they can continuously evolve with the ever-growing workplace. By enabling the customer to enhance their skill set level, each customer will build confidence and self-esteem which is needed to ensure they market themselves in a competitive manner among the region's talent pool.

Conducting a personal assessment and developing a reemployment plan is time well spent for all customers and is invaluable in determining basic needs, training needs and personal barriers to training and employment. Holistic assessments will address all the customer's needs and ensure that urgent basic needs, such as, food and housing are addressed and/or met before employment and training options are discussed.

According to the USDOL Employment and Training Administration's Division of Older Worker Programs, older workers have been particularly affected by such workplace changes as downsizing, increased use of technology and less hierarchical work structures. Training is a critical need for older persons trying to compete in this current economy to locate employment. Technological advances continue at a rapid pace, and it is important to provide assistance to those impacted workers whose skill sets are obsolete on training those whose skill set(s) have expired.

Individuals with disabilities are encouraged to utilize their Ticket to Work (TTW) at WorkNet Pinellas and ensure they receive quality job referrals and resources. The specific needs of this population include Americans with Disabilities Act approved transportation, training and development, job-related skills training, technical training, and job openings for individuals with disabilities.

Linguistic groups have an ongoing need for language learning. Through partnership with Pinellas Public County Schools, WorkNet Pinellas is able to offer English as a Second Language (ESOL) courses at no cost to the customer to encourage them to increase their English language communication skills, which increases their marketable skills in the job search arena. Racial/Ethnic groups are continuously in need of ESOL language courses, skills training and development in the technology field to be competitive and market their skills in a fast-paced technological workplace. Additional needs include learning decision-making skills, reading comprehension skills and soft skills training (the employability skills component to WorkNet Pinellas Core Services called SOAR (Strategies on Achieving Reemployment); with these learned skills gained, the job seeker builds appeal from potential employers in the community.

3. *Provide an analysis of the challenges associated with the local area's population attaining the education, skills, and training needed to obtain employment.*

Jobs in Pinellas County today are requiring more and more workers to be equipped with the latest computer skills. These skills are essential in all industries to advance in the fast-paced economy and to improve efficiency within the region. The speed at which technology is changing and evolving provides a key skill deficiency amongst our unemployed and underemployed population. WorkNet Pinellas continues to offer ongoing training skills development for our customers to meet employers' demands. WorkNet Pinellas is constantly mentoring and following up with the current Individual Training Account (ITA) participants to ensure they are working towards their goal of obtaining employment.

For the low-income youth population, Workforce Investment Act (WIA) services provide an opportunity to train for and find employment. Local Faith-Based and Community-Based organizations may be able to assist with locating employment as well. Youth have been hit particularly hard by the economic recession and slow job growth throughout Pinellas County. The rate of joblessness in our low-income and minority communities is an ongoing challenge. Our WIA program staff is striving to increase education levels in this population. The development of basic work, life and soft skills is ideally learned through the actual environment in the workplace and positive, ongoing work experiences.

Customers in the Welfare Transition Program (WTP) have ongoing challenges with transportation and obtaining childcare to be able to attain the education and training needed for employment.

4. *Describe specific strategies designed to address skill needs of local employers and to close any existing skill gaps. Strategies should include partner agencies that address sub-populations identified in question 3 of this section.*

WorkNet Pinellas uses Business Services team identifies the skill needs of local employers. The utilization of strategically planned forums assists in identifying skill needs. WorkNet Pinellas has a designated team of well trained professionals that cover the entire region. The team has four main components: a Business Services Director, Lead Recruiters, Recruiters and Veteran Representatives that work together to provide the most comprehensive and highest quality of service delivery. The region is divided into designated geographical areas based on employer/industry, which enables the recruiters to become experts in particular industries.

The Veteran Services Unit assists in contacting and engaging Federal contractors and employers that have been identified as Veteran friendly in their hiring practices. Worknet Pinellas places great emphasis on customer choice so staff discusses all the options with the employer including self-service through the Employ Florida Marketplace system or working directly with a recruiter to meet their staffing needs.

WorkNet Pinellas uses four key strategies to address the skill needs of local employers and close the existing skill gaps of the local under-employed and unemployed population: Employed Worker Training (EWT), On-the-Job Training (OJT) programs, Industry Forums and WIA Training Providers.

The EWT Program (Employed Worker Training) provides opportunities for businesses to train existing employees, which allow companies to achieve greater employee retention, maximize productivity and market competitiveness. The employees have an opportunity to acquire the knowledge and skills needed to retain employment at the completion of the training and may occur in the for-profit, the non-profit or the public sector. The training strategy is designed to assist individuals in need of services in order to retain their self- sufficient employment. The training may be provided to a single employee or a group of employees.

The OJT Program (On-the-Job Training) provides local employers with qualified job seekers. The company is required to provide on-the-job training for a full-time salary or hourly position in one of the positions listed on the PY12-13 Region 14 Targeted Occupations list. The company may retain the employee, if the employee is meeting the minimum performance standards required for the position. The program may pay up to 50% of the employee's full-time salary or hourly rate for a standard OJT period, to be determined by the coordinator based on salary and standard time for OJT for the position.

WorkNet Pinellas has identified the regional industries below as part of WorkNet Pinellas' strategic plan process utilizing labor market information and local business needs:

- Applied Medicine and Human Performance
- Business, Financial, and Data Services
- High Tech Electronics and Instruments
- Marine and Environmental Activities

To address the needs of sub-populations identified in question 3, WorkNet Pinellas' primary partner is Pinellas Public County Schools. They may offer courses at the One-Stop centers to assist in ESOL, resume writing, interview skills and business writing. AARP is another partner agency located at the One-Stop center to provide the 55+ age group with career assessments and resume writing techniques. WorkNet Pinellas will continue offering ongoing training skills development training for our customers to meet employer's needs.

Currently, WorkNet Pinellas has been a key player in developing the Centers of Excellence for Pinellas County Schools. Overall, the future forecast of the WorkNet Pinellas region is improving every day and we are determined to continue with constant improvements to our workforce services in order to meet the demands of our customers.

Veteran staff has access to many alternative resources outside of the workforce arena which can assist veteran customers in obtaining the skills needed in order to overcome an identified skill gap.

5. *Describe the process used to identify the workforce needs of the businesses, job seekers and workers in the local area.* ***(III.A.)***

WorkNet Pinellas places special emphasis on the following four high impact target industry clusters identified by the WorkNet Pinellas Board Committee: Applied Medicine and Human Performance, Business, Financial, and Data Services, High Tech Electronics and Instruments, Marine and Environmental Activities.

In 2012, WorkNet Pinellas co-hosted with Tampa Bay Workforce Alliance six Industry Forums in Healthcare, Aviation, Construction, Information Technology, Financial/Professional Services and Manufacturing. Each forum provided a vast array of business knowledge from the top leaders in each industry giving a perspective on what the future of each industry will move toward and the current and future employer needs. Follow-up forums will be held in conjunction with business and economic development summit.

WorkNet Pinellas will continue to co-host Industry Forums on an annual basis and utilize the information to analyze and align current education and training to be delivered through the workforce system which is relevant to today's economy in Pinellas County. As a result, training availability for emerging jobs and occupations in the region has and will continue to be expanded.

To solidify WorkNet Pinellas' position as an economic development partner, we continue to participate in the Florida Economic Development Council and local chambers of commerce as part of our efforts to remain abreast of emerging industries, emerging jobs and the workforce needed to fill new and future jobs.

WorkNet Pinellas collaborates with the Tampa Bay Partnership, the regional organization focused on stimulating economic growth and economic development in the Tampa Bay area via corporate relocation and business expansion. Tampa's diverse economy has matured into one of the leading job generators in this country while the enviable quality of life continues to attract wealth and investment. The Tampa Bay Partnership is recognized as the convener of leaders on regional economic development issues.

The Florida Eight is a strategic project funded through Workforce Florida to build regional capacity; job and business retention; international diversification; and empower regional collaboration. The Tampa Bay Region includes Pinellas County and identifies shared interests and opportunities with regard to conducting new economic research to determine the needs of the customers and employers of our county. The ultimate goal is to assist our community in attracting and retaining these key industries, which provide high wages. These specific industry clusters are forecasted to add jobs to the entire state through 2015. The Pinellas County industries expected to have growth potential in the future include: Applied Medicine and Human Performance, Business, Financial, and Data Services, High Tech Electronics and Instruments, Marine and Environmental Activities.

Additionally, WorkNet Pinellas works directly with four Pinellas County Business Associations to identify the workforce needs of the businesses, job seekers and workers in the local area. Business Associations increase the awareness of WorkNet Pinellas and its services in the community. Ongoing communication is critical to the success of the partnerships. Meeting to discuss business needs and satisfaction of employers ensures WorkNet Pinellas has an inside look at the workforce.

Pinellas County Business Associations Contracts are as follows:

- Clearwater Beach Chamber of Commerce
- Clearwater Regional Chamber
- Downtown Business Association of St. Petersburg
- Florida Refrigeration an d Air Conditioning Contractors Association
- Largo Mid-Pinellas Chamber of Commerce
- Pinellas Association of Plumbing, Heating and Cooling Contractors
- Tampa Bay Beaches Chamber of Commerce
- Tarpon Springs Chamber of Commerce
- Upper Tampa Bay Regional Chamber

6. *Identify current and projected trends of the local area's economy, industries and occupations.*

The data indicates that among the most common occupations in Pinellas County is management, professional, and related occupations (34%); sales and office occupations (24%); and service occupations (17%). Approximately 76% of workers in Pinellas, Florida work for companies, 12% work for the government and 4% are self-employed.

The leading industries in Pinellas, Florida are educational services, health care, and social assistance (19%); professional, scientific, management, administrative and waste management services (11%); and arts, entertainment, recreation, accommodation, and food services (11%).

Pinellas County has a diverse and expanding mix of businesses, from financial services and bioscience, to technology and international trade. As the economy begins to kick back into gear, the Tampa Bay region is looking to a bright future of continued job creation. This will be particularly true of the industry clusters that make Pinellas County the gateway to Florida's High Tech Corridor including life sciences, nanotechnology, aviation/aerospace, and homeland security/defense.

Underlying this quality residential base is an established regional inventory of manufacturing, information technologies, marine sciences, medical technologies and financial service industries; and a stable and growing retail service sector ranging from small boutiques to major shopping centers.

Among the most common occupations in Pinellas County are in Transportation/Utilities, Retail Trade, Professional and Business Services, Education and Health Services, and Government industries.

Pinellas County is a combination of businesses, from financial services, to technology, health services and retail trade. As the economy within Region 14 starts to increase, the Pinellas region is looking to a continued bright outlook of continued job creation and business development in the area.

Current Employment Statistics

The table below shows the distribution of current employment, seasonally adjusted, preliminary, by industry for Florida (no data available for Workforce Region 14, Florida) for June, 2012. FREIDA data source.

Industry	Employment
Total Nonagricultural Employment	7,331,300
Construction	306,900
⊟Manufacturing	313,400
Durable Goods	206,100
Nondurable Goods	107,300
Trade, Transportation, and Utilities	1,516,000
Wholesale Trade	312,400
Retail Trade	969,300
Information	133,900
⊞Financial Activities	491,300
⊞Professional and Business Services	1,084,200
⊞Education and Health Services	1,119,100
⊞Leisure and Hospitality	970,200
Other Services	302,400
⊞Total Government	1,088,200

Click here to view additional graphs

The Florida Eight members, in partnership with Tampa Bay Partnership have conducted extensive research to find the following target sectors have been identified as Pinellas's future industries include:

- Business, Financial & Data Services
- Applied Medicine and Human Performance
- High Tech Electronics and Instruments
- Marine and Environmental Activities

As part of the Florida Eight Initiative, according to the Tampa Bay Regional Business Plan "to develop a workforce with competitive and relevant skills", the Tampa Bay region must facilitate communications among three key stakeholder groups:

- The employers in the four target clusters identified in the plan, who need competent employees to build their own capabilities and spur further economic growth;
- The jobseekers who wish to enter those target clusters and pursue related career opportunities; and

- The workforce education system, particularly the postsecondary institutions, which can provide formal training and skill development relevant to the target clusters.

7. *Identify the current and projected employment opportunities in the local area. For assistance in obtaining this information, please refer to the Labor Market Statistics website and the Florida Education and Training Placement Information Program (FETPIP) website. (III.B.)*

   According to the Department of Economic Opportunity, Labor Market Statistics Center (May 2012), the fastest growing industries in Pinellas County include:

Occupations by Projected Growth

The table below shows the occupations with the highest estimated annual openings in Workforce Region 14, Florida for the 2011 - 2019 time periods.

Rank	Occupation	2011 Estimated Employment	2019 Projected Employment	2011-2019 Annual Percent Change	Estimated Annual Openings
1	Waiters and Waitresses	9,613	9,957	0.4%	581
2	Cashiers	10,863	11,087	0.3%	555
3	Customer Service Representatives	9,789	11,696	2.4%	545
4	Retail Salespersons	12,848	13,534	0.7%	450
5	Laborers and Freight, Stock, and Material Movers, Hand	7,234	8,721	2.6%	422
6	Registered Nurses	9,993	11,761	2.2%	388
7	Combined Food Preparation and Serving Workers, Including Fast Food	7,396	8,659	2.1%	308
8	Business Operations Specialists, All Other	5,525	6,872	3.0%	288
9	Office Clerks, General	8,198	9,316	1.7%	250
10	Stock Clerks and Order Fillers	7,590	8,074	0.8%	238

One of the principal goals of WorkNet Pinellas is to build long-term economic vitality for Pinellas County through the attraction and retention of jobs that pay above-average wages in targeted primary industries. Attracting and retaining jobs that pay an above-average salary in targeted primary industries is a necessary

component of economic development. High-wage jobs fuel research projects, foster high-tech industry growth, support a high quality of life, and contribute to the county's overall economy.

WorkNet Pinellas Targeted Occupations List (TOL) for 2012-2013 is found on the WorkNet Pinellas website, www.WorkNetPinellas.org. This list provides current and projected employment opportunities in the local area. The TOL is updated yearly and is always available by visiting the WorkNet Pinellas website. Click here to view the PY12-13 TOL

8. *Describe the job skills necessary for participants to obtain employment based on current and projected job opportunities in the region. Please provide evidence these skills and knowledge is employer identified and necessary for economic growth in the local area.* ***(III.C.)***

In 2012 WorkNet Pinellas participated in Industry Forums in Healthcare, Aviation, Construction, Information Technology, Financial/Professional Services and Manufacturing. Each forum provided a vast array of local economic business knowledge from the top leaders in each industry, giving WorkNet Pinellas a perspective on the future of each industry and the current employer needs from workers to grow.

The Healthcare Forum identified the need for additional practical experience to compete with out of state medical professionals. Basic customer service and empathy skills for dealing with patients are a key skill needed in the healthcare industry today and in the future.

The primary need identified by the Aviation forum is a workforce with better technical and soft skills to include attitude, team work and customer service skills. These valuable skills are crucial for all current and future employees of the aviation industry as a whole, from the baggage handlers to the top executives.

The Construction Forum identified the need for skilled workers in welding, electrical contracting and entry level electricians fields. The current construction industry is at the bottom of the economic cycle, and employers know there will be a lack of trained and skilled workers when the industry recovers. There is an imminent need for internship programs and other forms of collaboration between local employers and education providers with the aim of opening the eyes of the local youth to the career paths and job opportunities that are available locally. Current and future career needs include welders, electrical contractors and entry level electricians.

The Information Technology Forum revealed that in the field of technology, ongoing training is critical; employers are noticing a lack of up-to-date technical skills among workers today. The need for ongoing certification and training is crucial to stay marketable and competitive in today's workforce. There is a high need for Hypertext Preprocessor (PHP) Programmers, Project Managers/Developers, Network Engineers and System Administrators. Current clearance and certification is essential to the IT industry.

Employees in the field of Financial/Professional services need to develop a personal relationship with customers. The Financial/Professional Services Forum determined that being self-motivated and having the positive attitude to meet the needs of the customers is essential to the success of the employee in the workplace.

Per the Manufacturing Forum, cyber security will be the most vital technical skill needed in the future of manufacturing, and training in a real manufacturing setting is crucial. Employers in this industry are looking for individuals with manufacturing education. Training in a real manufacturing setting is crucial. We need to market the industry in the education institutions to create increased interest amongst the younger generation. Workers within the manufacturing industry must keep up with the technological advances by gaining more education at technical schools.

Through ongoing Industry Forums with in demand companies in Pinellas County, WorkNet Pinellas has been able to organize regional labor market information into career clusters mirroring the States' Career Clusters Initiative, which is backed by the National Association of State Directors of Career Technical Education Consortium (NASDCTEC). Information from the Industry Forums has prompted WorkNet Pinellas to expand training availability for emerging jobs and occupations in the region.

Listed below are the basic skills required by Pinellas County employers in 2012 and the projected growth of these skills over the next 4 years. WorkNet Pinellas is addressing skill gaps by working closely with our education and training providers. Currently, WorkNet Pinellas has been a key player in developing the Centers of Excellence for Pinellas County Schools.

Regional Skills Overview

Skills Distribution		Location Quotient (2015)	Growth (2012-2015)
Resource Management	11%	1.04	4%
Complex Problem Solving	3%	1.02	4%
Social	21%	1.02	4%
Basic	36%	1.01	4%
System	8%	0.98	4%
Technical	21%	0.95	3%

WorkNet Pinellas is addressing skill gaps by working closely with our education and training providers. Currently, WorkNet Pinellas has been a key player in developing the Centers of Excellence for Pinellas Public County Schools.

Plan Development

WIA Section 118 requires that each local board, in partnership with the appropriate chief elected officials, develop and submit a comprehensive five year local plan to the Governor, which identifies and describes certain policies, procedures and activities that are carried out in the local area consistent with the State Workforce Investment Plan. The plan must be developed in collaboration with local partners. Describe the steps for developing the local plan, including:

1. *Pinellas Timeline;*

August 29, 2012	Draft Plan available for Public Comment/Board, Consortium, Business and Labor organizations.
September 12, 2012	Final Plan submitted to Board for approval
September 13, 2012	Reponses reviewed and integrated into Final Plan
September 28, 2012	Submit Final Plan to WFI
October 2, 2012	Board of County Commissioners approval of Final Plan

2. *Consultation process with the local elected official(s), local Workforce Investment Board, members of the public including representatives of businesses and representatives of labor organizations, and other partners*

   WorkNet Pinellas's 5 year Plan for Region 14 has been a collaboration of all regional entities. The local involvement of our Pinellas County partner agencies into the 5 year planning process has been at the forefront of all aspects of this plan and has played a major role in its creation. The board and its members had the opportunity to communicate and offer guidance on their areas of interest within the plan. The ongoing participation and involvement of our WorkNet Pinellas Board Members, and County Committee provides a solid foundation for the goals and strategies put forth within this 5 year plan.

3. *Actions taken to acquire other input into the plan development process;*

   Prior to the start of the 5 year plan development, requests for recommendations were sent to all Board of Director members, County Commissioners, Chambers of Commerce, Economic Development Corporations, the St. Petersburg Community College and local public schools to gain their valuable input and guidance. The draft 5 year plan has been placed on our website at www.WorkNetPinellas.org for public comment.

   The WorkNet Pinellas 5 Year Plan has been developed in collaboration with board members, regional economic partners, economic development and county consortium, and educational institutions. The plan process has provided an opportunity for public comment and input into the development of all components of the Plan. With the input provided by our partners, we have been able to successfully formulate a refined, expert plan which identifies additional services that will provide enhanced outreach for our program services offered to our customers and local employers within the region.

4. *Dates plan was posted electronically to local website;*

   8/29/2012

5. *A summary of the comments received (including comments from businesses and labor organizations) should be included in the Attachment section*

   Pending

6. *Strategies for RWBs that are designated as significant migrant and seasonal farmworker (MSFW) to ensure individuals/organizations serving the MSFWs are informed of the plan and are provided the opportunity to comment on the local Workforce Services Plan.*

As Region 14 is not designated a significant Migrant Seasonal Farm Worker area a formal plan is not required to provide services. However staff is trained in the proper referral method for both job seekers and interested employers.

Administrative Section

Organization

A. Chief Elected Official

1. *Identify the chief elected official by name, address, phone number, and email.*

John Morroni, Pinellas County Board of County Commissioners
Pinellas County Government
315 Court Street, District 6
Clearwater, FL 33756
727-464-3568
jmorroni@pinellascounty.org

2. *Describe the process utilized to secure the chief elected official agreement. Current interlocal agreements for the time period of the plan submission must be submitted with the plan. The required elements of the interlocal agreements are available at http://www.floridajobs.org/PDG/LPI's/LPIsCEO-RWBInterlocalAgreement.docx*

In compliance with WIA and Florida statues, WorkNet Pinellas enters into an inter-local agreement to establish the local parameters under which the region will operate. This includes the manner in which board members are appointed. The Board shall have and exercise all rights and powers granted to regional workforce boards under the laws of the State of Florida and workforce investment boards pursuant to Public Law No. 105-220, Title I, Section 117(b), United States Code, and all other applicable federal and state workforce laws and funding sources. The RWB and County Commissioner's legal teams will review all terms and conditions prior to final approval to secure the official agreement. Any discrepancies are reviewed by the board and county commissioner to discuss inclusion in to the final agreement.

B. Workforce Investment Board

1. *Describe the structure, including the nomination process of the Workforce Investment Board. A current agreement between the chief elected official and the Workforce Investment Board, a Workforce Investment Board member list, and current Workforce Investment Board By-Laws are required attachments of the final local plan.*

Click here to view the current Interlocal agreement

Click here to view the Board Member listing

Click here to view the By-laws

The WorkNet Pinellas Board consists of 51% business, mandatory partners in accordance with WIA and Florida Statue. The nomination process is as follows:

Appointment of Directors and Composition of Board

a. Structure of Board:

(1) Representation on the board will be maintained in accordance with federal and state regulations.

b. Appointment: Directors will be appointed by the local chief elected official (the Pinellas County Board of County Commissioners), as provided from time to time by an interlocal agreement approved by the Pinellas County Board of County Commissioners.

c. Election of officers will be held at the last regularly scheduled Board meetings of the fiscal year.

d. The term of office for all officers and committee chairs will be one (1) year, from July 1 to June 30. Officers may serve one (1) additional term in the same office, provided that the time in office does not exceed the limits of their term membership. After two (2) terms, the officers shall step down from their position for a minimum of one (1) year, although they may continue to serve as members or in other offices.

e. Number: The number of Directors shall consist of 30 members- 15 representing Mandatory and 15 representing Private Sector. No more than 45 members total.

2. *Describe how the business members of the Workforce Investment Board play a leading role in ensuring the workforce system is demand-driven.*

Employers take the lead role in all WorkNet Pinellas workforce committees. Committees include: Executive, Finance, Audit, One-Stop, Workforce Solutions and Youth Council. Each chairperson for the above mentioned committees are community employers. The members ensure the workforce system is demand-driven by providing valuable input and feedback on the local economy and community as a whole. They are able to provide first-hand knowledge of the current employment needs in their industry. This is essential to providing our customers with the most up to date information on local LMI details to remain competitive in the local economic region.

3. *In accordance with State policy, identify the circumstance which constitutes a conflict of interest for any local Workforce Investment Board member.*

Per Florida Statute section 445.007, a board must comply with all requirements of section 445.007 prior to contracting with a board member or other person or entity that could benefit financially from a contract.

Conflicts of interest regarding board members and board employees must be disclosed prior to the board's voting to approve the contract; board members who benefit financially or who have a relationship with the contracting vendor must abstain from the vote, and the contract must be approved by a 2/3 vote of the board when a quorum has been established. Board member completion of the conflict of interest contract form does not in any way supersede or substitute for compliance with conflict of interest disclosure requirements of section 112.3143, Florida Statue OR Section 117(g), WIA.

Except as permitted under applicable law, no member of the Board of Directors, nor any officer appointed by the Board, may be in any manner interested, either directly or indirectly, in his own name or in the name of any other person, association, trust or corporation, in any contract with the Board of Director's or in the performance of any work on its behalf, where such person may be called upon to act or vote in the making of such contract or the letter of such work. No such person may represent, either as agent or otherwise, any person, association, trust, or corporation, with respect to any application or bid for any contract or work in regard to which such person may be called upon to act or vote. No such person may receive, either directly or indirectly, any money or other thing of value, a gift or bribe or means of influencing his vote or action in his official character.

<u>Votes and Conflicts of Interest</u>

When an issue presents a potential conflict of interest to a member, that member shall disclose the conflict of interest and shall abstain from voting on said issue. A conflict of interest is defined as any matter, which has a direct bearing on services to be provided by that member or any organization, which such member directly represents, or any matter which would financially benefit such member or any organization such

member represents. Contracts awarded to members of the Board of Directors of WorkNet Pinellas, Inc. shall require a two-thirds (2/3) vote of the quorum.

4. *Describe how the RWB shall coordinate and interact with the local elected official(s).*

The Inter-local agreement states the RWB and local elected official (s)partnership is to provide workforce investment activities that increase the employment, retention and earnings of participants, and increase occupational skill attainment by participants, which will improve the quality of the workforce, reduce welfare dependency and enhance the productivity and competitiveness of the economy. WIA acknowledges the existence of a strong partnership between the local workforce investment board and the chief local elected official in a particular workforce investment area is a significant factor in the success of the reformed workforce system in that local area and contemplates that the local workforce investment board shall play a strong role in that partnership, focusing on strategic planning, policy development and oversight of the local workforce investment system. WorkNet Pinellas submits and presents quarterly reports to the Pinellas county board committee. The Pinellas County Commissioner is currently serving as the Vice Chairperson of the WorkNet Pinellas, Inc. Workforce Board and Audit Committee.

5. *Explain how the RWB shall ensure nondiscrimination and equal opportunity.*

WorkNet Pinellas is prohibited from discriminating on the grounds of race, color, religion, sex, national origin, age, disability, political affiliation or belief, and for beneficiaries' only, citizenship or participation in Workforce programs, in admission or access to opportunity or treatment in, or employment in the administration of or in connection with, any Workforce program or activity. All types of discrimination complaints shall be reported in writing within 180 days from the date of the alleged violation with WorkNet Pinellas' Equal Opportunity Officer.

1) *Director, Office of Civil Rights and Minority Affairs*
107 East Madison Street, Caldwell Building, MSC 150
Tallahassee, Florida 32399-2250
(850) 921-3205

OR

2) *Director, Directories of Civil Rights*
U.S. Department of Labor
200 Constitution Ave N, Room N-4123
Washington, DC 20210

If complainant elects to file a complaint with WorkNet Pinellas, the complainant must wait until WorkNet Pinellas issues a decision or until 60 days have passed, whichever is sooner, before filing with DCR (see address above). If WorkNet Pinellas has not provided complainant with a written decision within 60 days of the filing of the complaint, then complainant can file a complaint directly with DCR within 30 days of the expiration of the 60 day period. Such complaint must be filed within 30 days of the date the complainant received notice of WorkNet Pinellas' proposed resolution. Should the WorkNet Pinellas Equal Opportunity Officer not resolve the complaint, the complaint shall be forwarded to WorkNet Pinellas' President/CEO for resolution. If the WorkNet Pinellas President/ CEO cannot resolve the issue or if the complaint is against the WorkNet Pinellas President/CEO, the complaint shall be given to the Board of Director's for its deliberation and action. If complainant is dissatisfied with WorkNet Pinellas' resolution of complaint, the complainant may file a complaint with DCR.

6. *Explain what strategies the CEO and local Board shall create to utilize the leadership of faith-based and neighborhood partnerships.*

WorkNet Pinellas' One-Stop Committee, which oversees the One-Stop System, has faith- based and community-based partners serving as members. Through the Committee, these partners are instrumental in the day-to-day

operations, policy development and implementation, as well as the performance and monitoring of service providers. Additionally, WorkNet Pinellas works in partnership with faith-based and community-based organizations committed to providing services that are aligned with One-Stop system integration. WorkNet Pinellas partners with Lutheran Services to address barriers to employment for refugee WT participants. WorkNet Pinellas partners with Gulf Coast Jewish Community Care to provide non-custodial parent employment and training services on-site at the One-Stop center.

C. Administrative Entity

1. *Identify the administrative and their staff; describe their responsibilities in carrying out the work of the local board.*

CEO/President- Responsible to the board of directors for the administration and operation of various workforce programs and compliance with all federal, state, and local laws, policies and strategic plans, preparation and modifications to the annual budget, and for control of expenditures throughout the budget year. Promotes Workforce Programs throughout the region to create high quality employment opportunities for job seekers and secure and maintain a skilled employee base for employers and is the contact point for the workforce development agencies to pursue state and federal funding and coordinate short and long term strategies to meet the objectives of the region Board's and County's strategic plan. Develops community and professional relationships with workforce representatives, boards, committees, legislative delegations, and businesses.

Chief Operating Officer- Responsible for administrative and technical management work assisting the CEO in carrying out the functions and activities necessary for the effective operation of the workforce board. Attention is paid to administrative, programmatic, and technical details as well as special projects. The COO is required to establish and maintain highly essential and positive communication and work relationships with officials, the general public and workforce. Facilitates and maintains coordinated activities between partners in the development of services to business and job seekers.

Chief Financial Officer - Responsible for administrative and technical management work assisting the CEO in the effective operation including accounting, payroll, human resources, budgeting, reporting, and administrative and program monitoring. Responsible for directing the financial activities of the organization in accordance with generally accepted accounting principles issued by the Financial Accounting Standards Board, other regulatory and advisory organizations and in accordance with appropriate financial management techniques and practices. Supervises, controls, interprets, and communicates the fiscal operations, programmatic and financial/administrative monitoring operations, and the Human Resources function of the organization and its programs and provides information and guidance to the Executive Management team and Board of Directors.

Director of Finance - Supervises, controls, interprets, and communicates the internal auditing or programmatic and financial/administrative monitoring operations, and provides information and guidance to the Executive Management team and Board of Directors. Responsible for external audits of financial statements.

Business Services Director- Responsible for planning, organizing, developing and implementing a comprehensive program to provide effective services to the employer community, emphasizing the highest level of customer service and achieving agreed-upon goals for the region. Lead staff person for the Business and Economic Development Committee requiring strategic planning, policy development, and program oversight duties. Oversees the Business Services, Professional Placement, Marketing, and Veteran Services units and administers all components of the Employed Worker Training Program.

Director of Customer Service- Responsible for meeting specific program goals associated with customer satisfaction and job placement being the ultimate outcome for program participants. Supervises staff and ensures compliance of all policies and procedures for the One-Stop operations of all centers in the region.

Special Projects Director - Facilitates the development and management of the MIS department in accordance with state and local compliance guidelines on a daily basis; coordinates other special projects and events. This position focuses on the development and operations of workforce programs overseen by WorkNet Pinellas.

Programs Director - Focuses on the development and operations of workforce programs overseen by WorkNet Pinellas. These programs include but may not be limited to the Welfare Transition (WT), SNAP, Workforce Investment Act (WIA) and One-Stop operations. Responsible for meeting specific program goals with customer satisfaction and job placement being the ultimate outcome for program participants.

Local Vision, Goals and Priorities

The local vision, goals and priorities must be consistent with the State Plan and demonstrates a broader strategic planning approach as called by the U.S. Department of Labor's Employment and Training Administration's (ETA) in TEGL 21-11.

A. CEO and RWB Collaboration

1. *Outline the vision, goals, and priorities for all local workforce programs including WT/TANF, TAA and SNAP that reflect the strategic direction articulated in Sections I and II of the State Workforce Investment Plan.*

Vision: WorkNet Pinellas will develop and lead in an effective, efficient and integrated business driven workforce system, providing comprehensive and responsive services to the County's citizens and business community.

Goals:

- Increase employer involvement and awareness about services
- Target placement into jobs paying $26.00 per hour and above
- Increase the number of skilled workers in targeted, value-added industries
- Provide access to an effective One-Stop system that will result in a globally competitive workforce for employers and job seekers.
- Increase availability of operating funds through grant applications
- Comply with all Federal and State regulations as defined in the Code of Federal Regulations (20 CFR 662.220 and 662.230.)
- Maintain and increase collaboration/cooperation between agencies serving participants through the development of Memorandums of Understanding (MOU's).
- Regional performance ranking maintained above the state average for all performance metrics.
- Increase the number of youth who obtain and retain jobs that provide a living wage.
- Increase the number of high school graduates or completers
- Partner with business and school systems to promote career opportunities for youth.

Priorities:

- Cultivate and execute a strategy to advance regional industry career clusters, while utilizing local best practices.
- Unite talent, partnerships, resources and economic development throughout Pinellas County to create a more robust competitive regional workforce board.

- Align and evolve One-Stop services with the changing needs of the job seekers and employers in the community.

2. *Identify "action steps" the RWB and delivery system will take to contribute to reaching the local vision, goals, and priorities.*

Will continue to plan, develop, and deliver services with a demand side focus.

- Engage employers with industry sector knowledge to serve on board of directors and local board committees to insure input in strategy and planning.
- Engage employers in industry sector activities to gather additional input for planning and feedback on operations.
- Serve as a communications hub to distribute labor market information gathered from employers to our workforce partners including economic development and education.
- Serve as a communications hub to distribute demand side information to our supply side partners.
- Deliver quality services to our local employers to include talent recruitment, subsidized employment, and employed worker training programs to enhance the labor market environment and retain and grow business.
- Coordinate efforts with other workforce boards, economic development organizations, training providers and other partners through the Florida Eight and other regional initiatives.
- Coordinate local resources with Federal and State resources to improve efficiency and effectiveness of RWB efforts.

3. *Describe RWB process to prepare their proposed performance for the nine Common Measures to be negotiated with the State.*

The RWB will compare its five year average with the proposed standards. If the five year average is lower, WorkNet Pinellas will need to negotiate for a lower benchmark or evaluate the past five years strategies and operational deficiencies to insure improved performance. If the five year average is higher then, WorkNet Pinellas will accept the State's proposed performance benchmark.

4. *One-Stop Delivery System/Services*

WorkNet Pinellas has five One-Stop centers in Region 14 located in Clearwater, St. Petersburg and Tarpon Springs. All One-Stop centers are located within Pinellas County. There is one full service center (8th Avenue South) and four satellite offices. Three One-Stop centers are available to the public from 8:00 am to 5:00 pm, Monday through Friday. Two One-Stop centers are available to the public Monday through Friday from 8:00 am to 7:00 pm (Gulf to Bay and 8th Avenue South locations).

Business Services Overview: WorkNet Pinellas has forged partnerships to provide employment solutions that work for business. Each year, approximately 2,200 businesses and 172,000 (an average of 14,300 per month) job seekers call on WorkNet Pinellas for assistance. WorkNet places great emphasis on customer choice so staff discusses all the options with the employer including self-service through The Employ Florida Marketplace (EFM) system or working directly with an account manager or representative to meet their staffing needs.

WorkNet Pinellas' Business Services Team is equipped to assist employers with a host of workforce related services including the following:

Business Services Overview:

- Personalized Human Resource Solution:
    - Recruitment and interviewing (entry to executive level candidates)
    - Job matching from database of more than 100,000 candidates
    - Skills assessment and evaluation, including administration of tests
- Customized Labor Market Information: Comprehensive local, state and national targeted labor market statistics—employment and wage, labor force, economic indicators and demographic information
- Help to identify and take full advantage of valuable tax credits
- Funded Training: On-The-Job Training and Employed Worker Training
- Turnkey Business Center – teleconferencing, faxing, copying and wireless capabilities, targeted career fairs.
- Business workshops and seminars on current topics, including retention strategies, changing regulation and compliance and other topics to help businesses better understand the "needs" and "wants" of their employees
- Professional Networking Groups
- Specialized job placement (filling specific employer requests for specialized positions) from customers in the One-Stop;
- Work experience position development and placement of eligible customer in them;
- Customized training of eligible incumbent and new workers;
- Development of specialized assistance to employers in major or targeted employer clusters that are selected by the Board (such as health care or information technology).

WorkNet Pinellas One-Stop Center staff assists the unemployed and underemployed job seekers considering a career change or seeking training. WorkNet staff provides support with all aspects of career development and enhancement.

WorkNet Core Services for Job Seekers Include:

- Ability to apply and/or claim ongoing Reemployment Assistance via internet
- Career Exploration
- Career Fairs
- Career Resources
    - Resume & Cover Letter Writing Assistance
    - Resume Posting
    - Computer/Fax/Telephone/Copy Service
    - Job Testing & Assessment
    - Salary & Labor Market Information
    - Job Listings & Access to Job Banks
    - Job Referrals
    - Interview Preparation
- Employability Skills Workshops
- Executive Center
- Featured Employers
- Financial Aid
- Job Hunting Series Videos
- Networking Opportunities
- Onsite Recruitment Events
- Resource Room and Internet access

Specialty Programs at WorkNet Pinellas consist of the following:

- Welfare Transition Program – to help parents move from welfare to work
- Workforce Investment Act- is a "work-first program" the goal is to assist customers with entry or with returning to employment
- Supplement Nutritional Assistance Program (SNAP)- works to assist participants to gain skills, training, experience and or employment to increase ability to gain self-sufficiency.
- Department of Children and Families (DCF) Access via internet in resource room or computer labs- DCF provides daily help to eligible families in need of food stamps and temporary cash assistance.
- Non-Custodial Parent Employment Program (NCEP) – assist parents, who are court-ordered to pay child support, to obtain employment and guide them through the first 180 days on the job.
- Veteran Services- To promote and maximize the employment of Florida's veterans utilizing a complete menu of One-Stop Center resources.
- Veteran Liaison- A WorkNet Pinellas DVOP staff member may be located onsite at the Department of Veteran Affairs Bay Pines VA Hospital in St. Petersburg to provide assistance to Veterans and eligible spouses.
- Persons with Disabilities- (Ticket to Work) – The Disability Navigator connects persons with disabilities to the information and resources they need to pursue their personal and professional ambitions.
- Disaster Assistance- In the event of a natural disaster or catastrophe, whether personal or community-wide, WorkNet Pinellas works to link victims with local programs and needed services. Customers are encouraged to follow recommended preparedness.
- Reemployment and Emergency Assistance Coordination (REACT) Team- Provides rapid response to coordinate services for employers and/or workers affected by temporary or permanent layoff.
- Trade Adjustment Assistance (TAA) - Services available to the trade-affected worker covered under an approved Department of Labor petition. Workers who were laid off as a result of increased imports or if their companies shifted production out of the United States to certain foreign countries.
- Florida Federal Bonding Program- Employers may receive Fidelity Bonds free-of-charge as an incentive to hire hard-to-place job applicants. The bonds issued by the Federal Bonding Program help employer's potential risks with job honesty of at-risk jobseekers (i.e. ex-offenders, persons in substance abuse recovery, economically disadvantaged individuals lacking work history, etc.).
- Transition Assistance Program (TAP)-Targets active duty servicemen and women and their spouses as they transition from the military into the civilian community. This program is available to all service members, whether they are ~~only~~ serving two years or 20 and is open to all branches of the military, including the National Guard (when that person has been activated). WorkNet Pinellas facilitates a 3 1/2 day workshop in conjunction with the Office of Family Support at Mac Dill Air Force Base. The workshop focuses employment skills and life skills training, such as how to work with people, customer service, soft skills training, interviewing skills, resume writing, professional dress and working with finances. The last day focuses on veterans' benefits.\
- Ticket to Work - Connects persons with disabilities to the information and resources they need to pursue their personal and professional ambitions.
- REA-Reemployment & Eligibility Assessment Program (REA) participants are randomly selected each week from the region's Priority Re-Employment Planning program (PREP) pool of UC claimants. After the automated process selects the REA participants, they are then placed into pre-existing events managed by the One-Stop Center.
- EUC- Emergency Unemployment Compensation - EUC claimants entering Tier 1 or Tier 2 must receive in-person reemployment services and a EUC eligibility assessment. These are one-on one in-person sessions set by appointment letter only. During the interviews, claimants are provided; an assessment and labor market information. Claimant's must provide the most recent job searches for review and complete an Eligibility Review Program form which is submitted to the DEO Reemployment Services Hub.

- Priority Reemployment Planning Program (PREP) candidates are identified through the Worker Profiling System. Candidates are scheduled weekly for PREP Orientation from the PREP scheduling interface in Employ Florida Marketplace (EFM).
- RES- Reemployment Services- customers can take advantage of the onsite orientation to the center, receive LMI data, attend career enhancement seminars, attend In house recruitments, professional networking group and job fairs, they can receive one on one assessment with a career specialist, receive referrals to Veterans services and receive job referrals to jobs that would fit their qualifications.
- Military Spouse program- WorkNet Pinellas received dedicated funds for a full-time staff to administer the Military Family Employment Advocacy Program. Services include: job search and placement assistance, career planning and counseling, case management, resume assistance, assessment testing, interviewing skills training, referrals to educational and training programs, job fairs, job clubs, information on unemployment compensation etc. Persons eligible for assistance through this program include spouses and dependents of: active military personnel, Florida National Guard members and Military reservists whose units are activated.

Youth Programs include:

- Pinellas Youth Build is a youth and community development program that simultaneously addresses core issues facing low-income communities: housing, education, employment, crime prevention, and leadership development.
- WIA Youth- As part of our Youth Services, it is WorkNet Pinellas, Inc.'s goal to help youth, ages 16-21, plan and achieve their educational goals and secure employment
- STEM TEC: SCI- Summer Youth program- (Science, Technology, Engineering & Math Training for Emerging Careers: Summer Career Institute). For youth ages 14-17. To keep the U.S. labor force competitive, greater numbers of students need to gain advanced math and science knowledge. An expanding economy demands growth of the STEM labor force and greater capacity for innovation and creativity. To help build a gateway to STEM careers, STEM TEC engages students in meaningful learning activities and blends them with actual visits to businesses to check out different career options up close and personal.
- Youth Connect is for students who are at-risk of dropping out of school, or who have already dropped out and are looking to get their GED. The program is designed to provide a range of services and resources to assist with the completion school or training - some of which may include career counseling, assistance with educational costs, alternative education, school dropout prevention and job placement services.
- Job Corps is the nation's largest residential employment and education training program for economically challenged youth, ages 16 to 24. Established in 1964, Job Corps is administered by the United States Department of Labor. The Job Corps program has trained and educated 1.9 million young people, and serves nearly 70,000 young Americans nationwide each year.
- Technical Careers Pre-Apprenticeship Program is designed exclusively in preparing students to succeed in skilled trades through the development of strong technical and academic foundations. The intense hands-on training gives graduates a jumpstart in meeting the high industry standards that they face when starting a new job – most at high rates of pay.
- Junior Achievement- Year-round career exploration activities through participation in Finance Park and JA Biz Town (an indoor center that contains a mini city with up to 18 public and private businesses). Annually supported to teach youth excellence.
- Annual Youth Virtual Job Fair

Networking- WorkNet Pinellas offers a number of opportunities for unemployed, underemployed and working professionals to network with other like-minded individuals. The following networking events enable professionals to build contacts and exchange information towards finding their next job.

- Transitioning Executive Network (TEN) - A specialty service designed for Executives at the Director and C-Level.
- Pinellas Professional Network (PPN) - A unique networking opportunity for professionals seeking new careers.
- Job Club Network - This networking group is sponsored by WorkNet Pinellas but enables the club members to choose the location, meeting dates and time.
- Transitioning Veterans Network - A specialty service supporting veterans in transition. This forum is designed to assist veterans in accelerating their career transition process.

A. Design

1. *Describe the process for the selection of One-Stop operator(s), including the competitive process or the agreement process between the local board and a consortium of partners.*

WorkNet Pinellas has a One-Stop Consortium, with approval from Workforce Florida, Inc. and is not currently contracting with a One-Stop Operator. WorkNet Pinellas provides Region 14 customers and employers with direct workforce services and programs from WorkNet Pinellas staff.

2. *Describe the appeals process to be used by entities not selected as the One-Stop operator*

WorkNet Pinellas is not currently contracting with a One-Stop Operator.

3. *Provide overview of the One-Stop Delivery system, including physical site location, operator, personnel, and participating partners. Include organizational chart for the comprehensive One-Stop site.* Click here to view the One-Stop Organizational chart

WorkNet Pinellas has five One-Stop centers in Region 14 in Clearwater, St. Petersburg and Tarpon Springs. All One-Stop centers are located within Pinellas County. There is one full service center (8th Avenue South) and four satellite offices. All One-Stop centers are available to the public from 8:00am to 5:00pm, Monday through Friday.

St. Petersburg (South County) is a full One-Stop center providing resource room access, WIA (Adult, DW and Youth), WT/TANF, WP, Veterans, Ticket to Work-Disability Navigator, REA/EUC and Business Services (EWT, OJT), Core, Intensive and Training services. The St. Petersburg (South County) One-Stop center is available to the public Monday through Friday from 8:00 am to 7:00 pm.

Clearwater (Gulf To Bay Blvd.) and Tarpons Springs are satellite One-Stop centers providing resource room access, WIA (Adult, DW and Youth), WT/TANF, WP, Veterans, REA/EUC and Business Services, Core, Intensive and Training services. The Clearwater One-Stop center is available to the public Monday through Friday from 8:00 am to 7:00 pm.

Our Clearwater (Cleveland Street) and St. Petersburg (Job Corps Center) One-Stop centers are additional satellite offices where customers can access core services, such as access to employflorida.com, resume assistance, ability to file UC claims, fax access and job search assistance.

All One-Stop centers are operated by internal WorkNet Pinellas personnel staff. WorkNet Pinellas has a total of 116 staff throughout Region 14 assisting customers and employers with their specific needs.

Full Service One-Stop Center:

- St. Petersburg (South County) (Square Feet 15,105)
  3420 8th Avenue South, St. Petersburg, FL 33711

Satellite One-Stop Centers:

- Clearwater –Cleveland Street (Square Feet 4,015 (Includes 1,015 for Coordinated Childcare)
  1315 Cleveland Street, Clearwater, FL 33755
- Gulf to Bay- Clearwater (Square Feet 10,418)
  2312 Gulf-to-Bay Boulevard, Clearwater, FL 33765
- Tarpon Springs (Square Feet 3,895)
  St. Petersburg College Campus
  682 E. Klosterman Road Tarpon Springs, FL 34689
- Job Corps Center (Square Feet 864)
  500 22nd Street South, St. Petersburg, FL 33712

Mandatory Partners

- WorkNet Pinellas (Direct Service Provider)
- Citizens Alliance for Progress
- Coordinated Childcare
- YMCA
- Department of Juvenile Justice
- Pinellas Co. for the Homeless, Inc.
- St. Petersburg College (referral Partner)
- Veterans Liaison Council of Pinellas Co.
- Vocational Rehabilitation
- Experience Works
- AARP
- Mt. Zion Human Services
- Pasco Hernando Jobs and Ed. Partnership
- Department of Economic Opportunity
- Pinellas Opportunity Council
- Clearwater Housing Authority
- Pinellas County Housing Authority
- Gulf Coast Jewish Family and Community Services
- Coptic Orthodox Charities
- Pinellas County Ex-Offender Coalition
- Family Services
- Society of St. Vincent de Paul
- United Methodist Coop. Ministries
- Sun Coast Region Food for FL Program

Optional Partners

- CASA- (Community Action Stops Abuse)
- Clearwater Homeless Intervention Project
- Clearwater Neighborhood Housing
- Coordinated Childcare
- Department of Children and Families (DCF)
- Department of Education- Division of Blind Services
- Department of Revenue
- The Haven of RCS
- Operation PAR
- Eckerd Youth Alternatives (Camelot Community Care)
- Family Resources
- Pinellas Technical Education Centers (Pinellas County School Board)
- The Salvation Army
- 2-1-1 Tampa Bay Cares
- Florida Division of Vocational Rehabilitation
- Social Security Administration - Ticket to Work
- Gulf Coast Community Care
- Suncoast Mental Health Center
- Home Builders Institute
- Pinellas County Habitat for Humanity
- Plumbers & Pipefitters Local Union 123
- Area Agency on Aging
- Early Learning Coalition
- Tampa Bay Urban League

4. *Identify and describe any affiliate site or agents or specialized centers to be established in the local area. Include any remote sites accessed through the use of technology.*

WorkNet Pinellas has entered into MOU agreements with two local agency partners, St. Petersburg College and Pinellas County Public Schools. These two partners are active participants in the One-Stop centers to provide services to our job seeker customer base. The daily use of computers within all One-Stop Center Resource Rooms and classrooms allows the customer to gain access to all local partner agencies via internet.

WorkNet currently has five locations established to assist job seekers and program participants. There are no current plans to establish any new sites. The Tarpon Springs office is located on the St. Petersburg College Tarpon Springs campus. WorkNet is also co-located at the St. Petersburg Job Corps Center. A list of WorkNet Pinellas' current One-Stop Centers can be located by visiting www.worknetpinellas.org and selecting Locations. Those interested in the various program offered by WorkNet can obtain more information along with viewing online streaming orientation videos accessible under Specialty Programs at www.worknetpinellas.org

Pinellas County Public Schools and St. Petersburg College provide coordinated resources and ensure the effective and efficient delivery of workforce services in Pinellas County. In addition, this agreement will establish joint processes and procedures that will enable the Partner to integrate the current service delivery system resulting in a seamless and comprehensive array of education, human services, job training and other workforce development services to residents of Pinellas County.

A population of highly educated workers is a prerequisite for many employers to consider relocating or expanding into a given area. Many of the most advanced and lucrative industries, such as computer manufacturing and biotechnology rely on the research capabilities of universities to assist in the development of new technologies. In order to successfully compete with other regions to attract and retain high-wage primary employers, WorkNet has established long-term working relationships with local public and private education providers to identify educational opportunities that meet the needs of the business community. WorkNet has held targeted industry forums and accessed comprehensive labor market information to identify current and future labor market. The daily use of computers within all One-Stop Center Resource Rooms and classrooms allows the customer to gain access to all local partner agencies via internet.

WorkNet has collaborated with the institutions listed below to create programs and certifications that meet these needs.

- The University of South Florida (USF) in downtown St. Petersburg
- Eckerd College in south St. Petersburg
- Stetson Law School in Gulfport
- St. Petersburg College (SPC), which has campuses in St. Petersburg, Clearwater, Seminole, and Tarpon Springs.

5. *Describe how the Workforce Investment Board shall engage employers and organized labor in the One-Stop delivery system.*

WorkNet Pinellas Business Services Team delivers and coordinates services to employers utilizing labor market information to identify areas of growth and demand; through communication and feedback obtained via partnerships with businesses economic development organizations, chambers and other professional organizations. This strategy allows for greater service delivery and impact to the local economy as well as enhancing employment opportunities for Veterans, MSFW's and the universal candidate.

WorkNet Pinellas assists approximately 2,200 companies annually in managing their recruitment and hiring process. Business services are delivered through strategically planned forums, employment focused workshops and seminars, the WorkNet Pinellas website, and marketing materials. WorkNet Pinellas has a designated team

of well trained professionals that cover the entire region, which is divided into designated geographical areas based on employer/industry.

Business Services engage employers and organized labor in the One-Stop delivery system in the following ways:

- Personalized Human Resource Solution:
    - Recruitment and interviewing (entry to executive level candidates)
    - Job matching from database of more than 100,000 candidates
    - Skills assessment and evaluation, including administration of tests
- Customized Labor Market Information: Comprehensive local, state and national targeted labor market statistics—employment and wage, labor force, economic indicators and demographic information
- Help to identify and take full advantage of valuable tax credits
- Funded Training: On-The-Job Training and Employed Worker Training
- Turnkey Business Center – teleconferencing, faxing, copying and wireless capabilities, targeted career fairs.
- Business workshops and seminars on current topics, including retention strategies, changing regulation and compliance and other topics to help businesses better understand the "needs" and "wants" of their employees
- Professional Networking Groups
- Specialized job placement (filling specific employer requests for specialized positions) from customers in the One-Stop;
- Work experience position development and placement of eligible customer in them;
- Customized training of eligible incumbent and new workers;
- Development of specialized assistance to employers in major or targeted employer clusters that are selected by the Board (such as health care or information technology).

The Business Services Team has four main components: a Business Services Director, lead recruiters, recruiters and veteran representatives that work together to provide the most comprehensive and highest quality of service delivery. The Veteran services unit assists in contacting and engaging Federal contractors and employers that have been identified as Veteran friendly in their hiring practices. The lead recruiters serve as the point of contact for all employers in designated areas. WorkNet Pinellas places great emphasis on employer choice so staff discusses all the options with the employer including self-service through The Employ Florida Marketplace system or working directly with a lead recruiter or representative to meet their staffing needs.

Agriculture employers are provided access to skilled laborers for their hiring needs. Laborers are provided staff assistance with filling out the I-9 forms and given the necessary guidelines, updated labor market and regulation information.

6. Describe services offered to businesses. Include a description of how the RWB ensures physical and programmatic accessibility for individuals with disabilities at One-Stop centers.

The Board designates the employer as the primary customer of the WorkNet Pinellas One-Stop System, and the jobseeker customer as the close secondary customer.

WorkNet Pinellas offers a full range of Pinellas County business services from the One-Stop centers which includes, but is not limited to:

- Personalized Human Resource Solution:
    - Recruitment and interviewing (entry to executive level candidates)
    - Job matching from database of more than 100,000 candidates
    - Skills assessment and evaluation, including administration of tests

- Customized Labor Market Information: Comprehensive local, state and national targeted labor market statistics—employment and wage, labor force, economic indicators and demographic information
- Help to identify and take full advantage of valuable tax credits
- Funded Training, On The Job Training and Employed Worker Training
- Turnkey Business Center – teleconferencing, faxing, copying and wireless capabilities, targeted career fairs.
- Business workshops and seminars on current topics, including retention strategies, changing regulation and compliance and other topics to help businesses better understand the "needs" and "wants" of their employees
- Professional Networking Groups
- Specialized job placement (filling specific employer requests for specialized positions) from customers in the One-Stop;
- Work experience position development and placement of eligible customer in them;
- Customized training of eligible incumbent and new workers;
- Development of specialized assistance to employers in major or targeted employer clusters that are selected by the Board (such as health care or information technology).

WorkNet Pinellas is committed to providing services, activities and programs in fully integrated settings. Job seekers with disabilities who utilize WorkNet Pinellas services are considered universal customers and as such follow the same paths as other customers. Persons with disabilities who require supports, such as interpreter services or Braille materials, to equally benefit from offered services must request those supports in advance. Through various programs WorkNet Pinellas has assisted an average of 1,500 persons with disabilities. WorkNet Pinellas' Disability Navigator/Ticket to Work program is nationally acclaimed, encompassing a team that utilizes their experience and partnerships to provide better access for customers and education and connection to local employers. WorkNet Pinellas employs a Disability Program Navigator (DPN) who can assist job seekers with disabilities access services, activities and programs offered within the One-Stop Centers, provide information to SSI and SSDI recipients on work incentives offered by the Social Security Administration, along with other pertinent disability related information.

To proactively accommodate job seekers with disabilities within the One-Stop Centers, WorkNet Pinellas offers the following adaptive equipment within many of the One-Stop Centers located throughout Pinellas County:

- Job Access With Speech (JAWS)
- Sign-Language Interpreters (with a three-day notice)
- Magnification Software for eased computer screen reading
- Text telephones (TTY)
- Very Easy Reading Appliances to scan and read printed materials
- Literature and brochures in Braille upon request

7. *Describe any innovative initiatives or service delivery strategies*

An expanding economy demands growth of the science, technology, engineering, and math (STEM) labor force and greater capacity for innovation and creativity, which means a greater number of students need to gain advanced STEM knowledge. To help build a gateway to STEM careers and to help youth plan and achieve their educational goals and secure employment, WorkNet Pinellas established STEM Training for Emerging Careers (TEC). STEM TEC is a summer program which engages students in meaningful learning activities and blends them with actual visits to businesses to check out different career options. The STEM TEC program targets low income disadvantaged youth ages 14 to 17 with hard to serve barriers to continued education or employment goals. WIA Youth and TANF eligibility applies for the STEM TEC program. Participants have the opportunity to build solar cars, websites or even learn to be a crime scene investigator. They are also taught teambuilding and

leadership skills, business planning, Microsoft Office® and web design. Youth participants may have the opportunity to participate in STEM-related training and events. When funds are available, youth may receive up to $500 for completion of the STEM TEC program. During PY11-12, WorkNet Pinellas served a total of 371 youth through this STEM TECH initiative. 200 youth were funded through WIA Youth dollars and 171youth through TANF dollars.

8. *Describe examples of strategic partnering with required and optional One-Stop partners and other organizations to provide services.*

WorkNet Pinellas works with a variety of councils to strategically plan for the future of Pinellas County. The three main councils are Pinellas County Economic Development, Tampa Bay Partnership and the Florida Eight.

Pinellas County Economic Development works in partnership with Pinellas County, the cities of St. Petersburg and Clearwater and private investors. Pinellas County Economic Development staff are professional economic developers and corporate relocation specialists who offer confidential assistance to companies and/or their consultants through the Florida relocation site selection process. Pinellas County Economic Development assists with economic strategies and evaluations of the overall business climate in the Pinellas area.

Disability Navigator/Ticket to Work program partnership assists people with disabilities in the Pinellas community. The Disability Navigator assists each person to determine their needs and provide valuable information and resources toward gaining employment. WorkNet Pinellas is an Employment Network though the Ticket to Work program, which provides assistance to SSI and SSDI beneficiaries who are seeking employment opportunities.

Pinellas County Public Schools provides ESOL workshops to assist in learning the English language to become more marketable in the workplace. This strategic partnership is intended to coordinate resources and to prevent duplication and ensure the effective and efficient delivery of workforce services in Pinellas County. In addition, this partnership establishes joint processes and procedures that will enable integration with the current service delivery system resulting in a seamless and comprehensive array of education, human services, job training and other workforce development services to residents of Pinellas County.

The Tampa Bay Partnership is the regional organization focused on stimulating economic growth and economic development in the Tampa Bay area via corporate relocation and business expansion. Tampa's diverse economy has matured into one of the leading job generators in this country while the enviable quality of life continues to attract wealth and investment. The Tampa Bay Partnership collaborates with WorkNet Pinellas and is recognized as the convener of leaders on regional economic development issues.

The Florida Eight is an initiative of Workforce Florida, Inc. (WFI). Florida's eight economic development regions formed Regional Business Teams (RBTs) for The Florida Eight initiative, which enabled the creation, launch and management of region-based, state-connected strategy and action to drive job and business retention. The Florida Eight is a strategic project funded through WFI to build regional capacity; job and business retention; international diversification; and empower regional collaboration. The Tampa Bay Region includes Pinellas County and identifies shared interests and opportunities with regard to conducting new economic research to determine the needs of the customers and employers of our county. Current planning is underway for the Tampa Bay region. The RBT's merged with Working Group on Workforce- CEO's Dual Chairmanships become one.

9. *Describe universal access and what services shall be provided. Include the strategy for outreach and recruitment. Explain how customer groups are identified and describe services that are necessary to meet their needs:*

WorkNet Pinellas Core Services for Job Seekers Include:

- Resource Room and Internet access
- Apply and/or claim ongoing Reemployment Assistance
- Career Exploration
- Career Fairs
- Career Resources
    - Resume & Cover Letter Writing Assistance
    - Resume Posting
    - Computer/Fax/Telephone/Copy Service
    - Job Testing & Assessment
    - Salary & Labor Market Information
    - Job Listings & Access to Job Banks
    - Job Referrals
    - Interview Preparation
- Employability Skills Workshops
- Executive Center
- Financial Aid
- Job Hunting Series Videos
- Networking Opportunities
- Onsite Recruitment Events
- Scholarship & Training Opportunities

One of WorkNet Pinellas' main focuses is the provision of universal services to local job seekers and business services to local employers, known as labor exchange. WorkNet Pinellas works to facilitate a match between the job seeker looking for work and the employer looking for qualified help.

WorkNet Pinellas encourages the use of EFM for labor exchange services through self-service by the local job seeker or local employer. The job seeker may register from home, complete online assessment, post their resume(s) and conduct their employment and re-employment efforts. Employers may register, post their job openings and conduct their candidate searches. For "hands on" assistance, job seekers visit our local One-Stops where qualified WorkNet Pinellas staff assess their re-employment needs and refer to WorkNet Pinellas or community services to assist with those needs. Employers may access services by contacting one of our qualified business services staff. Onsite recruitment events may also be scheduled based on the needs of the employer.

The WorkNet Pinellas Board's overarching goal for the One-Stop System is the placement and retention of Pinellas County residents who are seeking employment with a sustainable wage. Priority is given to those activities that best promote and sustain jobseeker customers in keeping and retaining jobs.

Assessment of One-Stop System customers may be an ongoing process from the first visit to the One-Stop Center, and may be conducted formally and informally. Examples of assessments include Choices, Career Scope, TABE and My Next Move.

Customers in the Core Services component of the One-Stop System may receive an Initial Assessment, with a focus on barriers to employment and a determination of initial support services required for continued participation.

All WIA Adult, Dislocated Worker, and Youth customers (excluding employed workers in training), and WTP customers, at a minimum, may receive a formal Comprehensive Assessment within 30 days of their attendance at the One-Stop Orientation. This assessment may:

a. Be based on a formal assessment instruments such as TABE or other comprehensive assessment systems;
b. Identify other barriers to successful employment and retention;
c. Result in recommendations for further services, and be the basis for the completion of the Career Plan.

Any customer considered for an ITA or other educational services must have the need for such services documented in the assessment process. Assessment updates may be made as the customers' circumstances change, and as new barriers to success are identified.

Comprehensive assessments of customer needs are usually essential if sound decisions are to be made by the customers and staff regarding the services needed by the customer. Such assessments are especially important for lower-skilled or less-experienced potential workers, and for those seeking to enter a new field due to layoff.

WorkNet Pinellas' Outreach objectives include, maintaining tools that enhance outreach to job seekers and effectively promoting www.worknetpinellas.org website and Virtual One-stop system/Employ Florida Marketplace to increase website traffic.

Strategies include the following:

- Hot Jobs advertising: continuation of "Hot Jobs of the Week" campaign with the Tampa Bay Times (newspaper), Univision (television and website), and www.Monster.com.

- Website (www.worknetpinellas.org): Update site to reflect current activities, accomplishments, links to EmployFlorida.com resources, calendar of events, and helpful information (news, articles and funding opportunities). Keep consistent with new clean, smooth look.

- Promote WorkNet Pinellas Professional Network (PPN) to job seekers using brochures, via the www.worknetpinellas.org website, email blasts, and at unemployment seminars.

- Keep full supply of job seeker brochures at each One-Stop center and hand out at all customers attending events, such as job fairs, where appropriate.

- Expand the "We Want a 10" campaign to increase customer satisfaction by having the survey "pop-up" as customers are leaving the www.worknetpinellas.org website.

- Maintain explosive media campaign currently used to promote WorkNet Pinellas career fairs to job seekers, employers, and media outlets prior to the respective event. Ensure all employers and job seekers are given satisfaction surveys for future evaluation.

- Attend community meetings.

- Promote regional virtual job fair. The VJF can be a regional partnership with other Workforce Boards.
- Maintain value-added partnerships with local schools/colleges/universities to promote WorkNet Pinellas services. Where applicable, WorkNet Pinellas staff may be on-site at such locations conducting outreach to promote awareness of WorkNet Pinellas services and Employ Florida Marketplace usage.

Older individuals- The front desk triage process identifies this population and refer them to the onsite AARP/Experience Works representatives who are able to provide the 50+ population with individualized assistance with specific job referrals, resume writing assistance and various resources to market their skills to employers in the community. Customers are encouraged to take advantage of WorkNet Pinellas Core program services as well.

WT and WIA customers are identified by our ATLAS Kiosk system in each One-Stop center lobby. The Non-Custodial Parent Employment Program (NCPEP) is onsite to assist eligible parents with paying child support, obtaining employment and guide them through their first job. Our expert staff can assist TANF, SNAP and WIA eligible clients with receiving support services, entering work experience programs and obtaining employment.

Serving people with disabilities- This group is identified by our ATLAS Kiosk system in each One-Stop center lobby. Customers are able to choose what category of assistance they need upon entering the building. We have a Disability Navigator who works one on one with each person to determine their needs and provide valuable information and resources toward gaining employment. WorkNet Pinellas is an Employment Network though the Ticket to Work program, which provides assistance to SSI and SSDI beneficiaries who are seeking employment opportunities.

People with limited English speaking proficiency- The front desk triage process identifies this population and refers them to the Pinellas County Public Schools daily ESOL workshops to assist in learning the English language to become more marketable in the workplace

Veteran customers are identified by our ATLAS Kiosk system in each One-Stop center lobby. Customers are able to choose what category of assistance they need upon entering the building. Veteran Representatives provide one-on-one assistance with job referrals, resume writing, individual development plans, career assessments and more.

1. *Self-sufficiency may be based on the Lower Living Standard Income Level (LLSIL) or wages. If the self-sufficiency level for employed workers is over 250% of the LLSIL and above the average wage in the region, the board must provide acceptable justification that the level is required for an individual to provide for him/herself and family. Provide the local definition(s) of "self-sufficiency" for Adult employed workers and Dislocated workers*:

Self-sufficiency for dislocated workers is defined as having a job with a wage that is at least 80% of the dislocated worker's pre-layoff wage. The definition of self-sufficiency does not apply when serving an individual who will lose their job without training as training is integral to job retention. If, on a case-by-case basis, the self-sufficiency wage is above 250% of the LLSIL and above the average wage in this region, the Board will include justification in the individual's file that the level is required to provide for the individual and his/her family.
Self-sufficiency for employed adults is defined as having a job with a wage that is equal to or less than $26/hour.

2. *Describe the process for providing support services including the type, dollar amount, conditions, and duration under which these services will be made available to participants enrolled in workforce service programs. The description of the support services may include a general description of the support services to be provided for all programs or a description of the services to be provided to participants of each of the programs : Attach a copy of the local operating procedure:*
    i. *Support services may be prioritized due to limited funding. Please describe how services are to be limited by type and by amount.*

Support services may be offered to our WIA eligible adults, dislocated workers and youth, as well as, WTP eligible mandatory, transitional customers.

WTP Support Services- In accordance with §445.025 of the Florida Statutes, support services may be provided, if resources permit, to assist welfare transition participants in complying with work activity requirements outlined in §445.024 of the Florida Statutes and Part A of Title IV of the Social Security Act. If resources do not permit the provision of needed support services, the Florida statues allow the regional workforce board to prioritize or otherwise limit the provision of support services. The Florida statues also state that support services are not an entitlement. Click here to view WTP Support Services SOP

Support services may only be provided to WTP eligible mandatory and transitional adults and youth, unless an emergency need is identified for an eligible WTP applicant, may be determined on a case-by-case basis. The annual program year maximum dollar amount or cap for each WTP participant for ancillary support service incentives is $400 for mandatory customers and $200 for transitional customers. All support services are subject to availability of funding and are not a customer entitlement.

WIA Support Services- Section 663.800 of the WIA regulations defines support services under WIA adult and dislocated worker programs as services that include transportation, childcare, dependent care, and housing that are necessary to enable an individual to participate in activities authorized under WIA. This same section of the WIA regulations states that Local Boards, such as the WorkNet Pinellas Board of Directors, must develop a policy on support services that ensures that support services are coordinated with other community agencies and are only provided when a need has been identified.§ 663.810 of the WIA regulations states that local Boards may establish limits on the provision of support services, including a maximum amount of funding and maximum length of time for support services to be available to participants; however, procedures may also be established to allow exceptions to these limits.

The annual program year maximum dollar amount or cap per WIA enrolled individual for all support service incentives, inclusive of support service incentives provided to meet the need for transportation assistance, is currently and may remain $750 for WIA adults and $750 for WIA dislocated workers. All support services are subject to availability of funding and are not a customer entitlement. If emergency need arises and a case by case assessment determines justification, then approval under local operating policy may be obtained to support issuance above the annual cap. Click here to view WIA Support Services SOP
Click here to view WIA Youth Support Services SOP

2. *Describe the local procedure for handling any WIA grievance from a customer/participant. (20 CFR 667.600 - 667.650*)

(13.0750) Non- Personal Grievances
The President and CEO of WorkNet Pinellas shall be the Board of Director's hearing officer for complaints of program partners, contractors, customers, persons doing business with the Board and other interested parties who are aggrieved by some action or inaction of WorkNet Pinellas or its staff.

Before the President and CEO will hear any complaint, the complainant shall have first attempted to resolve the problem directly with the Board staff (and supervisor, if any) directly involved with the grievance.

WorkNet Pinellas shall follow the uniform Grievance/Complaint and Hearing. Appeal Procedures under the Workforce Investment Act, Welfare Transition, Welfare to Work and Wagner-Peyser Programs for resolving grievances/complaints filed by any participant or interested party affected by a decision or action of the local workforce system.

All grievances submitted to the President and CEO must be in writing, which shall include the nature of the complaint and each effort that has been made to resolve the issue. Grievances must be filed within 180 days after the allegation. The Hearing Timelines shall be -

- Within ten work days after the written complaint is delivered to the President and CEO, he/she or designee shall contact the complainant to schedule a hearing date and time.
- The hearing will be scheduled at a time mutually agreed upon by the Complainant and WorkNet Pinellas, but in no case shall be scheduled on a date more than 60 days after the complaint is filed.
- The President and CEO shall serve as the hearing officer and shall allow both the Complainant and WorkNet Pinellas staff to present all information and related to the complaint.
- Within ten workdays after the hearing, the President and CEO (or designee) shall state in writing the conclusions resulting from the hearing.
- Complete records of the hearing and findings shall be archived.

If the complainant is not satisfied with the President and CEO's decision, a formal written complaint may be sent to the Board of Directors.

Mediation shall be offered to the complainant as an alternative to the hearing process or for further actions after the hearing process are completed.

4. *Describe how individuals seeking occupational skills training are assisted if training funds are not available at the time of their request.*

In the event that training funds are not available, RWB staff is advised to refer customers to take advantage of the Core services offered through the One-Stop centers to build upon their skills sets. Staff will also advise interested customers to go to the WorkNet Pinellas website to confirm funding availability for a program year.

5. *Describe how Customized Training, On the Job Training (OJT), and work experience activities are used locally. Provide a description of the process for developing work sites and training agreements with employers. Attach local operating procedures.*

Click here to view WIA SOP Click here to view WTP SOP Click here to view WIA Youth SOP

Customized Training Customized training may be provided to employees not earning a self-sufficient wage as determined by RWB policy. If an employer wishes to offer training specifically customized to their business, they must contribute no less than 50% of the cost of training.

On the Job Training (OJT) Development of OJT sites and agreements is a partnership between our business services and intensive services or case management teams. WorkNet Pinellas has established standard operating procedures to address the development and establishment of sites and agreements. When a recruiter has an OJT candidate, then an OJT referral form is completed containing the customer's employment goal, work history, certifications and educational background, and customer employment needs/desires. The packet is then passed to the office supervisor for review and approval to ensure customer is work ready and suitable for OJT. Upon approval, the request for OJT is then passed to the Director of Business Services who will

assign to the appropriate business services recruiter. The recruiter will then review their employer accounts to determine if a good match exists with current client base. If not, then the recruiter will begin to identify and solicit a new employer for OJT placement. When a good worksite and employer have been identified, then the participant will be scheduled for an interview. When interview is successful, then the recruiter and the intensive services career counselor will develop the OJT contract in draft with the employer. Key elements of the contract are:

- A training outline with clear definition of training to be obtained in the OJT experience.
- Key required elements such as no displacement clause, monitoring, etc.
- Terms of the contract i.e.; start and end of contract, option of contract termination, participant confidentiality, and payment calculation to include minimum of 50% employer out of pocket, invoicing, etc.

Work Experience sites may be developed at various not-for-profit, private (for-profit) and public agencies in Pinellas County who are able to assist Pinellas County job seekers who lack preparation for or experience in the workforce. Agencies are chosen from among those who, after initial contact, appear able and willing to accept the responsibilities associated with supervision and support the development of skill sets necessary to obtain unsubsidized employment. Specific staff within a One-Stop is tasked with seeking out, identifying and securing new worksites each program year as well as renewing current worksites annually. Pinellas participants perform work for the direct benefit of the community and to prepare themselves for entry into the workforce.
Click here to view WIA Youth WE SOP

Community Service Work Experience is developed at various non-profit and public agencies. CSWE agreements, which include a training outline of job skills to be obtained during the unpaid community service work experience are entered into with each respective worksite. All CSWE worksite agreements are reviewed and approved by the WorkNet Pinellas Programs Director and then placed within the EDMS (Electronic Document Management System). A master list may be maintained on the local public drive accessible by all staff providing ready access to location, contact name and phone number and type of job position(s) available. Worksites are shared between Business Services, SNAP and Welfare Transition (WTP) programs to maximize the efficiency of WorkNet Pinellas' outreach efforts. Click here to view WTP WE SOP

6. *Explain the process used by the board for determining whether adult formula funds are **not** limited, and therefore, priority of services is not required to apply. Are adult formula funds currently limited so that priority of services does not apply in the region? Any change to this process as well as deactivation and reactivation of priority of services requires a modification of the local plan with submission to WFI.* ***(V.G.18.c.2; V.G.18.c.3, V.G.18.c.1)***

Funds are not currently determined to be limited. In order for WIA Adult Funds to be determined limited, available funding for the region needs to be 75% expended on December 31st.

- *Describe the criteria to be used for providing priority of services in employment and training to veterans across all workforce programs.*

Priority of service is intended to allow veterans and eligible spouses to take precedence when providing to services and programs over non-veterans and non-eligible spouses.

For WorkNet Pinellas staff this means:

- The veteran or eligible spouse candidate receives access to the service or resource earlier in time than the non-veteran/non-eligible spouse; or
- If the service or resource is limited, the veteran or eligible spouse candidate receives access to the service or resource instead of or before the non-veteran or non-eligible spouse.

The regulations require that WorkNet Pinellas identify veterans and eligible spouses at the "point of entry," which can be at the One-Stop Centers or virtual delivery points such as through Employ Florida Marketplace (EFM). WorkNet Pinellas staff should inquire whether a candidate is a veteran or eligible spouse at the time he/she arrives at any of WorkNet Pinellas centers.

The identification requirement does not mean a veteran or eligible spouse must immediately verify their status at the point of entry. Unless the veteran or eligible spouse will be enrolled or registered for a program or service at that time, he/she should be provided immediate priority of service and then allowed to follow-up with proof of his/her status.

WorkNet Pinellas may provide support for a proactive, united-front, and well-coordinated seamless approach in serving the needs of severely injured military members and their families, disabled veterans, veterans, and the families of military members killed in action. WorkNet Pinellas, FDVA, VETS, VA, Florida National Guard & Reserves, DoD Family Support Centers, Pinellas County Veterans' Liaison Council; Pinellas County Veteran Service Officer (PCVSO); Veterans' Service Organizations (VSO) and other veteran service providers and advocates will collaborate in a partnership of efforts to identify and serve Florida's returning disabled veterans, veterans and their families. This collaboration will involve a sharing of information on returning veterans, injured/disabled veterans and military families to ensure they receive the services they need; these services may be tracked for responsiveness and productivity

- *Describe the strategies used to provide priority of service under the WIA Adult program.*

WorkNet Pinellas priority of service covers Workforce Investment Act (WIA) participants. The regulations require that WorkNet Pinellas identify veterans and eligible spouses at the "point of entry," which can be at the One-Stop Centers or virtual delivery points such as through Employ Florida Marketplace (EFM). WorkNet Pinellas staff have been trained to inquire whether a candidate is a veteran or eligible spouse at the time he/she arrives at any of the WorkNet Pinellas One- Stop centers.

The identification requirement does not mean a veteran or eligible spouse must immediately verify their status at the point of entry. Unless the veteran or eligible spouse will be enrolled or registered for a program or service at that time, he/she should be provided immediate priority of service and then allowed to follow-up with proof of his/her status.

- *How will priority of service be provided to low-income individuals and public assistance recipients?*

Priority of service does not cover WorkNet Pinellas programs funded through other grants such as the Welfare Transition Program funded through the state's TANF block grant and the Supplemental Nutrition Assistance Program (aka Food Stamp Employment and Training Program), funded through U.S. Department of Agriculture grants. When funds are limited, WIA mandates a priority use of WIA Adult formula funds for recipients of public assistance and low income individuals. Therefore, when the veterans' priority is applied in conjunction with this mandatory WIA priority, when funds are limited only veterans and eligible spouses who are recipients of public assistance or low income receive first priority. Non-veterans/non-eligible spouses who are recipients of public assistance or who are low income would next receive service.

- *How are Welfare Transition and other training funds taken into account when establishing these strategies?*

Priority of service does not cover WorkNet Pinellas programs funded through other grants such as the Welfare Transition Program funded through the state's TANF block grant and the Supplemental Nutrition Assistance Program (aka Food Stamp Employment and Training Program), funded through U.S. Department of Agriculture

grants. WorkNet Pinellas relies on the TANF funds received to provide the necessary training assistance to TANF recipients.

- *How are the needs of special client groups addressed?*

WorkNet Pinellas priority of service covers Trade Adjustment Assistance (TAA) and Wagner-Peyser programs and reemployment services/referrals.

- *How do employed workers fit in the priority of service strategies?*

WorkNet Pinellas priority of service covers Wagner-Peyser programs and reemployment services/referrals. Eligible veteran employed workers visiting the One-Stop center may take advantage of Wagner-Peyser program services with priority level of service. Non-veterans/non-eligible spouses who meet the mandatory target criteria must receive the second level of priority. This means that the non-veteran/non-eligible spouse falling within the mandatory class of candidates to be served will receive priority over veterans and eligible spouses who DO NOT meet this mandatory priority or spending requirement.

7. *Describe the need for employment, training and support services to individuals with limited English proficiency in your area. Describe current and planned strategies for increasing access to ESL training; providing services and materials in multiple languages; increasing cultural awareness among staff serving customers; and current and planned partnerships to improve the local area's ability to serve individuals with limited English proficiency.*

Currently 9% of the population in Pinellas County is of Hispanic decent and speak the Spanish language or are bilingual in English and Spanish languages, according to the US Census Bureau data source.

Fluency in English is essential for a jobseeker's success because it is the primary language of the workforce throughout the United States and of the Pinellas County workforce. WorkNet Pinellas current and future strategies to increase awareness include additional use of visual aids within the center to guide customers in a simple, streamlined manner and incorporating hands-on activities to demonstrate concepts during ESOL courses. WorkNet Pinellas has an ongoing partnership with the Tampa Bay Hispanic Chamber of Commerce which is continuously bringing about important changes to increase the opportunity of addressing the language barrier in the Pinellas county area. We plan on utilizing community partners and employers to conduct onsite courses on professional resume writing, interviewing skills training, etc. It is important to energize the Hispanic businesses and promote economic growth for all in the Tampa Bay region. In addition, the chamber provides access to Hispanic markets while dealing with today's Hispanic issues shaping the direction of the future.

The process of providing workforce services to the Limited English proficiency population commences during assessment of the candidates barriers to employment. Upon identifying these barriers WorkNet Pinellas staff would offer the customers a full array of services readily available the One-Stop center to address these barriers.

WorkNet Pinellas provides language assistance and effective communication skills at no cost to persons with limited English. WorkNet Pinellas WIA documents may be available in written translation per request. Some of the WorkNet Pinellas center may offer the customer ESOL workshops provided through our partnership with Pinellas Public County Schools and other local community-based partners. Their staff may work one-on-one with each customer on a daily basis to increase their knowledge of the English language to become more marketable in the Pinellas area for employment opportunities. Any customer eligible for program services who is unable to speak, read, write, or understand the English language must have access to no cost interpreter

services at the One-Stop center, in addition, be able to rely on personal interpreters to assist them while at the center and have the ability to file a grievance if the center does not offer interpreters.

Strategies for how to approach these types of issues during the interview are also covered during employability workshop. A portion of the training for new staff covers strategies for working with customers with language barriers. As staff work with customers in the resource room and make an informal initial assessment and they have identified a customer that has special needs staff will partner with the participant to Identify the resources the customer will need to support their career plan. The resources should be those things which will help highlight the customer's strengths and help them overcome the barriers. Staff may help customers use of the 211 help line and community partners to help address and overcome barriers. Staff will assist customer create a resume which also accentuates the strengths the customer has to offer the employer.

There are also online training options for remediation or basic skills refresher. Customers will be referred to WIA for Intensive services as appropriate.

B. *Memorandum of Understanding (MOU)*
Please describe customer service improvements or operational efficiency gained from recent updates to the MOUs described in Section 121(c) of WIA between the RWB and each of the mandatory and/or optional one-stop partners. Each MOU must contain the following:

- *A description of methods for referral of individuals between the One-Stop operator and the one-stop partners, for the appropriate services and activities.*
- *A description of the services and how these services will be provided through the One-Stop delivery system.*
- *A description of the funding arrangements for services and operating costs of the One-Stop delivery system.*
- *The duration of the memorandum and the procedures for amending the memorandum during the term of the memorandum.*

The purpose of the Development and Maintenance of Memoranda of Understanding directive is to ensure that WorkNet Pinellas' Mission and Federal and State One-Stop and Partner guidelines are being followed. In addition, WorkNet Pinellas must ensure that formal agreements are being developed and maintained to allow for the delivery of services by WorkNet Pinellas Partners as they relate to the One-Stop Delivery system.

To ensure that all partnerships are mutually beneficial and in line with the mission of WorkNet Pinellas, WorkNet Pinellas reviews all MOU's on an annual basis and ensure that all parties are meeting the requirements of the agreement.

A Memorandum of Understanding (MOU) will be developed among the WorkNet Pinellas Board and each of the mandated partners of the WorkNet Pinellas One-Stop System, as required by the Workforce Investment Act. This MOU provides the basis of the shared One-Stop System.

1. The development of Memoranda of Understanding to better integrate and improve the services available in the One-Stop System is the responsibility of the WorkNet Pinellas Board, One-Stop Committee, and staff. An MOU will be developed and implemented with each mandatory partner, and may be developed with additional major partners.
2. Each MOU will provide positive benefits and outcomes to both the One-Stop System and the partner, and the benefits must be able to be identified and measured.
3. MOU agreements will provide an organizational framework to integrate the delivery of partner agency workforce programs into the One-Stop System in a coordinated, seamless, and customer friendly manner.

4. MOU agreements will be written and signed by official designee of the WorkNet Pinellas Board and the partner agency. Each MOU will include:

    - Description of the WorkNet Pinellas One-Stop System, as approved by the Board;
    - Specific activities and responsibilities of each partner to the MOU;
    - Expected resources (actual and in-kind) to be brought to the One-Stop System, and any cost allocation agreement;
    - Specific benefits to be expected from the coordination of services, for each partner;
    - How staff teamwork and service coordination and integration will be ensured;
    - How the service/activity coordination and integration will be managed and maintained;
    - How the success of the MOU activities will be measured;
    - How the One-Stop staff and other partners will be trained in the activities and benefits of the MOU agreement;
    - How referrals will be handled if needed.

5. MOU agreements will be time-limited in duration, to encourage and allow for review and improvement, or dissolution if necessary.
6. MOU agreements may be developed to provide benefits to the entire system or for a specific customer population
7. MOU agreements will be approved by the One-Stop Committee and the WorkNet Pinellas Board.
8. Partnerships for the One-Stop System will provide positive benefits and outcomes to all the partners, and the benefits must be able to be identified and measured.
9. Partnerships may be developed to provide benefits to the entire system, for a specific Center (when one of the partners serves only a portion of the county), or for a specific customer population.

Rationale:

a. The most effective Memoranda of Understanding are those that are specific, and have measurable, positive benefits and outcomes for all parties.
b. Measurable MOU outcomes allow all parties to determine the effectiveness and efficiency of them, and assist in determining how to improve the partnership.
c. Partnerships need to be reviewed regularly, to ensure that they are still beneficial and to make changes based on changed circumstances.

The following table lists WorkNet Pinellas, Inc. existing MOUs with **mandatory partners:**

REQUIRED PROGRAM	PARTNER
WIA Programs	
Adults	WorkNet Pinellas (Direct Service Provider)
Dislocated Workers	WorkNet Pinellas (Direct Service Provider)
Youth*	Citizens Alliance for Progress
	YMCA
Migrant & Seasonal Farm Worker Programs	St. Petersburg College (referral Partner)
Veterans' Workforce Programs (LVER & DVOP)	Veterans Liaison Council of Pinellas County
Wagner-Peyser Programs	WorkNet Pinellas (Direct Service Provider) Pasco Hernando Jobs and Education Partnership

Adult Education & Literacy Activities	St. Petersburg College Pinellas Co. Opportunity Council
Job Corps	Job Corps
Vocational Rehabilitation Programs	Vocational Rehabilitation Veterans Affairs Vocational Rehabilitation
Title V of the Older Americans Act (Senior Community Service Employment Activities)	Experience Works (WorkNet Pinellas) AARP
Trade & NAFTA Transitional Adjustment Assistance	WorkNet Pinellas (Direct Service Provider)
Veteran's Employment & Training Services under Community Services Block Grant	Pinellas County Veterans Liaison Council Department of Economic Opportunity
Employment & Training Services under HUD	Clearwater Housing Authority Pinellas County Housing Authority
Unemployment Insurance Programs	Department of Economic Opportunity
Welfare Transition/TANF	Florida Department of Children and Families
Food Stamps Employment & Training (SNAP E&T)	Florida Department of Children and Families DCF Sun Coast Region Food for FL Program
Faith-Based Programs	Coptic Orthodox Charities United Methodist Coop. Ministries Society of St. Vincent de Paul
Community-Based Programs	Urban League Pinellas Co. for the Homeless, Inc. Mt. Zion Human Services

The following table lists WorkNet Pinellas, Inc. existing MOUs with **optional partners**.

OPTIONAL PROGRAM	PARTNER
Domestic Violence Abuse Shelter	CASA (Community Action Stops Abuse) The Haven of RCS
Referral Program for Homeless Intervention	Clearwater Homeless Intervention Project
Empowerment Activities for Housing Residents	Clearwater Neighborhood Housing Pinellas Co. Habitat for Humanity
Provision of Childcare Services	Pinellas Early Learning Coalition Coordinated Childcare
Coordination of SNAP E&T & TANF Benefits	Department of Children and Families
Referral Program for Blind Services	DOE- Division of Blind services
Non-Custodial Parent Employment Program (NCPEP) WT	Department of Revenue
Referral Program for Substance Abuse Assistance	Operation PAR
Referral Program for Community Assistance	2-1-1 Tampa Bay Cares

Facilities Agreement	The Salvation Army
Disability Navigator	Florida Division of Vocational Rehabilitation
	Gulf Coast Community Care
	Operation PAR
	Suncoast Mental Health Center
	Ticket to Work – Social Security Administration
	Department of Economic Opportunity
Clean Energy	Plumbers & Pipefitters Local Union 123
Pinellas Youth Build	Home Builders Institute
Pinellas Weatherization Training Center	Pinellas County Schools (Pinellas Technical Education Centers) Tampa Bay Urban League
Operation Life Skills/Focus Forward DJJ/OJT	St. Petersburg College Eckerd Youth Alternatives (Camelot Community Care) Family Resources Department of Juvenile Justice
Aging & Disability Resource Referral Agreement	Area Agency on Aging
Community-Based Programs	Pinellas Co. Ex-Offender Coalition Family Services

A. Fiscal Controls and Reporting (WFI Contracting Policy)

1. Describe the competitive and noncompetitive processes that will be used by the local area to award grants and contracts for activities under Title I of WIA including how potential bidders are being made aware of grants and contracts.

WorkNet maintains and implements the Procurement Policy and Standard Operating Procedures to ensure goods and services are obtained in an effective manner and in compliance with the provisions of applicable Federal awarding agency requirements and State Laws and Rules including:

- 29 CFR 95.43 and 29 CFR 97.36(c)
- 29 CFR 95.46 and 97.36(b)(9),
- 29 CFR 95.45 and 97.36(f)
- 29 CFR 95.44(a)(2) and 97.36(b)(4)
- 29 CFR 95.42 and 97.36 (b)(3)(I-iv)
- 20 CFR 667.200(d) and 29 CFR 95.13 and 97.35
- Section 112.313(3) F.S.
- WFI Contracting Policy, Modified 8/2011
- Section 445.007(1) and 112.3143 F.S.
- 29 CFR 97.36(d)(3)(i)
- 29 CFR 97.36(d)(2)(ii)(D)
- DEO Financial Guidance FG 05-046 & FG 11-069
- OMB A-122 Attachment A. Paragraph 6
- 29 CFR 95.45 and 97.36 (d)(4)

All formal purchases will be advertised on WorkNet website and in major local area newspapers for at least two days prior to closing date in accordance with our Procurement Policy and Standard Operating Procedures.

2. *Describe the procurement process for purchasing goods and services in the local area.*

WorkNet procures goods and services through purchasing from State Contracts, Informal Procurement Procedures, or Formal Procurement Procedures as specified in the Procurement Policies and Procedures.

3. *Identify (if applicable) the process to be used to procure training services that are made as exceptions to the Individual Training Account (ITA) process.*

WorkNet selects training service providers (outside of the ITA process) through a Request for Proposal (RFP) Solicitation.

4. *Identify what system will be used to collect data, track and report local performance measures and program activity.*

WorkNet utilizes the One-Stop Service Tracking (OSST) and Employ Florida Marketplace (EFM) for performance measures and program activity.

5. *Describe system/mechanism that will be included for consumer reporting.*

WorkNet Pinellas has a web-based evaluation tool located on the website available year-round which assesses the effectiveness of services to customers and ensures continuous improvement of the One-Stop delivery system.

D. *Oversight Plan*

"The local board, in partnership with the Chief Elected Official, shall conduct oversight with respect to local programs of youth activities authorized under Section 129, local employment and training activities authorized under section 134, and the one-stop delivery system in the local area." [Sec. 117(d)(4)]

1. *Identify the plan for conducting monitoring of sub-recipients (if applicable)*

WorkNet is responsible for the appropriate monitoring of sub recipients. Regardless of the method of procurement or the contract type, an entity that has a financial or performance requirement related to eligibility, or selection of participants, is carrying out a federal program and is subject to monitoring. An entity that provides generally required goods or services related to the administrative support of the federal assistance program is considered a vendor. The Plan, as amended for fiscal year 2012, will be presented to the Committee in the fall of 2012 for final approval. Click here to view the Sub-Recipient Monitoring Policy

2. *Address how the Local Workforce Investment Board shall be engaged in oversight activities (if applicable)*

WorkNet has set up a One-Stop Committee that has been tasked with the oversight of the Infrastructure as well as the services and overall program performance of the Region. Per the guidelines of Workforce Investment Act section 121(b)(1), at least three mandatory One-Stop partners are members of the Committee. Furthermore, the Inter-Local Agreement between the Chief Elected Official and the WorkNet Board provides the Committee with the decision making process related to all Workforce Centers. As part of the regularly scheduled Committee meetings the partners discuss and review, facilities issues, policy, program monitoring and performance.

3. *Describe evaluation tools used to assess effectiveness of services to customers and ensure continuous improvement of the One-Stop delivery system, including local satisfaction surveys (if applicable).*

Evaluation tools used to assess effectiveness of services to customers and ensure continuous improvement of the One-Stop delivery system is available year round via a web-based "Career Seeker Survey" and "Employer Survey" accessible on the WorkNet's website. In addition, on an annual basis, a Career Seeker Survey and Employer survey may be administered to a sample of employers and customers. Effective for fiscal year 2013 and going forward, the annual survey may be administered via a web-based online survey tool.

Survey on WorkNet's website: The web-based Career Seeker and Employer survey tools available on the WorkNet's website measure a career seeker or employer's experience using a scale of 1 to 10 ("1" very dissatisfied and "10" very satisfied) by having the respondent answer a) overall satisfaction with the services received from the Organization, b) If the services met the respondent's expectations and c) If the services are comparable to the respondent's ideal of services that would be received by others in their circumstances. The tool also provides a section for the respondent to provide written feedback.

Annual web-based survey tool: The online survey tool may also evaluate a career seeker and employers overall satisfaction of the services received by asking questions such as the following:

1. In evaluating your most recent experience with WorkNet Pinellas staff, how would you rate the quality of service you received using a scale from 1-10 with a 10 being Excellent.
2. How satisfied are you with the services offered by WorkNet Pinellas? Use the same scale from 1-10 with a 10 being Excellent.
3. How would rate your overall interaction with WorkNet Pinellas? Use the same scale from 1-10 with a 10 being Excellent.
4. Did we meet your expectations? Use the same scale from 1-10 with a 10 indicating your expectations were met.
5. How likely are you to recommend WorkNet Pinellas services to other organizations? Use the same scale from 1-10 with a 10 being Excellent.

The tool will also provide a section for the respondent to provide written feedback.

E. Partner Involvement

Pursuant to Florida law and policy, the funding of one-stop core services and intensive services is to be determined by a local MOU between the one-stop partners, and no one partner is presumed to be the sole source of funding for any of the core services. Additionally, using youth formula funds at the local level is to fulfill the mandate of providing universal services through the network of One-Stop Career Centers. Providing services to youth ages 14–21 goes beyond the doors of the One-Stop Career Centers through partnerships with schools, adult education centers, post-secondary education providers, juvenile justice providers, community youth centers, health departments, and referrals from a host of other organizations that provide workforce development related services.

1. *Describe the relationship of the One-Stop Career Center with Job Corps and the manner in which referrals are made.*

WorkNet has entered into an MOU with the procured service provider, ResCare, Inc. to establish a satellite One-Stop Center onsite. The WorkNet One-Stop Center at Pinellas County Job Corps Center (PCJCC) will service both the public and PCJCC students to provide direct employment and training services. All WorkNet staff are trained on the services provided by the Job Corps program and will refer youth directly or through parents to Admissions. ResCare, Inc. also maintains office space onsite at WorkNet's One-Stops to recruit for Job Corps candidates. Through our established MOU, staff for service provider ResCare, Inc. has access to the Employ Florida Marketplace (EFM) system to assist Job Corps completers with full menu of EFM services which include specifically access to local job openings and placement assistance services.

2. *Describe partner's involvement and role in the one-stop system.*

.
WorkNet has set up a One-Stop Committee to ensure effective service delivery to provide the most beneficial program services possible to the eligible residents of Pinellas County. The One-Stop Committee is responsible for the oversight of the infrastructure as well as the services and overall program performance of the Region. . This One-Stop Committee encourages partner involvement as committee members and meeting attendees.

3. *Describe the partnership/involvement that the RWB will have or has with the Florida Farmworker Jobs and Education Program (WIA Section 167 grantee) and how the local provider for this program will be integrated into the one-stop system.*

WorkNet Pinellas is not a designated MSFW region and does not have a Farmworker program.

4. *Describe the partnership/involvement that the RWB will have or has with faith-based and community-based initiatives and how these entities will be integrated into the one-stop system.*

The WorkNet One-Stop Committee, which oversees the One-Stop System, has community-based partners serving as members. Through the Committee, these partners are instrumental in the day-to-day operations, policy development and implementation, as well as the performance and monitoring of service providers. Additionally, WorkNet works in partnership with faith based organizations committed to providing services aligned with One-Stop system integration. WorkNet partners with Coptic Charities and Lutheran Services to address barriers to employment for refugee WT participants through onsite or referral services. WorkNet partners with Gulf Coast Jewish Family Services to provide non-custodial parent employment and training services on-site at the One-Stop center.

5. *Describe local use of the Partners Meeting in aiding with the oversight and function of the local one-stop system.*

WorkNet Pinellas has a diverse membership within the local Pinellas County community with strong representation from local stakeholders especially in the area of workforce, education, local government, public housing and faith/community-based agencies. As part of the regularly scheduled Consortium meetings, the partners discuss and review facilities issues, policy, program monitoring and performance. Additionally, WorkNet Pinellas has a robust and diverse Youth Council that guide policy, program monitoring and performance in area of service delivery to the Pinellas youth through partner and One-Stop services.

Local Operational Plan
Section II

Section II – Local Operational Plan, requires RWBs to describe how each individual program, using the funds allocated under each specific title, will align with and implement the strategies and vision outlined in the Strategic Plan section. Where the Strategic Plan section must discuss local plans and resources for an aligned and integrated workforce system, the Local Operational Plan section must discuss how various participant groups will be served by the programs included in Strategic Plan section.

Wagner Peyser Section

Wagner-Peyser is a labor exchange program that brings together individuals who are seeking employment and employers who are seeking employees. The State shall administer a labor exchange that has the capacity to assist job seekers to find employment; to assist employers in filling jobs; to facilitate the match between job seekers and employers; to participate in a system for clearing labor between the States, including the use of standardized classification systems issued by the Secretary of Labor under Section 15 of the Act; and to meet the work test requirement of the State Unemployment Compensation system.

Self-services are available to all job seekers and employers. Services may be accessed from computer workstations at One-Stop Career Centers and personal desktop computers through the Internet. In addition to accessing information electronically, customers can choose to receive information in more traditional forms such as printed material which will be available at One-Stop Career Centers. Attach a copy of the local operating procedure for the following processes. Click here to view WP SOP's

1. *Describe how Section 7(a) of the WIA will be implemented in the local One-Stop Career Centers. The description must include job search and placement services to job seekers, including counseling, testing, occupational and labor market information, and referral to employers; recruitment services and special technical services for employers, including on-site employer visits; and One-Stop Career Center plans for meeting the requirement of the basic labor exchange system, including a narrative of how the local center will match job seekers and employers. (V.G.1.a)*

The Department of Economic Opportunity and Workforce Florida Inc. have outlined various items and services which are to be available and provided in the One-Stops Resource Rooms. WorkNet Pinellas aligns services with the criteria and standards set by the state.

- Performance and cost information for training providers around the state;
- Performance information about the One-Stop System and providers;
- Current, up-to-date job listings and placement information;
- Information about the types of jobs available in the area (Pinellas and surrounding counties), and the skills, education, and experience necessary to obtain them;
- Referral information about all human and social services available in the community;
- Financial aid information about non-WIA paid training;
- Electronic training in soft skills, other skills, adult basic Ed, and reading skills upgrades;
- Electronic initial assessments, other self-test skills or interest inventories, etc.;
- Access to the Internet and available job listings, training listings, etc.;
- Resume writing;
- Hard copy magazines or books about career planning and career search.

During operating hours the WorkNet Resource Rooms are Comprehensive Centers which are staffed by knowledgeable personnel. A significant amount of Information is available via electronic format and updated regularly.

In order to ensure consistency of service, Resource Rooms in each Comprehensive Center are as similar as possible. These Centers serve as the primary means of delivering information in Core Services, and are as comprehensive as possible. Electronic information is used in mini centers, in kiosks, and in other public access points.

The WorkNet Pinellas Board's overarching goal for the One-Stop System is the placement and retention of Pinellas County residents who are seeking employment with a sustainable wage. Priority of services is given to those activities that best promote and sustain jobseeker customers in keeping and retaining jobs.

The Board designates the employer as the primary customer of the WorkNet Pinellas One-Stop System, and the jobseeker customer as the close secondary customer.

These activities may include but are not restricted to (in priority order):

- A full range of Pinellas County business services that includes, but is not limited to:
    a. Retention assistance;
    b. Referral of qualified potential employees;
    c. Specialized job placement (filling specific employer requests for specialized positions) from customers in the One-Stop;
    d. OJT and work experience position development and placement of eligible customer in them;
    e. Customized training of eligible incumbent and new workers;
    f. Provision of specific information to employers (e.g. labor-market information);
    g. Assistance in creating special programs or training opportunities to meet employer needs, with other community resources such as the education system;
    h. Development of specialized assistance to employers in major or targeted employer clusters that are selected by the Board.
- A full range of retention activities (monthly follow-up and follow-along, peer groups, problem solving) for the full twelve months possible after employment;
- Maintenance of a comprehensive Resource Room at each center;
- Determination of barriers to employment and agreement on activities to overcome those barriers now and in the future (this includes career counseling);
- Information about and provision of support services during One-Stop services and after employment, so that customers may stay employed;
- 'Soft skills' training (work behaviors) provided frequently to customers in the One-Stop and for them to access after employment.
- Initial, comprehensive, and specialized assessment to determine skills and aptitudes.

The prioritization of services will allow staff and providers to make service level decisions if/when funding levels or jobseeker customer levels fluctuate. It will also allow staff and One-Stop Committee to design the services with an emphasis on placement and retention

Assessment of One-Stop System customers may be an ongoing process from the first visit to the One-Stop Center, and will be conducted formally and informally.

Customers in the Core Services component of the One-Stop System may receive an Initial Assessment, with a focus on barriers to employment and a determination of initial support services required for continued participation. WIA and WTP customers will complete the Initial Assessment process.

All WIA Adult, Dislocated Worker, and Youth customers (excluding employed workers in training), and WTP customers, at a minimum, may receive a formal Comprehensive Assessment within 30 days of their attendance at the One-Stop Orientation. This assessment will:

a. Be based on formal assessment instruments such as TABE or other comprehensive assessment systems;
b. Identify other barriers to successful employment and retention;
c. Result in recommendations for further services, and be the basis for the completion of the Career Plan.

Any customer considered for an ITA training voucher or other educational services must have the need for such services documented in the assessment process. Assessment updates will be made as the customers' circumstances change, and as new barriers to success are identified.

Comprehensive assessments of customer needs are essential if sound decisions are to be made by the customers and staff regarding the services needed by the customer. Such assessments are especially important for lower-skilled or less-experienced potential workers, and for those seeking to enter a new field due to layoff. A standard process and requirements for assessments, regardless of the funding source used for a given customer, is necessary if the WorkNet Pinellas Board is to create an effective One-Stop System.

Labor Exchange

One of WorkNet's main focuses is the provision of universal services to local job seekers and business services to local employers, known as labor exchange. WorkNet works to facilitate a match between the job seeker looking for work and the employer looking for qualified help. WorkNet is now able to offer web-based labor exchange services through EFM self-service by the local job seeker or local employer. The job seeker may register from home, complete online assessment, post their resume(s) and conduct their employment and re-employment efforts. Employers may register, post their job openings and conduct their candidate searches. For "hands-on" assistance, job seekers visit our local One-Stops where qualified WorkNet staff assess their re-employment needs and refer to WorkNet or community services to assist with those needs. As the premier customer, employers may access services by contacting one of our qualified business services staff. Onsite recruitment events may also be scheduled per the needs of the employer.

2. Notice of the strike or lockout is required for applicants who are referred to positions that are not affected by the strike. Describe the One-Stop Career Centers' procedures to ensure that applicants will not be referred to a job at a company that is on strike or lockout status for a particular position. *(V.G.1.b)*

WorkNet Pinellas shall not knowingly make 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.

WorkNet Pinellas shall provide written notification 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 whenever WorkNet Pinellas is aware of such.

When a job order is received from an employer reportedly involved in a labor dispute involving a work stoppage, WorkNet Pinellas shall verify the existence of the labor dispute and determine its significance with respect to each vacancy involved in current job orders.

WorkNet Pinellas shall resume full referral services when they have been notified of, and verified with the employer and workers' representative(s), that the labor dispute has been terminated.

WorkNet Pinellas shall notify the central office of the Department of Economic Opportunity in writing of the existence of labor disputes which result in a work stoppage whenever WorkNet Pinellas is aware of such.

> *3. The One-Stop Career Centers will not be prohibited from referring an applicant to the private employment agency as long as the applicant is not charged a fee by the private agency in accordance with the Wagner-Peyser Act, Section 13(b)(1). Describe the procedures to ensure that applicants referred to private employment agencies will not be charged a fee.* *(V.G.1.c)*

All WorkNet Pinellas staff remain cognizant of Section 13 (b) of the Wagner-Peyser Act that states:

> "Nothing in this Act shall be construed to prohibit the referral of any jobseeker to private agencies as long as the jobseeker is not charged a fee."

Based on the current DEO Job Order Guidelines, WorkNet Pinellas is entering the following terminology on each job order. The phrase "position offered by a no fee agency" is placed within the job description section of the job order per guidance provided in the Department of Economic Opportunity Job Order Guidelines (p.28) located at: http://floridajobs.org/workforce-board-resources/professional-development-and-training/training-materials

WorkNet Pinellas' One-Stop Centers will continue to accept orders from and make referrals to private and temporary employment agencies provided there is a clear understanding that no fee or charge is to be made to the jobseeker for accepting employment.

While it is acceptable for the "employer" to be charged a fee by the private or temporary agency, the jobseeker will be informed at the time of referral that (1) the job to which he/she is being referred is with a private or temporary agency and (2) no fee for placement, testing or any other services provided by the agency is to be made to the jobseeker for accepting employment.

> 4. *The One-Stop Career Centers may, from time-to-time, advertise in the newspaper for hard-to-fill job openings which pay up to $50,000 per year as part of the overall economic development effort of the State of Florida. For jobs above this level, the One-Stop Career Center will seek prior approval in accordance with the Wagner-Peyser Act, Section 13(b)(2). Describe the procedures to ensure that the One-Stop Career Center will seek prior approval from the DEO to advertise hard-to-fill job openings which pay over $50,000 per year.* ***(V.G.1.d)***

In accordance with the Wagner-Peyser Act, Section 13(b)(2) advertisement of Hard-to-fill Job Openings , WorkNet will seek prior approval from The Department of Economic Opportunity (DEO) to advertise hard-to-fill job openings which pay over $50,000 per year.

The process for this is listed below:

1. Any One-Stop Center request to post an advertisement for a job in excess of $50,000 per year based on being a hard-to-fill will forward that request to the One-Stop Committee designated staff person.
2. WorkNet Pinellas will maintain documentation for job listings that identifies:
    a. Job openings in line with staff and local economic development effort and
    b. Length of time position has been open, and/or

c. Number of openings for the position, and/or
d. Lack of candidates with specific skill sets to meet the requirements of the position.

5. Describe how counseling services (under Section 7(a)(1) and Section 8(b) in the WIA of 1998) will be delivered to Wagner-Peyser program job seekers (V.G.1.i)

Counseling services are provided to job seekers as needed as funding allows, specifically to REA customers, EUC RES customers and other long term unemployed individuals. Customers referred to counseling may receive interactions with appropriate staff designed to assist in establishing and reaching realistic employment related goals. Assistance may include the following:

- Identification of transferrable skills
- Support in choosing or changing occupations
- Making a suitable job adjustment
- Addressing personal issues limiting the claimant's ability to achieve employment related goals.

6. *Identify the screening process for referrals to job openings on suppressed job orders, include a narrative of how the local centers manage the Referrals Pending Review list* ***(V.G.1.j)***

The following is a step-by-step process for handling the Referrals Pending Review list. Although Employ Florida Marketplace indicates that job seekers will be contacted within 72 hours, WorkNet Pinellas strives to resolve each referral pending review within the first 24 hours.

The key to seeing immediate results is refreshing the EFM list after referral status is updated. The individual record should disappear off the list. To bring up the list in EFM, select Manage Labor Exchange then Referrals Pending Review. Under Job Order Criteria select WorkNet Pinellas from LWIA/Region section. Select One-Stop Location. If results available, a list will be provided on the screen. Click on Last Name to alphabetize the list.

To qualify a candidate it is easiest to open up another EFM site and work in there during the next process. Note: When accessing EFM in the One-Stops you must right click on the Internet icon and select "Start In Private Browsing" to have 2 EFM windows running at the same time. Look up the candidate's activities and make sure there has not been a referral completed. You do not want to be calling the customer on a job they already have received information. If no referral has been given review the resume information, if available, and job order requirements. Call the customer and qualify candidate. A candidate may have multiple referral requests. Please go over all referral requests listed during that call.

In order to make the referral, the information is given to the customer to apply and go back to the list of pending referral requests search results page to make the referral. Select Referral from search results. You will then see the Staff Information page. Complete the following information in EFM:

A. Referral Type (there are 2 choices) Select: Referral only with no notification. The choices will be:
1- Referral only with no notification
2- Referral with notification to Employer only

B. Print Notification (there are 3 choices) Select: None. The choices will be:
1- None
2- Letters
3- Mailing Labels

Once the referral page is updated and saved the "Print Referral Form(s)" page opens. Click on the link at the bottom of the screen, "Return to Pending Referrals Search Results" to select the next candidate.

If the candidate was already referred to an EFM job listing prior to being reviewed, check the delete box next to that person's name from the Pending Referral List and delete. If the job seeker's name still appears refresh the list of pending referral requests page search results for the job seekers name to be updated and taken off the list. Move to the next candidate.

A candidate not qualified for an EFM job listing or does not respond to staff contact, check the Delete box next to that person's name from the Pending Referral List and click Delete. Staff will case note under the candidate job number interest and outcome of contact or no response to contact. Staff will move to the next candidate.

Some case note examples are:

-All phone contacts listed in EFM are currently disconnected.

-Left phone message and email regarding need to qualify for job order #_____ from Pending Referral List.

-Talked with candidate regarding job #_____ and he/she does not meet minimum qualifications to be referred to position.

A. Reemployment Services

1. *Describe the reemployment services that will be provided to unemployment insurance claimants. Include a narrative about how the region will serve the reemployment and training needs of (V.G.1.f):*
    - *Priority Re-Employment Planning claimants*
    - *Reemployment and Eligibility Assessment (if applicable) claimants*
    - *Long term unemployed, under employed and dislocated workers.*

Priority Reemployment Planning program (PREP) candidates are identified through the Worker Profiling System. Candidates are scheduled weekly for PREP Orientation from the PREP scheduling interface in Employ Florida Marketplace (EFM).

The goal is to:

- Identify potential WIA dislocated workers
- Provide timely re-employment services to reduce the UC benefit period
- Return claimants to productive, stable employment
- Receive positive customer feedback

The facilitator will:

- Record attendance & explain benefits
- Ensure that the group completes the Assessment Questionnaire and Work Readiness Checklist (completed prior to Job Power session)
- Schedule claimants for interview/services based on the Readiness Checklist and Self-Evaluation
- Provides information on the benefits of taking advantage of CORE services
- Referrals to partner programs is provided including (DCF, Experience Works/AARP, Goodwill Industries, 211 Tampa Bay Cares, NCPEP and more)

Reemployment & Eligibility Assessment Program (REA) participants may be randomly selected each week from the region's Priority Re-Employment Planning program (PREP) pool of UC claimants. After the automated

process selects the REA participants, they are then placed into pre-existing events managed by the One-Stop Center.

1. REA requires that each individual receive an orientation that includes One-Stop information and basic information regarding Unemployment Claims eligibility.
2. Each participant must have an individualized in person interview with an REA Specialist or a Vet staff member so that SLMI (Specific Labor Market Information) can be provided and an EDP (Employment Development Plan) developed. The customer is required to sign the EDP and they are provided a copy of this plan for ongoing use.
3. Each participant must then sign a statement that they will attend a subsequent activity (i.e.; Resume Class, Interviewing Skills, and PPN) and be assigned to that event in EFM. Attendance is then tracked in EFM and reviewed by UC. These activities cannot be rescheduled and non-attendance can endanger continued UC eligibility.
4. This workshop will provide information to claimants on how to design a successful job search strategy. The workshop will provide instructions on job search strategies such as, Basic Computer (Microsoft Office, including Word, Outlook, Excel, PowerPoint), Professional Network Group (PNG), Job Club, Resume Writing, Application Preparation, Interview Skills, Using Labor Market Information, Networking (LinkedIn), Developing a Job Search Strategy or Plan and Follow-up Techniques for Job Leads.
5. Individuals with a legitimate excuse (such as a job interview) can have their initial orientation rescheduled within seven days of their original appointment without jeopardizing potential UC benefits. There are no extenuating circumstances that can expand the attendance window. The REA Program Manager solely tracks attendance and must coordinate this activity.
6. A RTW (Return to Work) does not forgive the attendance requirement unless the RTW is within two weeks of the original scheduled appointment. The same holds true for a letter confirming a bona fide offer of employment.

In addition, WorkNet Pinellas now provides dedicated Long Term Unemployed Employability Services that assist clients with career search and supports them in all aspects of their career development and enhancement. Target customer population is defined as individuals who have at least exhausted Tier 1 EUC.

1. Contact will be made with clients through mailings, email and/or phone calls.
2. Mailers will be sent to clients weekly via bulk mail.
3. Clients are to call to schedule their one on one appointment with their designated WorkNet Pinellas contact.
4. Appointments are made at the Gulf to Bay, Tarpon Springs or South County/PTEC WorkNet Pinellas One-Stop Centers.
5. Appointments are to be scheduled per day.
6. In-person consultations are by appointment only.
7. Clients are Unemployment Compensation Claimants.
8. Clients are identified though an Ad-Hoc query in EFM and/or the Unemployment Compensation Office.

WorkNet Pinellas may provide a program entitled Strategies on Achieving Reemployment (SOAR, a 4-week employability workshop designed to provide innovative, personalized work solutions in getting long termed unemployed back to work).

Services include:

- Orientation to WorkNet Pinellas
- Development of an Employability Development Plan (EDP)

- Initial One on One Assessment Interview – formal & informal
- Labor Market Information
- Online job searching/matching
- Pre-screening for job referrals – give job leads when applicable
- Job Search Assistance
- Career exploration and interest inventories – referral to E-choices Re-training
- Resume Writing seminar
- Job Power seminar
- Interviewing Skills seminar
- Computer Skills seminar
- GED preparation software – refer to multiple locations
- Veteran Program services are discussed and promoted
- Challenges – go over any barriers and challenges
- Refer to Job Search Social Media Network -LinkedIn
- Pinellas Professional Network – PPN
- Disability Program (Ticket to Work)
- Job Fairs

2. *Describe how the RWB will use the scores obtained from the initial skills review (ISR) to provide employment and training services to Reemployment Assistance claimants. (V.G.1.g)*

   WorkNet Pinellas, Inc. will post the files when received from the Department of Economic Opportunity (DEO) containing ISR results on an internal shared and secured drive.

   1. Business Services Recruiters will utilize the files to cross reference potential candidates when sourcing job orders to determine skills readiness.
   2. The Long Term Unemployed Specialists will contact claimants who completed Level 3 but did not answer 80 percent of questions correctly to provide individual work search assistance and to discuss additional foundational skills training either through the online Florida Work Readiness Program or possible Adult Basic Education remediation via Pinellas County School Board.

3. Describe how the RWB will administer the unemployment insurance work test and how feedback requirements (under Sec. 7(a) (3)(F) of the Wagner-Peyser Act) for all Unemployment Compensation claimants are met. (V.G.1.h)

Those collecting UC benefits must be able to work and be actively seeking work. Claimants are required to keep records related to their job search and provide those records to DEO upon request. During normal interaction with claimants by WorkNet staff if it is disclosed that the claimant is not able and available or not conducting a viable job search, staff will notify the DEO Reemployment Services via the “Communication to UC” located on the DEO Intranet.

Additionally every new EUC claimant who enters Tier 1 or Tier 2 must receive in-person reemployment services and a EUC eligibility assessment. These are one-on one in-person sessions set by appointment letter only. During the interviews, claimants are provided; an assessment and labor market information. Claimant’s must provide the most recent job searches for review and complete an Eligibility Review Program form which is submitted to the DEO Reemployment Services Hub.

4. *Describe how the RWB plans to serve claimants seeking to fulfill the weekly work search requirement by meeting with One-Stop Career Center staff.* *(V.G.1.h)*

WorkNet has developed a new standard operating procedure titled Unemployment Eligibility Required Work Search Alternative to assist claimants with fulfilling the Required Work Search Alternative and to educate customers on the myriad of re-employment services offered at the One-Stops. This procedure provides a standard process for assisting unemployment claimants with meeting the Required Work Search Alternative. Claimants are required to contact five potential employers each week and provide this information via the Internet (www.Fluidnow.com) during their bi-weekly claim for benefits. Claimants who are unable to make at least five employer contacts in a week can as an alternative meet with a representative at a One-Stop Center to satisfy the work search requirement.

For a claimant to meet the work search alternative they must do the following:

A)

1. Complete the Background Wizard and establish and post a valid email address in EFM and
2. Create and/or post a resume in EFM and
3. Activate the Virtual Recruiter in EFM

Completion of all three (3) activities will substitute for five work searches for that week.

B) If the Claimant has already completed all three steps in "A" they may fulfill the Required Work Search activities (five work searches for one week) by attending one or more of the following:

1. REA
2. PREP
3. Job Power Seminar
4. PPN or TEN meeting
5. Job Club
6. S.O.A.R. (Strategies on Achieving Reemployment)
7. Employability Classes to include any of the following; Resume Preparation, Interviewing Skills, Computer Basics, Introduction to Computers, Targeting Your Employment Transition, Social Networking, Professional Skills Interviewing, Focus on Finances, Labor Market Information Workshop or Ex–Offender – Breaking Down Barriers Workshop.

Class or meeting attendance substitutes for the five work searches for the week in which one or more of these activities was completed and documented in EFM.

1. Claimants are ultimately responsible for identifying to staff the need to have documentation entered into Employ Florida Marketplace (EFM) to substantiate their visit for the purpose of meeting the Required Work Search Alternative.
2. However WorkNet Pinellas staff must still document activity in EFM.
3. As a courtesy WorkNet Pinellas staff will provide a printed summary of activity in EFM or a certificate of completion if attending an Employability Class. Whereas the EFM activity will be specific to the individual customer, the certificate will be preprinted (in an effort to save time) and the name and date can be filled in at the completion of the session. The attendance must still be documented in EFM.
4. Staff will fill in required fields to create service code 116 in EFM "Received Service From Staff Not Classified"

B. *Rapid Response: The rapid response unit is the State's central point for identifying layoffs and plant closings. This includes receiving the Worker Adjustment Retraining Notification (WARN) notices from employers as required by federal law. Key strategies in Florida's system are to provide occupational information and skills training to include incumbent workers who are at risk of losing their jobs and to provide immediate reemployment assistance for dislocated workers. These efforts are intended to enable workers to make the transition to new employment as quickly as possible and to lessen the period of unemployment, thereby decreasing the need for unemployment compensation and other support service benefits for workers.*

1. *Describe the procedures for the following rapid response activities and attach a copy of the local operating procedures for the rapid response activities below.*

Click here to view the REACT/Rapid Response SOP

REACT provides on-site and off-site rapid response services to employers and employees for dislocation and mass layoff related activities.

As per Federal guidelines, it is a requirement for Employers to file a WARN Notice for several defined reasons. Some of these reasons are stated below:

- If there are 50 or more employees affected by the lay off
  - It is optional for an Employer to file a WARN Notice if less than 50 employee are affected
- If the layoff is substantial enough to affect the town or county in a negative manner

At Rapid Response events, affected employees may be advised by TBWA staff of their potential eligibility for WIA sponsored retraining as a Dislocated Worker. The affected workers are informed of their ability to apply for training services prior to their physical dislocation.
TAA Coordinator assists the REACT Coordinator with all Rapid Response events. In doing so, TBWA is able to maximize the imparting of Trade Act services information as well as the ability to identify possible TAA events. TAA Coordinator is available to provide on-site assistance for employer and for the affected associates, informing them about the reemployment services for which they are potentially eligible and answering their questions concerning TAA,TRA, Reemployment Assistance (UI), placement assistance, retraining, and community services and coordinating future Trade Act orientation sessions.
In the event that the dislocation is as a result of outsourcing, the local REACT Coordinator will attempt to educate the business' senior management on the positive factors for filing a petition for Trade Adjustment Assistance with the U.S. Department of Labor. The local TAA Coordinator will assist the business with filing of the petition if necessary. If the petition is subsequently approved, the TAA Coordinator will conduct Trade Adjustment Assistance specific information sessions with all potentially eligible workers.

2. *Describe the process for meeting the minimum service level and Equity Ratio Indicators (see the Employ Florida Marketplace System at https://www.employflorida.com/).* *(V.G.4.a)*

- *Arranging on-site employer/employee visits and informational sessions;*

Rapid Response Program's experienced staff responds to layoffs and plant closings by quickly coordinating services and providing immediate aid to affected companies and workers. When the Rapid Response Unit is invited to meet with affected workers prior to a layoff, employees are able to access programs and services quickly, which assists them as they transition through that difficult time. The Rapid Response program benefits the downsizing employer by improving overall worker morale, which in turn results in a more positive working environment for all employees, enabling production levels to be maintained.

- *Developing rapid response visit reports;*

TBWA utilizes the Department Of Economic Opportunity's standard "On-Site Rapid Response Visit Report" Click here to view On-Site Response Visit Report

- *Administering employee surveys;*

TBWA utilizes the Department Of Economic Opportunity's standard "Dislocated Worker Transitional Reemployment Services Survey"

- *Developing event response plans;*

Authorized under the Workforce Investment Act, Rapid Response is an early intervention initiative that provides transitional services for workers affected by layoffs or closures within the state, regardless of the reasons.

The rapid response team meets with companies on short notice and in confidentiality to assess potential layoffs and closings, and to work together to plan the most appropriate response.

The team can advise companies on strategies to:

  - Ensure maximum goodwill in a difficult situation
  - Reduce worker absenteeism to achieve completion of production
  - Share experiences from handling previous closures and layoff events
  - Develop and customize a transitional plan of action best suited to their workforce
  - Provide convenient on-site services to ease worker transition
  - Offer specialized assistance such as job fairs, financial planning workshops and interest/aptitude assessments or other specialized services.

- *Coordinating reemployment services with One-Stop Career Centers;*

The REACT team works confidentially with employers while plans for workforce reduction are in process. TBWA can help to assess whether there might be alternatives to workforce reduction that could be considered. TBWA can also help a business find its way through government-sponsored programs and regulations.

At Rapid Response presentations, Dislocated Workers are informed about career enhancement services through local One Stop centers as well as how to access those services:

  - Job search workshops such as Resumes Development, Interviewing techniques, and Networking;
  - Financial literacy and counseling;
  - Individual job and career counseling;
  - Training opportunities;
  - Labor Market Information;
  - Job leads; and
  - Recruiting opportunities such as job fairs.

- *Reporting the employment situation of State employees;*

Rifted State employees are treated in the same manner as non-State employees with the offer of all services, on-site visits and sessions. The Rapid Response Team works with the affected agency's Human Resources department to coordinate all events, activities and informational sessions.

- *Rapid response-related performance measures and goals;*

The Rapid Response Team's goal is to provide services to all companies without prejudice and to meet affected company's needs by providing information to affected employees. The "measurement" of the Rapid Response Team's goal is determined through complete satisfaction of the affected company with feedback of the Team's contact, on-site visits and sessions and services provided.

- *Rapid response dislocated worker unit staffing; and*

REACT team may include:

  - Business Services Staff
  - Intensive Services Staff (WIA)
  - Core and Reemployment Services Staff to provide Reemployment Assistance (UI) overview

- *Public awareness.*

If a local business is experiencing difficult times and is considering mass layoffs or closures, our outplacement staff is able to provide various forms of assistance, including exploring mechanisms that would assist the business to avoid layoffs. Working in tandem with economic development specialists, our outplacement staff seeks to use tax credits, enterprise zone vouchers, information on loans and business incentive programs, business consultants, etc., to assist distressed businesses.

Information about Florida Reemployment Assistance (UI) Program is provided to businesses and, when applicable, The REACT team works confidentially with employers while plans for workforce reduction are in process TBWA staff can help to assess whether there might be alternatives to workforce reduction that could be considered. TBWA can also help a business find its way through government-sponsored programs and regulations.

As soon as TBWA staff is aware of a potential layoff, the occupations and industries impacted are identified for outreach efforts to assist those employees to connect to new employers needing those skill sets. Job openings and recruitment opportunities are shared with the dislocated employees.

3. *Describe the process used to ensure that rapid response assistance and appropriate core and intensive services as described in Section 134 of the WIA are made available to all dislocated workers, including for those whom a petition for TAA has been filed.*

REACT provides on-site and off-site rapid response services to employers and employees for dislocation and mass layoff related activities. The Business Services team may develop a tailored event response plan specific to

the business and personnel, which will include an overview of the reemployment services provided by the One-Stop staff.

As per Federal guidelines, it is a requirement for employers to file a WARN Notice for several defined reasons. Some of these reasons are stated below.

- If there are 50 or more employees affected by the lay off
  - It is optional for an Employer to file a WARN Notice if less than 50 employee are affected
- If the layoff is substantial enough to affect the town or county in a negative manner

  To maximize the event, WorkNet Pinellas Wagner Peyser, REACT and TAA staff jointly manage REACT events. This ensures that program specific details, such as the TAA program are addressed with impacted workers. The TAA Coordinator assists the REACT Coordinator with all Rapid Response events. In doing so, WorkNet is able to maximize the imparting of Trade Act services information as well as the ability to identify possible TAA events. TAA Coordinator is available to provide on-site assistance for employer and for the affected associates, informing them about the reemployment services for which they are potentially eligible and answering their questions concerning TAA,TRA, Unemployment Compensation, placement assistance, retraining, and community services and coordinating future Trade Act orientation sessions

C. Business Services

Business partnerships are essential to training Florida's workforce to meet the current and future needs of diverse business sectors. The workforce system has successfully partnered with business and industry. Current employer penetration data indicate a tremendous opportunity exists to develop additional business partnerships. Both business and workforce have a vested interest in partnering. Ease of access to Florida's workforce services via the Employ Florida Marketplace is just a start. Provide a description of the processes for implementing the following business services strategies in the region. Attach a copy of the local operating procedures for the following processes:

1. *How the region will aggressively market/communicate, internally and externally, the workforce business value proposition to significantly increase awareness and stimulate workforce system usage (including the Employ Florida Marketplace) (V.G.16a)*

WorkNet Pinellas develops and leads an effective, efficient and integrated business driven workforce system, providing comprehensive and responsive services to the county's residents and business community.

The WorkNet Pinellas marketing plan emphasizes employer-focused initiatives, while enhancing the WorkNet Pinellas image and increase awareness of WorkNet Pinellas and One-Stop services throughout the community.

WorkNet's marketing plan identifies its goals, objectives and strategies.
Click here to view Worknet Pinellas' marketing plan

2. *How employer services will be delivered/conducted to employers (including agricultural employers), such as employer visits to obtain job orders for veterans, MSFWs, and other job seekers (V.G.16.b)*

WorkNet has a designated team of well trained professionals that cover the entire Pinellas County region. Each team is inclusive of veteran services staff. The region is divided into designated geographical areas based on

employer/industry. The team has four main components: a Director of Business Services, Lead Recruiters, Recruiters and Veteran services staff work together to provide the most comprehensive and highest quality of service for the employer. WorkNet has also set up a single point of contact, phone number, for all services which allows for a centralized and uniformed service delivery. This team enlists the veteran services unit to assist in contacting and engaging Federal contractors and employers that have been identified as Veteran friendly in their hiring practices. These employers are frequently visited for the purpose of obtaining job orders and job development for a specific veteran, especially disabled veterans who are Chapter 31 completers. Employer packets containing brochures and information on listing job orders, Veteran training programs, Work Opportunity Tax Credits, WIA training, and information on veteran strengths and abilities are frequently presented to employers. At other times just a job order form or WorkNet employer brochure is given to the employer. Visits are followed up by phone calls or emails.

WorkNet places great emphasis on customer choice so staff discusses all the options with the employer including self-service through The Employ Florida Marketplace (EFM) system or working directly with a Business Recruiter or representative to meet their staffing needs.

As Region 14 is not designated a significant Migrant Seasonal Farm Worker area a formal plan is not required to provide services. However staff is trained in the proper referral method for both job seekers and interested employers.

3. *Describe the process the One-Stop Career Center uses in conducting recruiting agreements and job fairs.* *(V.G.1.k)*

Recruiting agreements are on-going arrangements with employers for their walk-in applicants to be sent to the One-Stop Centers for prescreening and subsequent referral to the employer as job openings occur. Recruiting agreements may cover all of a company's jobs or only selected occupations. With recruiting agreements, the One-Stop Centers, in effect, maintains the employer's applications for employment.

A recruiting agreement must be put in writing with a copy to the employer. Although not a binding contract, written recruiting agreement provides guidelines to the employer as well as documentation for compliance.

Recruiting agreements will be completed in such a way as to ensure that the placement definition is met and that the One-Stop Centers are able to take maximum credit for all placements, obtained employment, and services provided.

To avoid potential violation of the federal placement definition, job orders will be taken as soon as possible. Under no circumstances will a One-Stop participate in a recruitment effort without first entering the job order(s) into Employ Florida Marketplace.

The recruiting agreement services may include:

- Managing the flow of job applicants and the completion of applications;
- Screening applicants according to the employer's job requirements;
- Determining applicants' potential eligibility for tax incentive programs Work Opportunity Tax Credit (WOTC);
- Referring applicants to the employer and scheduling appointments for interviews; and
- Proper documentation into the One-Stop's reporting system (EFM).
- As an added service to employers with Recruiting Agreements, a Lead Recruiter or their designee can be responsible for coordinating all services to the employer.

Placements will be entered as soon as possible. If there is to be a significant delay in reporting recruitment results, staff should document the reason for the delay on the notes screen of the job order. Follow-up with employers is conducted to secure placement data.

Job Fairs

WorkNet utilizes the business services team in each One-Stop center to work one on one with employers to develop any agreement for recruitment including in-house staffing events and job fairs. WorkNet utilizes an online job fair registration for both employers and job seekers to connect. The online event is marketed on the www.worknetpinellas.org website.

4. *How the region will identify and evaluate the most effective local Business Services team. (V.G.16.c)*

The Region evaluates its Business Services through a variety of statistical reports utilized to gauge the region's success:

- Governors Daily Job Placement Report
- Program Monitoring
- Contract Monitoring
- Customer satisfaction rating as well as on going internal customer satisfaction surveys
- Service Specific Surveys (such as Job fairs)
- The State Balanced Score Card (BSC) and Monthly Management Report (MMR) as well as internally generated performance reports
- Overall health of the regional economy
- A comparison of actual accomplishments vs. goals established

5. *How the region will institutionalize and replicate proven outreach tactics, core processes and performance matrices (V.G.16.d/e)*

WorkNet Pinellas routinely communicates with other regional boards to determine and share best practices that can improve any aspect of service delivery performance. Staff attends meetings quarterly such as CEO meetings, COO meetings, Employ Florida meetings for outreach and public relations. Best practices will be incorporated by discussing replication with the region in reference. WorkNet is open to sharing best practice procedures for other regions to replicate.

6. *How the region will expand outreach and availability of the following value-added, business-focused training programs:*

    - *Incumbent Worker Training;*
    - *Quick Response Training;*
    - *Employed Worker Training*
    - *Trade Adjustment Assistance*
    - *In partnership with economic development organizations, how will the region build on existing or establish local, industry-specific workforce business consortiums (V.G.16.f)*

In an effort to enhance collaborative interaction among the business community and regional boards throughout Tampa Bay specifically, WorkNet has partnered with neighboring regions to work hand in hand toward the provision of consistent services to employers in order to maximize the engagement and utilization of business services offered through the workforce system.

WorkNet utilizes its partnerships with the local community college, economic development agencies and chambers of commerce to advertise and deliver the Incumbent worker, Quick Response and Employed Worker Training programs. Regional initiatives are inclusive of business lead targeted industry forums to enhance these partnerships. The partnerships allows for all three programs to be delivered in the most efficient and effective manner and utilizes the strengths of the partnership.

7. *How the region will prioritize target industry clusters by One-Stop Career Center; (V.G.16.g);*

WorkNet Pinellas focuses on targeted industry clusters identified within the Florida Eight Strategic Plan by establishing partnerships with education, community based organizations, and governmental agencies to recruit individuals interested in careers within these targeted clusters. In addition, training will be targeted to these industry clusters whenever possible.

WorkNet Pinellas will also support Career and Technical Education events in the region and support pre-apprenticeship and apprenticeship programs including, continuing to develop pre-apprenticeship programs.

8. *How the region will provide a platform for creation or technical input of industry specific training programs—leverage expertise of strategic partners (Education, Training Providers) (V.G.16.h)*

WorkNet Pinellas will continue to host an annual Business and Education Summit that will seek input from the employers and partners involved to guide the region. This Summit will begin with a series of focus groups prior to the summit and will continue with data-gathering and sharing immediately following the summit. The Business and Education Summit is designed to spark interest and continue the participation and focus of the partners. In 2012 WorkNet Pinellas participated in Industry Forums in Healthcare, Aviation, Construction, Information Technology, Financial/Professional Services and Manufacturing. Each forum provided a vast array of local economic business knowledge from the top leaders in each industry, giving WorkNet Pinellas a perspective on the future of each industry and the current employer needs from workers to grow.

9. *How the region will institutionalize local, regional and statewide "voice of the customer" business forums to keep abreast of current and emerging workforce needs (e.g., through Employ Florida Banner Centers and other similar business-led initiatives) (V.G.16.i)*

A recent study done by the Tampa Bay Partnership that identified specific industry responses combined with the information obtained at the Business and Education Summit will assist in leading a new focused effort for the region. The region plans on continuing to host annual Industry forums, since we have had such success in the past, we understand the critical need for continuing to encourage our regional industries to have a voice, so that we in turn can educate our customer base.

10. *How the region will increase workforce awareness via visibility at target industry specific events (V.G.16.j)*

WorkNet will ensure workforce awareness by not only hosting events such as the Business and Education Summit but also by participating in local chamber of commerce and economic development events. WorkNet will also continue to work closely with industry groups such as Bay Area Manufacturers Association (BAMA) and Suncoast Human Resource Management Association (SHRMA). In an increased effort to become more visible at target industry specific events, our marketing coordinator is continuously researching local and regional industry events for WorkNet Pinellas to participate in to market our services throughout Region 14. We plan on continuing our Industry Forums annually to stay on top of industry demands, challenges, opportunities, and to increase awareness.

11. *Showcase successful workforce/business partnerships at local economic development business events.* *(V.G.16.k)*

WorkNet will ensure workforce awareness by hosting annual events such as the Business and Education Summit, targeted industry employer focus groups and seminars for businesses. Examples of targeted industry forums held in the past include:

- Healthcare
- Manufacturing/ Aviation
- Construction
- Information Technology
- Financial/ Professional Services

These industries fall within the defined sectors listed in: The Tampa Bay Partnership: A Regional Business Plan for Tampa Bay: Communities Come Together to Address the Future

- Applied Medicine & Human Performance
- High-Tech Electronics & Instruments
- Business, Financial, & Data Services
- Marine & Environmental Activities

Migrant and Seasonal Farmworkers (MSFW)
Outreach and Services

Review required for significant MSFW One-Stop Career Centers
The Wagner-Peyser Act contains specific requirements for services to MSFWs as outlined in 20 Code of Federal Regulations (CFR), Part 651, 653 and 658 Services for MSFWs. These regulations require each significant MSFW One-Stop Career Center to develop an Outreach Plan designed to contact MSFWs not reached by usual One-Stop Career Center intake. The Outreach Plan should reflect the policies contained in 20 CFR, Part 653, Subpart 3, Section 653.107 and its specific guidelines for completing the Outreach Plan.
Significant bilingual One-Stop Career Centers:

- *Belle Glade One-Stop Career Center—RWB 21*
- *Bradenton One-Stop Career Center—RWB 18*
- *Port Saint Lucie One-Stop Career Center—RWB 20*
- *Homestead One-Stop Career Center—RWB 23*
- *Immokalee One-Stop Career Center—RWB 24*
- *Plant City One-Stop Career Center—RWB 15*
- *Quincy One-Stop Career Center—RWB 5*
- *Sebring/Wauchula One-Stop Career Centers—RWB 19*
- *Winter Haven One-Stop Career Center—RWB 17*

MSFW Outreach
Using the format found here: http://www.floridajobs.org/PDG/LPI's/MSFWOutreachPlan, please develop the MSFW Outreach Plan. If the region has local operating procedures for serving MSFWs, please provide a copy to the attachment section of the plan. Each MSFW outreach specialist is required to have a minimum of five "quality" contacts of MSFWs per staff day. A quality contact is defined as a contact with an MSFW where a reportable support service is provided and documented with the MSFW's name and social security number. The requirement of five MSFW contacts per staff day applies only to the MSFW outreach specialists and not to other staff resources utilized.

1. *Describe the process for providing the required services and activities, such as outreach to the MSFWs, Agricultural Employers, and employer job orders. Also provide the following:*
   - *Assessment of Needs must include a review of the agricultural and MSFW activity in the area and an assessment of the challenges/barriers faced by the MSFWs.* ***(V.G.3.b.1.)***

   As Region 14 is not designated a significant Migrant Seasonal Farm Worker area a formal plan is not required to provide services.

   - *Assessment of Available One-Stop and Partner Resources* ***(V.G.3.b.2.)***

   Not Applicable

   - *Proposed Outreach Activities* ***(V.G.3.b.3.)****; shall be designed to meet the needs determined in subpart a. of this section and shall include the tools to be used to conduct outreach activities.*

   Not Applicable

   - *Complete the MSFW Outreach Plan* ***(V.G.3.b.4.)***

   Not Applicable

- *Affirmative Action Plan* ***(V.G.3.b.5.)***

Not Applicable

- *Bilingual Office Plan.* ***(V.G.3.b.6.)***

Not Applicable

2. *Describe* the process for meeting the Equity Ratio Indicators and Minimum Service Level Indicators. **(V.G.3.d.)**

Not Applicable

Equity Ratio Indicators:

- *Referred to employment*
- *Referred to support services*
- *Received staff assisted services*
- *Job development contacts*
- *Career Guidance*

Minimum Service Level Indicators

- *Placed in a job*
- *Placed $0.50 above minimum wage*
- *Place in long-term non-agricultural job*

Trade Adjustment Assistance (TAA)

The State Workforce Agency is required to ensure that effective strategies are utilized to help trade-affected workers obtain new employment. It is essential that the RWBs move trade-affected workers into new jobs as quickly and effectively as possible so that they continue to be productive members of the workforce. To this end, the intervention strategies used for program benefits and services will be aimed toward rapid, suitable, and long-term reemployment for adversely affected workers. Under the Trade Act, the RWBs must:

- *Increase the focus on early intervention, upfront assessment and reemployment services for adversely affected workers;*
- *Use One-Stop Career Centers as the main point of participant intake and delivery of benefits and services; and*
- *Maintain fiscal integrity and promote performance accountability.*

1. *Describe local procedures to ensure timely response to trade-affected dislocations, including coordination with Rapid Response, provision of technical assistance for the filing of Petitions, and conducting TAA Information sessions to affected workers.* ***(V.G.5.b)***

Rapid Response is a proactive approach designed to respond to layoffs and plant closings by quickly coordinating services and providing immediate aid to companies and their affected workers. To maximize the event, WorkNet Pinellas jointly staff and manage REACT events. This ensures that program specific details, such as the TAA program are addressed with impacted workers. Regional TAA staff assists the REACT coordinator with Rapid Response events in which potential/confirmed TAA affected individuals are present.

Pursuant to Federal regulations (63FR 16988, April 2, 2010) all local TAA staff are Merit staff and are dually funded by the Wagner-Peyser program. As such, the local TAA Coordinator can provide further Wagner-Peyser technical assistance to the employer and customers alike based on need, request, or staff assessment. In addition, regional TAA staff together with the local REACT Coordinator will identify potential Trade Act affected events and will assist, when warranted, in filing a petition on behalf of the employer and/or trade affected employees. Note that petitions should be filed simultaneously with the USDOL and the State of FL regardless of the originating party.

Upon confirmation of a certified petition, Rapid Response activities will ensue and be made available to the workers covered by the petition. Notification of the certified petition is sent directly to the State TAA Coordinator by the USDOL who in turn notifies the following partners: the Executive Director in the administrative area where the primary layoff occurred; the Executive Director(s) in outlying regions where trade affected workers reside; the local TAA Coordinator; the Rapid Response Coordinator; Department of Education Workforce Education, Department of Economic Opportunity (DEO) Reemployment and Emergency Assistance Coordination Team (REACT) Unit; etc. The list of trade affected workers is provided to DEO by the employer or the local TAA Coordinator. The State TAA Coordinator then submits the list of eligible workers' names to the DEO TRA Unit who will mail the TAA/Trade Readjustment Allowance (TRA) notification packet to the eligible workers.

Once the region receives the official list of eligible workers, a TAA Informational Session with identified workers will be scheduled. This session provides the workers with information on the services and benefits they are potentially eligible to receive, local assessment procedures, information on training providers and approved occupational skills/vocational training programs, information on unemployment compensation and reemployment services, and any other pertinent information relative to the local process.

2. *Describe local procedures to ensure that trade-affected workers receive a timely comprehensive assessment for all TAA services and benefits for which they qualify.* ***(V.G.5.C)***

Whenever possible the region organizes and facilitates a TAA Informational Session in a group setting. During the session potential customers are encouraged to contact the local TAA Coordinator for an assessment and an intake session. Eligible TAA participants are then assigned to the local TAA Coordinator. All region staff is made aware of certified petitions and are instructed to direct the potential TAA customers to the local TAA Coordinator. After the TAA Informational Session, upon initial, scheduled one-on-one appointment, the trade-affected worker will receive an individualized comprehensive assessment and additional information on all TAA and One-Stop Center. Note: The TAA information provided to the affected worker will be relevant to the TAA amendment in which the petition number falls. TAA program benefits to eligible and qualified participants may include Rapid Response Assistance, Reemployment Services, training and may qualify for Health Coverage Tax Credit (HCTC).

3. *Describe coordination with the Wagner Peyser and/or WIA programs to provide joint case management services to trade-affected workers who are co-enrolled. Note: Core and Intensive services including training should be properly reflected by the respective program(s) in the state management information system (EFM) for which the worker is enrolled. Also, TAA funds will be used first for eligible trade-affected workers, when available.*

As the local TAA Coordinator is Merit staff, all Wagner-Peyser services will be provided by the local TAA Coordinator and recorded accurately in Employ Florida Marketplace. Dual enrollment into WIA may occur if TAA customer is eligible and suitable.

4. *Describe the process for ensuring that eligible trade-affected workers receive approval for training based on the (6) program criteria. Approval of training should be based on the allowable training types: Occupation Skills, Customized, On-the-Job, Remedial, and Prerequisite.*

Under the TAA program, there is no entitlement to receive training. All six program criteria must be met before training is approved. WorkNet Pinellas has a Regional TAA Coordinator, who is State Merit staff, which retains signature authority to approve TAA training. The Local TAA Coordinator will submit an ITA/training voucher request to the Regional TAA Coordinator that includes, but is not limited to, responses to each of the six program criteria and the DEO forms 2100A, B, and C. The Regional TAA Coordinator will then evaluate the ITA request based on the information provided and the DEO form 2100A will be signed only if all 6 program criteria and local training requirements are met. Final approval is conducted by WorkNet Pinellas finance staff.

Performance Measures and Goals

Based on petitions certified within a regional workforce board area, the region must provide information regarding the number of petitions certified and the percentage of the trade-affected workers enrolled in the TAA program. This information will be calculated based on the total number of workers identified by the company versus the number of individuals who actually received a TAA reportable service. Specifically, those reportable services include (1) training, (2) waiver of training requirements (3) job search and (4) relocation allowances where training funds are utilized. These services not only allow the program to meet certain performance measure goals but give a basis for ensuring that we are concentrating on expending the training funds for which the United States Department of Labor has allocated to the State of Florida.

1. *What plan of action will be implemented within your RWB to capture the number of petitions certified, total number of potential workers covered and percentage of those workers enrolled in the TAA program?*

The region will maintain the number of petitions certified and the total number of potential workers covered as it is provided by the State TAA Coordinator in a centralized document. The percentage of those workers enrolled in the TAA program is readily available via EFM ad-hoc query and is monitored for quality assurance twice per year against electronic TAA case records.

2. *How will you report those training funds expended by participant?*

All training funds expended by participant are managed internally by the region's Microix system. Actual training expenditures paid are recorded each quarter under the TRA Payment module in Employ Florida in one lump sum by participant.

3. *What percentage of TAA training funds will your RWB expend on eligible trade-affected workers covered under a certified petition who qualify for training, job search and/or relocation allowances?*

The region will expend 100% of TAA training funds on eligible trade-affected workers covered under a certified petition who qualify for training, job search and/or relocation allowances.

Welfare Transition Program/TANF

For the WT/TANF section, please provide short narratives responding to the following informational requests. Where requested, please provide assurances and/or short explanations of local processes. If the RWB has a local operating procedure that meets all required elements of the section, the RWB may attach the document and simply refer to the local operating procedure. Click here to view WTP SOP's

Customer Notifications ***(V.G.8.b.1) (b, c, d, and e)***

1. *Please describe the regional process for notifying customers of their rights:*
   I. *The right to be treated equitably under the anti-discrimination laws*
   II. *The right and the process to have their case reviewed by a supervisor*
   III. *The right to file a grievance*
   IV. *The right to report good cause for failing to participate in a required activity*
2. *Describe how customers are provided information about the One-Stop Career Center*
3. *Describe the RWB's process for notifying customers of their opportunity to receive support service*
4. *Describe the RWB's process for informing customers of their Opportunities and Obligations*

The RWB develops and utilizes an automated web-based WT information delivery system. In the web-based delivery system customers are informed of anti-discrimination laws, how to file a grievance, what is defined as good cause, availability of support services and their opportunities and obligations.

The automated web-based system requires each applicant to review and check off they understand via an electronic signature the following forms:

- Opportunities and Obligations Acknowledgement form, which includes Consequences for Failure to Participate
- Grievance/Complaint Process, which includes Equal Opportunity Law & Worker Rights under Federal Law agencies and contact information.
- Screening for Diversion Services to include Up-Front Diversion and Relocation as an applicant.
- Locally- Developed Good Cause Acknowledgement Form, which informs the customer how and where to report.

Once a WT applicant has reviewed and acknowledged the forms via the electronic signature, the automated system moves the applicant into a local orientation video. The video discusses all the above forms as well as local procedures relating to locations & hours of operations of One-Stops, support services, fair hearing, local staffing pattern. As the WT applicant completes each form and acknowledgement online, an electronically signed copy of the form is transferred to the applicant's individual e-file stored in our electronic data management storage (EDMS).

In partnership with our local Department of Children and Families, DCF will provide a WT Fact sheet which highlights services to include support services. Also following the online or web-based portion of the online WT orientation and assessment, applicants may then complete a short in person intake appointment with a WT staff member. At this time the grievance process, opportunities and obligations, availability of support services, definitions of good cause, time limits, transitional services, domestic violence referrals and services, alcohol drug mental health (ADM) referrals and services are verbally discussed with each applicant.

General information such as locations, hours of operations, services available at each One-Stop and a calendar of events can all be found on the website www.worknetpinellas.org. More detailed information about the One-Stops may be found in the One-Stop orientation on the website. The One-Stop orientation is available in English, Spanish, English Captions and English Sign Language. If a customer is attending the Job Smart Lab or Power

Workshop, then an overview of One-Stop services, as well as, a tour of the One-Stop may be provided. Walk-ins to the resource room are provided an overview of One-Stop Services by resource room staff, as well as, through the WorkNet website.

A good cause fact sheet is also presented to the WT applicant detailing what Good Cause is, how to report and documentation requirements. These documentation requirements may be:

1. Illness or Child's Illness or medical appointment – a doctor's note, note from childcare center, or notice supporting office's visit if available,
2. Conflicting appointment such as a court hearing, probation appointment, and appointment with Social Security – a copy of the notification letter or note received when attending appointment,
3. A death in the family – copy of the funeral notice from newspaper or funeral. A handwritten note from a family member if other is unavailable,
4. Other emergency circumstances beyond the customer's control – notice or letter supporting emergency such as a car repair bill or towing bill if the car breaks down.

During the online E-Signature process, which includes the WorkNet WT orientation presented in streaming video format available in English or Spanish, the WT applicant or newly mandatory participant is notified of their Obligations and Opportunities via multiple methods. The WT orientation reviews in great details the WT customer's obligations or program requirement to work with WorkNet WT staff, to participate in assigned activities, and how to document their hours of participation.

Employment is also reviewed covering the need to report employment to WorkNet and DCF, requirement to accept any suitable employment and services/resources to assist with retention. Directly following the online orientation, the WT customer reviews and acknowledges through e-signature these obligations or responsibilities. Once the online process is completed, the WT applicant will meet with a WorkNet resource specialist to review materials from the online orientation, discuss the Opportunities and Obligations (O &O's) and selection of an applicant activity to fulfill their WT work registration to include submission of activity verification or time sheets. At the first face-to-face appointment, once cash assistance has opened and applicant is now a mandatory participant, the WT career counselor will review the O&O's and together develop their IRP (Individual Responsibility Plan) where activity assignment is discussed and agreed to. The customer's initial in person appointment may be scheduled within three to five days of their cash assistance opening. During the meeting, the WTP O&O's are reviewed to include program requirements: responsibility to and benefit of working with the WorkNet Pinellas staff; program participation and documentation requirements with due dates, requirements to accept suitable employment, how to report employment and requirement to retain employment.

Grievances and Hearings **(V.G.8.c.4 a, b, and d)**

1. *Describe the steps a customer must take to file a local grievance*
2. *Describe the steps a customer must take to request supervisory review of actions taken on their case*
3. *Describe the RWB's process for preparing for local Fair Hearings*
4. *Describe the type of documentation the RWB presents at Local Fair Hearings*
5. *What program staff is required to attend Local and DCF Administrative Hearings*

During the WT orientation and during intake with the WTP program staff, a step-by-step process of the local grievance and complaint process is reviewed and sign off obtained using a locally-developed form during the WT applicant intake. At this time, staff reviews with the WT customer the steps to request a supervisor review as part of the Grievance/Compliant Process. Customers are first directed to review their case with their assigned WTP Career Counselor. If discussing the issue with their WTP Career Counselor does not create a resolution

customers are then directed to discuss the issue with an on-site WorkNet Pinellas Supervisor. If the grievance or complaint is still not resolved, the customer or the WorkNet Pinellas supervisor will escalate to the program specific WTP Lead. The next step in the grievance process includes WorkNet staff requesting the customer places his/her grievance in writing to the President/CEO, which is followed by when necessary, an appeal to DEO. If the local RWB decision negatively affects a customer's receipt of cash assistance or food stamps the customer is informed of their right to request a fair hearing through the Department of Children and Families. The Grievance/Compliant Process form includes how to address each of the above steps. Requests for a review preceding taking the complaint to the President/CEO can be delivered verbally or in writing by the customer and may occur over the phone or face-to-face depending upon the customer request.

WorkNet has developed a consistent case review and preparation process to handle fair hearings across the WT and SNAP E&T programs in partnership with the local DCF staff. A WorkNet WT supervisor has been designated as the responsible party to attend, represent the RWB and provide documentation to the DCF counterpart. The DCF counterpart then submits one complete packet to the DCF hearings officer. Our local process with DCF requires a staffing between DCF and the designated WorkNet supervisor. A review of the case is conducted to ensure proper procedure was followed by RWB, good cause was not submitted timely by the customer and the customer was fully notified of his/her requirements and available services.
If good cause determination is established the WorkNet supervisor will meet with the customer requesting to take appropriate action in the OSST system, offer available services and to move the customer back into compliance.

The fair hearing packet containing needed support and back-up documentation is gathered during this review period. Documentation is dependent up the specific nature of each case and/or issue, but may include the participant file, OSST MIS, Florida MIS supporting documentation as well as the reviewer's timeline of events or staff narrative of the case review. Documentation packet must include copies of the DEO WT 2290 and/or 2292, OSST case notes supported Pre-Penalty counseling, copies of OSST alternative plan, IRP, work activities calendar, reminder notice, and/or appointment letter supporting the requirement or deadline triggering participant failure. All participant acknowledgements and sign offs are included in the fair hearing packet along with local WT Standard Operating procedures, DEO guidance and applicable Florida statute. Within the RWB's local operating procedures (Chapter 6 Sanctions), the complete procedure for fair hearings is defined.

Applicant Services

1. *Describe the types of services that the region provides to applicants*
2. *Describe the process customers must follow to access applicant services* ***(V.G.8.a.1.1)(b – e)***
3. *Describe the region's Work Registration Process*
4. *Describe the types of activities in which applicants are engaged to satisfy the work registration requirements*
5. *Describe the steps that applicants with limitations must take to be excepted from the work registration activities*
6. *Describe how applicants are assessed for cash assistance diversions during the work registration process.****(V.G.8.a.1.2)***
7. *Describe how applicants are informed of Up-Front Diversion (UFD)*
8. *What steps must an applicant take to receive Up-Front Diversion or UFD services*
9. *Describe the process for entering work registration information into the data entry system*
10. *Describe the process for entering work registration completion into the data entry system* ***(V.G.8.a.1.3.a)***

11. *Describe any work registration promising practices. A promising practice can be defined as processes that increase and encourage program efficiency, eliminates duplication, and/or streamlines processes and services.*
12. *Describe how applicants are informed of relocation assistance*
13. *What steps must an applicant take to receive relocation assistance*
14. *What is the region's maximum allowable payment for Relocation Assistance*

The RWB utilizes online web services through a client portal, available on the WorkNet website, where the WT applicant accesses and completes their WT orientation, work registration, and all intake paperwork. An acknowledgement of E-Signature is required as the WT customer's first step in accessing web services either externally or internally within the One-Stop. Once this acknowledgement is received and validated, the WT applicant is able to begin the next step in the RWB work registration process and access applicant services.

Online work registration and applicant services process includes the following:

1. An initial overview of Workforce Services available through a One-Stop orientation,
2. The WT initial intake and assessment questionnaires,
3. The WTP online orientation video which provides a thorough program overview,
4. An overview of the WTP program opportunities and requirements including the WorkNet grievance, EEOC procedures and good cause reporting, as well as, points of contact,
5. Screening for Applicant Diversion Services through completion of the Diversion Screening tool, DEO-WTP form 2073.

In partnership with local DCF offices and as an ACCESS point for DCF application, WorkNet strives to engage applicants for Temporary Assistance for Needy Families (TANF) promptly after the initial application for benefits and referral by DCF. In order to achieve this, informational fact sheets have been created to guide the customer through the process of accessing services. These fact sheets are included with the "pending letters" sent by DCF to applicants in addition to our DCF partner informing the applicants of the work registration requirement with the RWB and may be generally completed within a day or two. In order to access services, the applicant may choose to:

1. Come to a local WorkNet One-Stop center resource room or computer lab to complete their WTP online orientation and initial assessment where Resource Specialists are on hand to assist and answer questions, or
2. Complete the E-Signature, WT initial intake and assessment, along with the orientation video available in both English and Spanish, and then walk in to meet with WorkNet staff.

Work Registration requires the completion of the WT orientation, required forms such as the WT intake application and WT acknowledgements, initial assessments and 4 hours of an applicant activity such as workshops or Job Smart Labs unless an applicant indicates inability to participate. At the completion of the WT work registration, the RWB staff will review information for completeness and enter appropriate updates to the One-Stop Service Tracking System (OSST) setting an OSST "To Do" to monitor. The RWB staff will acknowledge completion of the Work Registration by signing off the DCF form 2097 Referral for Work Activity providing a copy to the WT applicant. Local process has been established with partner, DCF, where a Florida MIS entry (CLRC) is completed and an email notice sent to the DCF TANF unit. The RWB is focused on customer-friendly work registration process, which now includes online web services such the WT E-Signature, online intake and assessment, electronic document management system and early engagement of the WT

applicant, is one of the RWB's cornerstones for the Welfare Transition program and promotes "work first" and supports strong participation performance. As per RWB WT Standard Operating Procedures (reference pages 5-20), an overview of region 14's work registration process is recapped starting with initial contact and initial assessments to ESignature or completion of required paperwork, through applicant activities and services to communication to DCF partner of TANF applicant's meeting work registration requirements. With WorkNet's new added WT service, E-Signature, the WT applicant can begin their initial paperwork from an external computer or WorkNet computer lab supporting our online services and resource specialist staff is on hand to assist. Customer completes one single document authorizing use of ESignature and supporting their electronic file with an original signature. The remainder of their intake documents, initial assessments and acknowledgements are completed online through ESignature snapshotting each document to the participant's electronic file.

At the discretion of the RWB, based upon availability of funding, core level of services may be provided which are generally up to 1 month and may include childcare and/or incentives provided for emergency needs such as transportation or ancillary support service needed to participate as an applicant or obtain offered employment at a level of $100 to $300.

With either above selection, the WT applicant will be screened for diversion services, will be able to request applicant services, such as mental health and substance abuse counseling referrals, deferral screenings due to physical and mental health barriers, educational referrals to begin training, and diversion services such as Upfront Diversion and Relocation Assistance, and will be able to select an appropriate applicant activity such as Job Smart Labs and employability skills workshops to enhance job seeking skills or supervised job search activities through the Job Smart lab. When an applicant indicates a medical incapacity or other barriers, which may challenge participation in program activities or initial activities such as intake and orientation, the Resource Specialist will notify the staff assigned to manage medical deferrals and schedule an Abilities screening for the applicant, either via telephone or an in person appointment. The applicant is then provided with documentation for completion by a medical doctor used to determine the extent of the applicant's abilities which may result in total deferral from applicant activity, reduced applicant activity, or full participation in applicant activity.

Diversion services available to WT customers include Upfront Diversion and Relocation assistance. During the initial intake and orientation process WT applicants are informed of such services through the online orientation video and the completion of the Upfront Diversion/Relocation Screening tool, DEO-WTP form 2073. Applicants who indicate an interest in Upfront Diversion services will be screened by a staff to determine eligibility and suitability as Upfront Diversion payments are limited to once in a lifetime, and are utilized to assist WT applicants who have experienced an emergency need or other unexpected circumstance that requires immediate, but non-recurrent assistance in order to obtain or maintain self-sufficient employment. When meeting with the WT applicant, the WTP Program staff will review the applicant's case to ensure:

- The case is in pending status or assist the WT customer to begin their ACCESS application,
- The applicant and household meets income and family composition guidelines,
- The applicant has not received Upfront Diversion services previously, and
- There is no active sanction on the applicant's case.

A budget plan is created by the applicant and the staff which allows the applicant to reach and maintain self-sufficient employment, along with support documentation of the applicant's emergency needs. Emergency needs include:

1. Utility bills where payment is needed to avoid interruption of service.
2. Car Repairs, Car Insurance, Car Payments.
3. Payment of medical services or counseling.
4. Coverage of income loss due to medical leave without pay.
5. Emergency Childcare payments until permanent childcare can be secured.
6. Tools, Uniforms, Equipment, Supplies need to obtain/retain employment.

A follow-up appointment is set with the WT applicant to return with their completed paperwork and back up documentation. The WT applicant is either staff registered in the EFM system and provided referrals by the WTP Program staff or referred to a direct placement staff in the WorkNet Resource room to begin their job search and provide assistance with job referrals. The WT applicant may be referred to the Job Smart Lab or employability workshops as needed. RWB-funded ancillary support services may be provided to eligible WT participants as Diversion services if determined to remove emergency need, provide one-time, non-reoccurring assistance to support the WT applicant in obtaining employment and replace need for ongoing cash assistance.

Diversion services may include: transportation, auto repair, uniforms, tools, work boots, utility assistance or rental assistance, based on funding availability and local caps as defined under WorkNet's support service policy. The applicant does not have to take the cash payment to receive diversion; they may simply elect to take services through WorkNet Pinellas, who will make particular payments on their behalf directly to the payee (i.e. landlord, car insurance company, car loan company, electric company, etc.).

Relocation Assistance is another diversion service screened for using the DEO-WTP form 2073. Once determined that the WT applicant meets eligibility requirements for diversion services, Relocation Assistance may be approved when one or more of the following factors creates a significant barrier to employment.

1. The family is located in an area with limited employment opportunities.
2. Because of geographic isolation.
3. Formidable transportation barriers.
4. Isolation from their extended family.
5. Emergency Childcare payments until permanent childcare can be secured.
6. Domestic violence that interferes with the applicant's ability to maintain self-sufficiency and they meet eligibility requirements for diversion services or are receiving temporary cash assistance.

In addition to listed barriers above, it must be determined that the WT applicant is unlikely to achieve economic self-sufficiency where they currently live, has obtained or likely to obtain employment through relocation to another area and/or has a support network in the area identified for relocation. If relocation is due to issues with Domestic Violence (DV), then the DV relocation is supported through a family safety plan with the Pinellas DV provider and would reduce the likelihood of further domestic violence issues. Once eligibility is established, the WT customer and staff will complete a written relocation plan which includes a Relocation Budget worksheet with supported, necessary moving expenses such as transportation, moving services, and lodging for destinations further than one day's drive, a Relocation Budget Form that summarizes other expenses related to the move such as rent, utilities, and deposits, and the Relocation Assistance Program Checklist, DEO Form 2279 to determine the final amount approved for the relocation. Whereas the cost of relocation does not generally exceed $3,500 for moves outside of Pinellas County and exceed $2,000 for moves within Pinellas County, the approval process is dependent upon the dollar amount.

WorkNet Pinellas' approval process follows:

- Requests under $2000 are reviewed and approved by the WTP Program Staff.
- Requests between $2000 and $3000 are reviewed by the WTP Program Staff and approved by the WT Program Manager.
- Requests over $3500 are reviewed by the WTP Program Staff and the WT Program Manager, and then forwarded to the Administrative Entity's Director of Program Operations.

For requests over $3500, the customer must have proof that they requested assistance from other agencies and/or show documented proof that additional funds are necessary.

Within the RWB's local operating procedures, you will find the complete procedures for the RWB Work Registration, applicant services Upfront Diversion and Relocation Services.

Mandatory Services **(V.G.11.a.1.c i and ii) (V.G.11.a.2 a and b)**

1. *Describe how a participant's prior work history, skills, and employability are assessed*
2. *What tool does the RWB use to conduct the initial assessment*
3. *When is the initial assessment initiated and conducted?*
4. *If the initial assessment is conducted during the work registration process, describe how the information is reviewed, updated, and used once the participant becomes mandatory?*
5. *Describe the process of developing an IRP in conjunction with the mandatory participant*
6. *Describe how often the steps to self-sufficiency are updated and signed by the program participant and program staff*

Currently an initial assessment tool, Skills Assessment, is used for the WT/TANF programs with customers self-reporting such basic information as work history, educational levels, credentials and certifications, employment barriers, customer demographic information and employment goals or targeted desired jobs. Work-ready customers are also required to register in the Employ Florida Marketplace system (EFM).

The RWB does a thorough initial assessment. Locally-defined assessment may be any of the following; 1) ADM Referral Determination Guide, 2) Online Intake assessment, 3) WT Orientation questionnaire, 4) Skills Assessment (new tool), 5) E-Choices, 6) Work Readiness checklist to assist with activity assignment, 7)Test of Adult Basic Education (TABE), 8) EFM Background Screen or EFM Self-Assessments, or 9) WT Career counselor Face-to-Face checklist. The assessment tool, RWB Skills Assessment, along with local intake assessment will assist the WT career counselor with identification of participant work history, skills and employability along with face-to-face assessment, which is formalized to the participant IRP. Other employment related information or the participant's work history, education; background information is captured on the Online Intake Assessment and additionally at the WT Career counselor in person.

As per RWB WT Standard Operating Procedures, an overview of region 14's initial contact, initial assessments and mandatory updates or re-assessment is recapped. Local region policy requires a review and any necessary updates at the point of the cash assistance opening or customer moving to a mandatory status within the WT program. During the first in person appointment scheduled the same day if possible or within five to seven days if scheduling is needed due to an OSST alert of mandatory status. A locally-developed career counselor checklist which is recapped in the WT SOP guides the career counselor through the review of the initial assessment and final IRP development. The in person appointment covers reviewing the ADM Referral Determination guide (assessment), online intake assessment, skills checklist (assessment), E-Choices (assessment) and a newly administered assessment, our locally-developed Work Readiness Checklist. If the WT applicant or participant expresses an interest in training, then they are referred for TABE testing to determine readiness and suitability prior to referral to a training activity. All assessments once reviewed are formalized and added to the participant IRP with signature of participant and WorkNet staff obtained.

Plan development is presented as a service and opportunity for the WT customer in the orientation presentation. The IRP is initiated within three to five days of the applicant's cash assistance opening or at the first in person appointment with their WT Career Counselor.

As per WT Standard Operating Procedures, the locally-developed IRP may contain sections for Needs and Barriers, Initial Assessment or Assessment Updates, Employment goals, and Activity assignment/Steps to Self-Sufficiency. Employment goals require expected achievement dates. Activity Assignments/Steps to Self-Sufficiency include scheduled hours, start dates and anticipated end dates. IRP documents are retained electronically, used for updating steps or IRP content. If an update occurs, then a current copy of the IRP is printed and signed by the participant and RWB staff member. IRP updates are individualized and can occur as needed on a 30 to 90 day cycle with mandatory update at the 90-day period. Additionally a Best Practice has been adopted whereby a monthly activity calendar is provided to the WT participant for a daily recap of required activities and events across the month.

Within the RWB's local operating procedures, you will find the complete procedures for the RWB assessment, assessment updating and IRP procedures.

7. *Describe the types of services provided to mandatory participants.*
8. *Describe how the region provides support services to mandatory participants*
9. *Describe how mandatory participants are informed of relocation assistance*
10. *Describe the steps that must be taken by mandatory participants to receive relocation assistance*

Upon initial entry into the WT program as an applicant or a mandatory recipient for cash assistance through DCF, all WT customers are notified through WorkNet's online Orientation and provided an overview of support services or their opportunity to access conditional upon availability of funding. RWB staff will also access of the need for support services referenced in our local applicant and initial intake or Incentive Distribution Standard Operating Procedures.

General Guidelines for support Services: When the WorkNet staff member identifies the program participant has an employment barrier which may not be met through a community-based referral to a partner or fellow agency, then the WorkNet staff member will request support services through the program(s) in which the participant is enrolled.

Core Support Services – fall under the supervision of the WorkNet recruiters, are generally one-time in nature and at a level of $100-$300 if funding is available. Incentive assistance is directly employment-related and tied to transportation need, assist with hiring needs or requirements such as work boots, special work clothing, tools, or a certification fee or exam, WTP applicant (core level) will fall under this level of service and allowable support services.

Intensive Services – fall under the supervision of the WorkNet team lead who manage intensive services programs such as WTP or SNAP E&T. Incentives for intensive service needs are generally short term in nature and at a level of $300 - $1,000 if funding is available. Incentives for WIA intensive service needs will generally not exceed 6 months. Incentives for WTP intensive service needs will generally run the duration of program participation for a WT participant unless annual cap of $1000 per participant is exhausted. Intensive services can be related to program participation in a training or work experience activity and/or employment-related. Incentives may be used to cover needs with ongoing transportation, items needed to seek employment such as interviewing clothing, items needed to begin work such as work boots, special work clothing, tools, removal of barriers to participant or jeopardize continued employment such as utility assistance, vehicle repairs/car payments/registration, and school-related expenses such the cost of a GED exam.

Training Services - fall under the supervision of the WorkNet intensive program coordinators who manage intensive services programs such as WT or SNAP E&T. Local ITA policy caps training for WIA and WTP at $3500 annually over a 2-year training program. Types of training –related services may be tuition, books, lab fees, registration fees, school supplies or tools needed for training program.

WorkNet's support service policy has caps for each given type of expense. . Often, staff will work with local community-based agencies to share in the coverage of cost of support services when other types will not cover the participant's need.

Specific WT Incentives and Support Services are issued under the guidelines in the WT Incentive Standard Operating Procedure, the chart of Service Caps with participant caps which benchmarks participants may attain during their program participation. Examples of these are: 1) transportation $25 biweekly, 2) Clothing, Work Boots or Tools up to $100, 3) Vehicle Repairs up to $250, Vehicle Insurance up to $100, Vehicle Tags/Registration, Plates up to $250 4) Utility Assistance up to $150 Annual caps are established at $400 per program year for a mandatory participant and $200 per year for a transitional participant. Transportation, childcare and training needs do not fall under these local caps. Transportation is on a need basis. Childcare has not limits and only dependent upon need and eligibility. Training follows local ITA policy of up to $3,500 per year. Through community-based partners, there are no limit to referrals to community resources, substance abuse mental health counseling, or domestic violence counseling and services.

One notable program that WorkNet has implemented for transportation support services is the Job Access and Reverse Commute (JARC) program offered through the U.S. Department of Transportation and local Metropolitan Planning Council (MPO) who procures providers to deliver services. The goal of the Tampa Bay Workforce Community JARC program is to provide eligible welfare participants from rural zip codes with Pinellas County, including persons with disabilities, older workers and those receiving Medicare, with improved access to transportation options and support services, which are needed to help them obtain or maintain employment and training activities. The program will also serve to improve partnerships, public awareness and the coordination of eligibility between agencies. The program objectives are to use a voucher-type incentive system to 1) provide reimbursements for vehicle maintenance; and 2) provide gas cards to help cover high costs of fuel.

Relocation services to the WT Mandatory Participant are administered under similar guidelines and procedures to the Applicant relocation services defined above under Applicants Services. Assessment includes review of current status of cash assistance and compliance with mandatory requirements of the WT program prior to processing a request. Within the RWB's local operating procedures, the RWB procedures for the delivery of Relocation Services are recapped in greater detail.

11. *Describe the process for assigning mandatory participants to work activities. How does the region determine the activity in which a participant will be assigned?* ***(V.G.8.b.6), (V.G.8.b.7)***
12. *Describe how the RWB will document actual participation hours*
13. *Describe how the RWB will ensure that documentation to support hours in unpaid work activities is collected at a minimum of every two weeks*
14. *How does the RWB ensure that documentation is collected prior to entering Job Participation Rate (JPR) hours in the data entry system* ***(V.G.8.b.4)(a and d)***
15. *How does the RWB ensure that program participants are not assigned to more than 40 hours per week in work activities*
16. *Describe how the RWB will ensure that unpaid work activities are supervised no less than daily by a designated responsible party* ***(V.G.8.b.3.c)***
17. *Describe how daily supervision is documented for "on-site" job searches*
18. *Describe how daily supervision is documented for "off-site" job searches* ***(V.G.8.b.2)***

Activity assignment: WT Career counselors utilize the participant's previous assessments, the available activity choices, customer's interest and participant's education level to assign the activity that will best support the customer's path to self-sufficiency. If customer's show interest in Vocational Training typically a test, such as TABE may be scheduled at this time. If customer has the education but is lacking experience community service or work experience may be an appropriate choice. If customer has a solid work experience, feels they are ready for subsidized or unsubsidized employment and scores at least 90% on the work readiness checklist job search may be an appropriate choice and a referral to the Business Services Recruiter. Time limits may be federal, state or locally defined and reassignment of activity will occur when time limit is reached such 12-month lifetime limit on vocational training as a primary activity.

Secondary activities, when needed are typically assigned based on customer's educational level. Those having a GED would be guided to Job Skills Training or Education Directly Related to Employment. Customer lacking GED would be encouraged to attend GED classes offered through Pinellas County School Board.

The RWB has centralized data entry through a MIS or data entry team who oversees and manages incoming customer documents or partner documents. MIS Tech for the WT program completes data entry from incoming documentation only. It is the receipt of a time sheet or a pay stub, which triggers the update or entry into the OSST Job Participation Screen. MIS staff reviews the incoming documentation for accuracy and completeness setting aside any issues to follow-up with source or the WT career counselor. Local written policy, the WT Standard Operating Procedures and WT staff training guides, educate the WT staff members on the local requirements to support entry or update into the state OSST MIS system. Periodic monitoring is completed by the local supervisor, coordinator, and by board monitor to ensure local processes are followed with staff counseling, correction or disciplinary action as needed.

WorkNet WT staff attends periodic training at a regional meeting held by management or a separate office-specific training held by the office supervisor. All Job Participation Rates (JPR) and participation requirements are reviewed to ensure staff's understanding and retention:

- To ensure actual hours are supported by proper documentation,
- To include unpaid work activity hours are collected no less than bi-weekly. WorkNet Pinellas has developed a local rule that if no JPR hours are received by the start of the third week, then each career counselor is required to outreach to their customer and if not satisfied begin pre-penalty procedures.
- To ensure program participants are not assigned more than 40 hours or their level of benefits if activity is calculation-based.
- To ensure unpaid work activity hours are supervised no less than daily,
- To ensure daily supervision is documented for "on-site" job searches
- To ensure daily supervision is documented for "off-site" job searches

Internal Monitoring is completed to ensure accuracy of data entry, supporting documentation and collection of documentation.

- Monthly staff monitoring is conducted by WorkNet Pinellas staff who review a sample of cases to ensure that scheduled hours are correct. Supervisors also monitor that the correct activity has been used/assigned and JPR hours correctly updated into the OSST JPR screen. Supervisors review to ensure unpaid work activities are supervised no less than daily and that paid activities have appropriate employer hard copy. Individual training session occurs between the office supervisor and respective career counselor. Monitoring reviews:
    - To ensure actual hours are supported by proper documentation,
    - To include unpaid work activity hours are collected no less than bi-weekly,

    - To ensure program participants are not assigned more than 40 hours or their level of benefits if activity is calculation-based.
    - To ensure unpaid work activity hours are supervised no less than daily,
    - To ensure daily supervision is documented for "on-site" job searches
    - To ensure daily supervision is documented for "off-site" job searches
    - For a description of each WT allowable activity, an overview of general types of allowable support documentation and definition of supervision procedures, see below under WT Activities Overview.
- At the point of approving a support service, the office Lead and/or MIS support staff will check the current activity for which support services is requested under the same review processes noted above in monthly staff monitoring.
- The board monitor for WorkNet Pinellas conducts bi-annual monitoring in which a thorough review of a significant sampling of WT cases is conducted checking the same areas as noted above in the monthly staff monitoring.

19. *Describe how the RWB informs participants of their responsibilities.* ***(V.G.8.b.1)(e and f)*** *Including the responsibility to:*
    - *Work in conjunction with program and career center staff*
    - *Participate in assigned activities*
    - *Document and submit participation hours*
    - *Report employment*
    - *Accept suitable employment*
    - *Remain employed*
    - *Report good cause reasons for failure to participate immediately*
20. *Provide the local definition for Good Cause for failure to participate or comply with program requirements*
21. *Describe the steps that a participant with Good Cause must take to be excused from or rescheduled for an activity*
22. *When must a participant submit documentation to support Good Cause?****(V.G.8.b.2)***
23. *What documentation does the region require to support missed activities due to good cause* ***(V.G.8.b.3)***

A detailed, thorough review of the WT Opportunities and Obligations are included in the WT online orientation. WT customers are able to and encouraged to print a personal copy of their O&O's, WorkNet's local grievance procedure and EEOC information form with contact information and processes detailed. When the WT participant goes mandatory, then at the first in person appointment with their career counselor a review of the O&Os is conducted as noted on the WT Career counselor Face-to-Face checklist. Additionally, locally-developed forms are used to formally notify the WT participant of their responsibilities. These are:

- The WT Services agreement which recaps participant responsibility to work in conjunction with program and One-Stop center staff, participate in allowable, assigned activities based upon assessment needs/barriers and goals, conditions of employment; report, accept and remain employed. An example is included in the WT Standard Operating Procedures.
- The Good Cause Acknowledgement form where the WT customer is informed of Good Cause, to whom to report and to follow grievance process if issues arise. An example is included in the WT Standard Operating Procedures.

A Good Cause Acknowledgement form is signed off and details what Good Cause is, how to report and documentation requirements. These documentation requirements may be a simple statement of inability to attend a scheduled appointment or it may require one of the following depending upon the frequency and type of good cause:

1. Illness or Child's Illness or medical appointment – a doctor's note, note from childcare center, or notice supporting office's visit if available,
2. Conflicting appointment such as a court hearing, probation appointment, and appointment with Social Security – a copy of the notification letter or note received when attending appointment,
3. A death in the family – copy of the funeral notice from newspaper or funeral. A handwritten note from a family member if other is unavailable,
4. Other emergency circumstances beyond the customer's control – notice or letter supporting emergency such as a car repair bill or towing bill if the car breaks down.

Within the RWB's local operating procedures, the RWB procedures for WT good cause are recapped in greater detail.

24. Define and describe each of the following activities as they exist in your region:

- *Unsubsidized Employment*
- *Subsidized Employment (Public)*
- *Subsidized Employment (Private)*
- *On-The-Job Training*
- *Work Experience*
- *Community Service*
  - *How does the region ensure that community service worksites are conducted at not-for-profit agencies and are for the benefit of the community*
  - *Job Search & Job Readiness*
  - *Vocational Education*
  - *Job Skills Training Directly Related to Employment*
  - *Education Directly Related to Employment*
  - *Satisfactory Attendance in Secondary School*
  - *Providing Childcare*

25. How does the RWB ensure that local work activities comply with federal and state definitions?

26. Describe how participants are referred to work sites to begin engagement ***(V.G.8.b.4)***

27. How does the RWB ensure that participants assigned to community service or work experience do not exceed the maximum number of hours allowed based on the work site calculation (cash assistance plus food stamps divided by the higher of the state or federal minimum wage)?

*28. How does the region ensure that current worksite employees are not displaced by program participants, including paid vacancies for which the employer will hire?****(V.G.8.b.9)(a – e)***

WTP Allowable Activities:

EMPLOYMENT:

Unsubsidized Employment is defined as, full or part-time employment in the public or private sector, which may include, self-employment or labor in exchange for services or other amounts such as rent and/or utilities (in-kind work). Public or Private Sector employment is initially reported by a customer through a DCF "Verification of Employment" form, which includes employer name, start date of employment, wage rate, average hours, and hours/earnings worked to date and must be signed and dated by an employer representative with job title. Subsequent allowable documentation may include pay stubs, work time clock/timesheets or verification from the WORK NUMBER (TALX). Projecting forward employment hours may be used if notification from DCF has been received that cash assistance is closed for the remaining time left until the last day of the last month of cash. To project, a paystub or first full pay cycle may be required and if actual hours are received which vary, then hours are adjusted.

For Self-Employment where customer is self-employed or a contract worker, a DCF Employment verification form if employed with single entity or the DCF Self Employment Earnings/Expenses log with any customer receipts, copies of checks, copies of money orders, bills, invoices or other forms available to support earnings and expenses. Self-Attestation alone is not acceptable. When the WT participant is receiving in-kind work, then a new letter or statement is required from the landlord or entity providing services with signature, date and title. Hours of participation are based on gross earnings – expenses/ minimum wage.

For Subsidized Employment in the Private or Public Sector, such as On-the-Job Training program, WT Employer Retention Incentive program or Work Supplementation, a formal agreement is entered into with each employer on behalf of the WT participant with parameters and payment of the OJT or Retention Incentive payment program. WT activity requires employer time sheets or payroll printouts to support On-the-Job time and to support employer payment. Employer hiring incentives require employer time sheets or payroll printout in order to obtain their incentive.

Development of OJT sites and agreements is a partnership between our business services and intensive services or case management teams. WorkNet has established standard operating procedures to address the development and establishment of sites and agreements. When an career counselor has an OJT candidate, then an OJT referral form is completed containing the customer's employment goal, work history, certifications and educational background, and customer employment needs/desires. The packet is then passed to the office supervisor for review and approval to ensure customer is work ready and suitable for OJT. Upon approval, the request for OJT is then passed to the Director of Business Services who will assign to the appropriate employer recruiter. The recruiter will then review their employer accounts to determine if a good match exists with current client base. If not, then the recruiter will begin to identify and solicit a new employer for OJT placement. When an employer has been identified, then the participant will be scheduled for an interview. When interview is successful, then the recruiter and the intensive services career counselor will develop the OJT contract in draft with the employer. Key elements of the contract are:

- A training outline with clear definition of training to be obtained in the OJT experience which includes the Specific Vocational Preparation level (SVP) governing the duration of the OJT as well as defining regional cap of no greater than 6 months.
- No displacement clause with maintenance of effort notice that any employee may follow the WorkNet grievance process should there be an issue arising with perceived displacement.
- Terms of the contract i.e.; start and end of contract, option of contract termination, participant confidentiality, and payment calculation to include minimum of 50% employer out of pocket.

Pay stubs or payroll printouts are required to receive payment and required bi-weekly submission to WorkNet. As a part of the signed agreement between WorkNet and the employer, the employer agrees to assign a worksite supervisor to the WorkNet customer to supervise and train the customer reporting absences, problems arising or termination. Time sheets submitted every two weeks verify daily supervision. Worksites are monitored to ensure compliance with the OJT agreement and state/federal guidelines.

WORK EXPERIENCE:

Work Experience programs are structured and supervised work in exchange for benefits for individuals who lack preparation for or experience in the workforce. Work Experience is a placement of a participant with an employer to gain experience at work to the help the WT participant join or re-join the workforce. The employer may be not for profit, for profit or public. A formal agreement is written specifically for the WT participant and the training opportunity to be obtained. Work Experience agreement templates have been created to guide staff, target agency and ensure use appropriate worksite with training outline defining the training opportunity. Designated WorkNet staff within a One-Stop is tasked with seeking out, identifying and securing new employers each program year as well as renewing current employers annually. Worksite agreements are entered into with

each respective worksite after approval by a WorkNet Pinellas manager, which ensures the agency meets the requirements of Florida's Work Verification plan.

- Work Experience (WE) agreements, includes the following:
    a. Statement that the agency is a not for profit, for profit, or public entity,
    b. Statement and sign off that the agency will not displace their own employees as well as provide grievance process for an employee to pursue should they feel that they have been displaced.
    c. Training outline of job skills to be obtained during experience,
    d. Requirements of the not-for- profit agency such as assigning a worksite supervisor, tracking daily attendance and providing WE times sheets each week,
    e. Requirements of WorkNet Pinellas such as providing support, counseling and follow-up to the placed WT participants.
- A master list is maintained on our local public drive accessible by all staff providing ready access to location, contact name and phone number and type of job position(s)/training available. WE Worksites are shared between the WIA Youth and Welfare Transition (WTP) programs.

The WT participant may be referred to the Business Services Recruiter for assessment and identification of a WE site by the WT staff member. Customer's experience, desired occupation, travel and available hours are considered in making the placement. The WorkNet staff member calls the WE Worksite contact via phone to discuss referring the WT participant. An appointment is scheduled for WT participant to meet with the site supervisor on a specific date and time. WorkNet staff contact the worksite back on the appointment day to confirm the customer's start date or discuss why customer was not placed. If placed, then the WorkNet staff contacts the customer back at the end of the first week to determine customer progress and assist with any issues arising. Follow-up may be conducted periodically thereafter to monitor progress and daily supervision. Open communications are established with the worksite supervisor who can contact the career counselor or the designated WT recruiter. WE time sheets are faxed to the respective WorkNet office to monitor daily supervision and also serve as a tool for communication. Timesheets are monitored by MIS support staff or career counselor to ensure that an authorizing site supervisor signature and hours are fully documented. Employers are contacted to clarify any issues. Approved hours are entered into the Job Participation Rate (JPR) screen by the MIS support staff or directly by the career counselor before placing in customer's file.

Monthly calculations are pulled through ad-hoc reporting by the MIS Team once DCF benefit levels have been established by DCF for the new, upcoming month. Spreadsheets include calculation of hours based upon formula (TANF+FS/minimum wage) and RWB staff adds the scheduled hours into the new month's JPR's. Updates to IRP (Individual Responsibility Plan) and monthly activity calendars are made when needed and provided to each WT participant.

COMMUNITY SERVICE WORK EXPERIENCE:

Community Service programs are structured in which WT participants perform work for the direct benefit of the community at local not for profit agencies. Community sites are limited to local not for profits serving a useful purpose to the local community. Community Service agreements have been created to guide staff, targeted agency and ensure use of only not-for-profit as well as define the benefit to the local community. Community Services sites have been developed at various not-for-profit and public agencies in Pinellas County. Agencies are chosen from among those who, after initial contact, appear able and willing to accept the responsibilities associated with daily supervision and support the improvement of employability of placed WT participants who are not able to obtain employment due to barriers with soft skills such as interpersonal skills, problem solving, balance world of work with personal responsibilities or job retention. Designated WorkNet staff within a One-Stop is tasked with seeking out, identifying and securing new worksites each program year as well as renewing current worksites annually. The Business Services team and WIA Youth team share potential worksite leads with the WTP program. This ensures that the region is marketing the full menu of services to employers. Community

Service agreements are entered into with each respective worksite after approval by a WorkNet Pinellas manager which ensures agency is a "not for profit" and of benefit to the community.

- Community Service Agreements, include the following:
    a. Statement that the agency is a not-for-profit (non-profit)
    b. Statement and sign off that the agency will not displace their own employees as well as provide grievance process for an employee to pursue should they feel that they have been displaced.
    c. Training outline of job skills to be obtained during experience,
    d. Requirements of the not-for-profit agency such assigning a worksite supervisor, tracking daily attendance and providing Community Service times sheets each week,
    e. Requirements of WorkNet Pinellas such as providing support, counseling and follow-up the placed WT participation.
- A master list is maintained on our local public drive accessible by all staff providing ready access to location, contact name and phone number and type of job position(s)/training available. Worksites are shared between the SNAP E&T and Welfare Transition (WTP) programs.
- WT customer selection is also allowed and often provides lead to a new and viable community service worksite. Process above is followed.

The WT participant is referred to the Community Service (CS) site after making their selection of site with approval from their career counselor or an Outreach Specialist (supporting staff). Customer's experience, desired occupation, travel and available hours are considered in making the placement. The WorkNet staff member calls the CS Worksite contact via phone to discuss referring the WT participant to the agency. An appointment is scheduled for WT participant to meet with the site supervisor on a specific date and time. WorkNet staff contact the worksite back on the appointment day to confirm the customer's start date or discuss why customer was not placed. If placed, then the WorkNet staff contacts the customer back at the end of the first week to determine customer progress and assist with any issues arising. Follow-up is conducted periodically thereafter to monitor progress and daily supervision. Open communications are established with the worksite supervisor who can contact the career counselor or the designated Community Service coordinator. Community Service time sheets are faxed to the respective WorkNet office to monitor daily supervision and also serve as a tool for communication. Time sheets are monitored by MIS support staff or career counselor to ensure that an authorizing site supervisor signature and hours are fully documented. Employers are contacted to clarify any issues. Approved hours are entered into the Job Participation Rate (JPR) screen by the MIS support staff or directly by the career counselor before placing in customer's file.

Monthly Calculations are pulled through Ad-Hoc reporting once DCF benefit levels have been established by DCF for the new, upcoming month. Spreadsheets include calculation of hours based upon formula (TANF+FS/minimum wage) and RWB staff add the scheduled hours into the new month's JPRs Updates to IRP and monthly activity calendars are made when needed and a copy is provided to each WT participant.

JOB SEARCH AND JOB READINESS:

Job Search and Job Readiness are components of WorkNet's Job Smart Labs supervised by our Employability Skills Trainers. Daily supervised internal job search is tracked and monitored. Job contact/time sheets have been developed to record a customer's start and end time in the Job Smart Lab or WorkNet Resource Room as well as job leads pursued with results.

Daily supervised job readiness training is tracked and monitored. Job Smart Lab times sheets have been developed to record a customer's start and end time in the Job Smart Lab as well as which workshop components were completed such as online job search training, resume development, etc.

External job search is supervised daily. WT participants who are engaged within this activity are invited into the One-Stop to meet with an assigned WT staff member to review current opening(s) or target(s) for external job

search. The goal will be to plan multiple contacts based upon available hours. The participant takes an off-site job contact form and MapQuest directions with them along with any EFM referral or job lead information. The form guides the participant to the information needed to support their job contact and MapQuest is used to track trip time. The external job seeker will return to the One-Stop each day to meet with their assigned WT staff to submit their completed job contact form and supporting documentation. WorkNet staff will also review the outcome or any issues arising with employer contact. Daily supervision is handled through one of the following methods with employer: 1) telephonic follow-up, 2) facsimile follow-up, 3) EFM employer notations, 4) Business Services Recruiter follow-up with employer. The form guides the MIS tech or data entry staff to calculate the allowable hours and verify completeness of contact/support documentation to update the state MIS and OSST.

A component of Job Search and Job Readiness may contain Substance Abuse and Mental Health (SAMH) services or time spent in counseling. We have developed a local procedure with our SAMH providers whereby the SAMH professional certifies that the treatment is necessary to obtain employment and assessment is that the customer is "otherwise employable". The referral tool may be completed by either the SAMH professional or by the WorkNet career counselor although certification or authorizing signature by the SAMH professional is required to proceed. A SAMH time sheet will be maintained and signed by the SAMH professional. Time sheets are monitored by MIS support staff or career counselor to ensure that an authorizing signature and hours are fully documented. Issues are set to aside to contact SAMH professional for clarification. Approved hours are entered into the Job Participation Rate (JPR) screen by the MIS support staff or directly by the career counselor before placing in customer's file.

VOCATIONAL TRAINING:

Prior to the enrollment of a customer into WT Vocational training or training leading to a certification, degree or OCP in a high-demand occupation, the WT career counselor will assess that the customer has both the ability and the likelihood to successfully complete the training program. In addition, the career counselor will access that the customer has the ability and likelihood to obtain employment in the field of training upon successful completion. Factors which must be considered in this issue shall include, but are not limited to: assessment results, grade and reading levels, criminal background, childcare/home-life issues, financial need during training, financial need upon completion of training and the general salary amount of the given profession, etc. If the WT participant is assessed to not be suitable or ready for training, then activities will be defined on the participant's career plan to move customer to training.

Training services will be in demand occupations, and through approved training vendors, as identified for this region by the WorkNet Pinellas Board. The statewide list of training vendors and programs may be found at http://www.floridajobs.org. Please be aware that the statewide list is not 100% accurate and approval/denial shall take place during the staffing process, at the discretion of the Program Coordinator. Should a customer desire to enter into training at a training provider not on this local list, but on the State approved training vendor list, than a request must be made in writing to the Team Lead who will review for appropriateness. The Program Coordinator will forward the request to the BED Program Director to approve/deny the request. A copy of the approval will be placed into the WT participant's efile. Training services require additional updating the IRP and may warrant additional assessment.

WorkNet staff verifies hours of actual participation through training activity time sheets kept by the participant and signed by an authorized source such as teacher, school, or supervisor. Submission of time sheets are encouraged weekly but required bi-weekly. Time sheets are monitored by MIS support staff or career counselor to ensure that an authorizing site supervisor signature and hours are fully documented. Training Providers are contacted to clarify any issues. Approved hours are entered into the Job Participation Rate (JPR) screen by the MIS support staff or directly by the career counselor before placing in customer's file.

JOB SKILLS TRAINING:

Job Skills Training is education or training for job skills required by a local employer. This activity may include customized training and/or general training to prepare a customer for employment. ABE, ESOL or Post-Secondary training may also be included if necessary to perform a specific job or directly related to employment. WorkNet staff verifies hours of actual participation through training activity time sheets kept by the participant and signed by an authorized source such as teacher, school, or supervisor. Submission of time sheets are encouraged weekly but required bi-weekly. Time sheets are monitored by MIS support staff or career counselor to ensure that an authorizing site supervisor signature and hours are fully documented. Training Providers are contacted to clarify any issues. Approved hours are entered into the Job Participation Rate (JPR) screen by the MIS support staff or directly by the career counselor before placing in customer's file.

EDUCATION DIRECTLY RELATED TO EMPLOYMENT:
Educational activities regardless of customer's age are for those who have not received their High School diploma or GED and need further education related to a job or specific occupation. It may include ABE, ESOL, supervised study time to succeed towards completion and required testing to acquire GED certification where prerequisite for employment.

Progress is monitored and supervised in several ways such as:

- The training provider's progress notes on weekly training time sheet,
- Term or semester grades or school progress notes
- Periodic retesting for TABE

WorkNet staff verifies hours of actual participation through training activity time sheets kept by the participant and signed by an authorized source such as teacher, school, or supervisor. Submission of time sheets are encouraged weekly but required bi-weekly. Time sheets are monitored by MIS support staff or career counselor to ensure that an authorizing site supervisor signature and hours are fully documented. Issues are set to aside to contact training site for clarification. Approved hours are entered into the Job Participation Rate (JPR) screen by the MIS support staff or directly by the career counselor before placing in customer's file.

SATISFACTORY ATTENDANCE AT A SECONDARY SCHOOL:
Educational Activity for those who have not received their High School diploma or GED and need further education to attain their HS Diploma or GED Certification to include supervised study time, ESOL if needed to obtain GED or diploma. Progress is monitored and supervised in several ways such as:

1. Starting with an initial TABE or Test for Adult Basic Education,
2. The training provider's progress notes on weekly training time sheet, and/or
3. Mandatory post TABE no less than 5 months after initial or a local target of every 3 months. WorkNet staff verifies hours of actual participation through training activity time sheets kept by the participant and signed by an authorized source such as teacher, school, or supervisor.
4. Must be the full-time activity for a Teen Parent

Submission of time sheets are encouraged weekly but required bi-weekly. Time sheets are monitored by MIS support staff or career counselor to ensure that an authorizing site supervisor signature and hours are fully documented. Employers are contacted to clarify any issues. Approved hours are entered into the Job Participation Rate (JPR) screen by the MIS support staff or directly by the career counselor before placing in customer's file.

PROVIDING CHILDCARE SERVICES:

If a WT participant is providing childcare services to another WT participant engaged in a community service program, they are considered to be participating in the Community Service "placed" to participate. This activity does not include a two-parent household where one parent remains in the home to care for household children. Hours are based on the Community Service calculation for the Community Service "placed" customer using the total of their cash assistance and food stamps benefits divided by minimum wage to define a monthly hour amount, which is apportioned as assigned over the month. The Community Service "placed" customer's time sheet as daily supervised and monitored by their worksite supervisor is used to document hours of participation for the participant providing childcare as well as daily supervising their activity. Submission of time sheets are encouraged weekly but required bi-weekly. Daily telephone contact logs from the assigned career counselor will also be used to support daily supervision.

REFERRAL TO A WORKSITE:
The program participant is referred to the worksite after making their selection of the worksite with approval from their career counselor or RWB staff. WT Work Experience, OJT or the Employer Retention Incentive programs require a contract/agreement and has added approval levels of office supervisor and program management. A Community Service worksite requires an annual agreement on file prior to placement at the worksite. Customer's experience, desired occupation, travel and available hours are considered in making the placement. The WorkNet staff member calls the worksite contact via phone to discuss referring the WT participant to the agency. An appointment is scheduled for WT participant to meet with the site supervisor on a specific date and time. WorkNet staff contact the worksite back on the appointment day to confirm the customer's start date or discuss why customer was not placed. If placed, then the WorkNet staff contacts the customer back at the end of the first week to determine customer progress and assist with any issues arising. Follow-up is conducted periodically thereafter to monitor progress and daily supervision by the worksite supervisor. Open communications are established with the worksite supervisor who can contact the career counselor or the designated RWB staff. Worksite time sheets are faxed to the respective WorkNet office to monitor daily supervision and also serve as a tool for communication. Time sheets are monitored by MIS support staff or career counselors to ensure that an authorizing site supervisor signature and hours are fully documented. Employers are contacted to clarify any issues. Approved hours are entered into the Job Participation Rate (JPR) screen by the MIS support staff or directly by the career counselor before placing in customer's file.

When setting up the initial, signed worksite agreement with the employer, staff will provide assistance in completion of the contract and training. One component is to review the employee displacement clause which includes the requirement for a new worksite to notify current employees of the WorkNet grievance policy and ability to file a grievance.

The displacement clause states that the employer may not:

- Displace any currently employed worker for a WT participant. This includes partial displacement such as reduction in the hours of non-overtime work, wages or employment benefits.
- Hire a WT participant into or remain working in any position when the same or substantially equivalent position is vacant due to a hiring freeze or when any regular employee is on lay-off from the same or substantially equivalent position or when the regular employee has been bumped and has recall or bumping rights to that position pursuant to the provider's personnel policy or collective bargaining agreement.

All worksites are required to inform employees of the ability to file grievance if displaced.

MONITORING WT ACTIVITY USAGE AND PROVIDE ONGOING STAFF TRAINING:

To ensure compliance with federal and state as well as local guidelines, internal monitoring is completed to ensure appropriate usage of each WT allowable activity, correct data entry, supporting documentation and collection of documentation.

- Monthly staff monitoring is conducted by the office supervisor and data analyst who review a sample of cases to ensure that scheduled hours are correct. Supervisors also monitor that the correct activity has been used/assigned and JPR hours correctly updated into the OSST JPR screen. Individual training session occurs between the office supervisor and respective career counselor.
- The WTP Career Counselor reviews participant needs and determines eligibility/suitability for need in accordance with WTP Supportive Service SOP and completes a Supportive Service acknowledgement form. The program participant is directed to the WTP staff person dedicated to issuance of supportive services.
- The board monitor for WorkNet Pinellas conducts bi-annual monitoring in which a thorough review of a significant sampling of WT case is conducting checking the same areas as noted above in the monthly staff monitoring.

Standard Operating Procedures have been developed and WT program staff attends training quarterly. Training topics stem from quality assurance findings or observations. A staff job aid has been developed to guide staff in acceptable documentation for work participation. Participants submit their various forms of documentation to support actual hours of participation which include times sheets, employment verification forms, pay stubs, Job Smart Lab timesheets, Internal/External Job search timesheets, Self-Employment logs and etc. Documents are monitored by MIS support staff or career counselors to ensure that an authorizing site supervisor signature and hours are fully documented. Employers are contacted to clarify any issues. Approved hours are entered into the Job Participation Rate (JPR) screen by the MIS support staff or if urgent need arises directly by the career counselor before placing in customer's file. Within the RWB's local operating procedures (Chapter 4), the RWB definitions and procedures for each WT allowable Work Activity.

29. *If a participant reports limited abilities, what is the process for deferring the participant from traditional work activities?*
    Describe the types of activities that may be included in a participant's Alternative Plan
30. *Does the region require deferred participants to complete any vocational or other assessments?*
31. *Describe how the region identifies hidden disabilities, including learning disabilities*
32. *What other services are provided to participants who have learning or other hidden disabilities?*

NOTIFICATION OF AND ASSESSMENT FOR ESTABLISHING A WT DEFERRAL:

When a customer is reporting a limited or medical incapacity or a barrier to program participation or need for reduced levels of participation, the WTP Resource Specialist for an applicant or the WTP career counselor for a participant will sit and provide an overview of a Welfare Transition deferral including the requirements to establish, documentation required to support, additional assessments that will be required if applicable to their medical condition or barrier, the development of their alternative plan, requirement for monthly in person appointments and resources available to them within WorkNet and our local community.

Documenting their need for a deferral is the first step. When a customer has returned with the appropriate documentation such as doctor's note or a WT medical form completed and signed by a licensed physician who are licensed under F.S. chapters 458 & 459, then the WorkNet staff member will enter a deferral on the OSST Alternative Plan screen to track the deferral as well as set "To Do" for the next follow-up/in person appointment with new medical or documentation for continued deferral required every 90 days. Deferrals are assigned to a specialized career counselor on the WT team, who receives additional training in services and deferral requirements. Alternative Plans will include additional elements specific to the customer's medical or other

barriers and may include the following based on customer's case such as physical therapy, attending treatment or meetings, attending required counseling, doctor's visits, application and appeal for SSI or SSDI benefits.

WorkNet strongly links its deferred customers to the Disability Navigator/Ticket to Work services in our One-Stops. The WorkNet specialized career counselor may request for a Disability Navigator to attend one of the first face-to-face sessions to assist with alternative plan elements and services within the community. All medically deferred customers are required to attend the Disability Navigator Orientation if capacity permits. The Disability Navigator assists with Ticket to Work assessment and services within our One-Stops. WorkNet will also access local Vocational Rehabilitation services through community-based referral especially if additional assessment is needed.

If a WT participant struggles with the WT intake, initial assessments indicate potential of a learning disability, or participant discloses a learning disability during their intake, Resource Room staff may refer the participant to the Remedial Skills trainer, the WorkNet Disability Navigator Program, or an outside community partner for additional assessment. The WT career counselor may also refer for additional screening if their ongoing assessment or participant progress warrants. WorkNet staff may have the WT participant take a free online assessment for Learning Disabilities available at http://www.test4free.com website to further screen. Any WT participants referred for TABE testing where low scores or inability to complete may result in referral for additional screening for learning disabilities. Partners providing additional screening may be the Pinellas County School system, Career Education and Training or Department of Vocational Rehabilitation.

Within the RWB's local operating procedures, a more thorough recap of the RWB procedures for this specialized Case Management may be found.

Special Populations **(V.G.17) (V.G.20.e)**

1. *Describe the region's process for providing workforce services to the following hard-to-serve populations:*
    - *Homeless*
    - *Ex-Offenders*
    - *Older Workers*
    - *Migrant Seasonal Farm Workers*
    - *Individuals with Disabilities*
    - *Limited English Proficiency/English as a Second Language (ESL)*
    - *Refugees*
    - *Domestic Violence*

SERVICES TO SPECIAL POPULATIONS:

WorkNet offers a variety of services to targeted population such the homeless, ex-offender, hard-to-serve, individuals with disabilities and other targeted groups. Within WorkNet's array of services while funding remains available, we have the Pinellas County Ex-Offender Re-entry program (PERC) providing specialized placement assistance and case management, Disability Navigator and local Vocational Rehabilitation programs providing linkage and pathways to community resources as well as assessing placement assistance within WorkNet. WorkNet staff is trained on all programs and services within WorkNet and will refer suitable customers to the Veteran's, WTP, WIA, TAA, and SNAP E&T programs for additional services. Lutheran Services of Pinellas provide services to the Pinellas refugee and jointly with the RWB maintains oversight of WT program services to the eligible Pinellas refugee. Adult Education partner provides assessment and training assistance for persons with Limited English Proficiency. The Casa of Pinellas and the Haven along with Operation Par and Directions, local Substance Abuse Mental Health (SAMH) providers, do on site staffing or are available by appointment for screenings based upon a locally-developed ADM screening tool. Referrals are made for appropriate needed services.

Describe how the RWB ensures that domestic violence providers/partners are trained and competent to provide such services. ***(V.G.8.c.3)***

2. *Other than work registration, describe when customers are notified of the opportunity to receive domestic violence services and counseling* ***(V.G.8.c.2.a)***
3. *How does the RWB ensure the confidentiality of customers who have reported domestic violence?*
4. *How does the RWB ensure that the customer has a safety plan in place?*
5. *How does the region ensure that the safety plan for customers requesting relocation assistance due to domestic violence include a recommendation of relocation from a domestic violence professional?*

WT CUSTOMER NOTIFICATION OF DOMESTIC VIOLENCE SERVICES:
During the online E-Signature process which includes the WorkNet WT orientation presented in streaming video format available in English or Spanish, the WT applicant or newly mandatory participant is notified of their Obligations and Opportunities (O&O's) via multiple methods. The WT orientation reviews in great detail the WT customer's opportunities to receive and how to receive support services, domestic violence counseling or assistance, and/or mental health/substance abuse counseling. DV Partner provider information is presented with local contact information if the event the customer chooses to not disclose to WorkNet and access directly. Directly following, the online WT customer reviews and acknowledges through e-signature their ability to request and access support services or counseling services. Once the online process is completed, and then the WT applicant will meet with a WorkNet resource specialist to review materials of online, discuss the Opportunities and Obligations and assess any services needed to begin applicant activities. A locally-developed screening tool with locally DCF-approved substance abuse/mental health certified counselors and locally DCF-approved certified domestic violence counselors is also reviewed with the WT applicant and if indicated or customer requests, referral is made to these services. These partners have office days where these certified counselors will see scheduled appointments or walk-in's. At the first face-to-face once cash assistance has opened and applicant is now a mandatory participant, the WT career counselor will review the O&Os and available services to make additions or changes based upon customer request or change in activity. Assessment of evidence or issues with Domestic Violence can arise during this first face-to-face or subsequent meeting with the WT participant.

MAINTAIN CUSTOMER CONFIDENTIALITY IN AREA OF DOMESTIC VIOLENCE:
When hired, RWB staff is trained and sign an acknowledgement on the confidentiality of program participants and information/documentation pertaining to the participant. WorkNet WT staff attends periodic training as a regional group held by management or a separate office-specific training held by the office supervisor where confidentiality is reviewed. Our local domestic violence providers attend once or twice annually to provide training on domestic violence detective, services, and required confidentiality to RWB staff within the WT program.

For WT participants reporting or assessed with elements of Domestic Violence, two participant files are created and OSST is case noted with "Criteria 1". All confidential or related Domestic Violence documents are retained in the separate Criteria 1 hard file in a separate locked drawer or file cabinet. All discussion pertaining to domestic violence with local DV providers or agencies are handled behind closed doors. Inter-office discussion is referenced as Criteria 1.

PARTNERSHIP WITH LOCAL DOMESTIC VIOLENCE PROVIDERS:
Periodic meetings are held between the Domestic Violence (DV) local providers, the Substance Abuse, Mental Health providers to ensure collaboration and communication is promoted. These meetings have been ongoing and the resulting partnership is strong. A better understanding of each program or agency's requirements is promoted such as the sharing of the DV Family Safety Plan. Under local RWB guidelines, a deferral is

supported through a copy of the DV Family Safety Plan with definition of ability to participate often staffed with the DV expert. When an Application or Mandatory relocation is warranted by issues with Domestic Violence, then a DV Family Safety Plan is required to support the cost of relocation.

Within the RWB's local operating procedures (Chapter 3), a more thorough recap of the RWB procedures for specialized Case Management to include SAMH and DV guidance may be found.

Transitional Services **(V.G.20.g)**

1. *Describe when and how customers are informed about transitional services*
2. *Describe the type of services offered to participants whose cash assistance closes with earned income*
3. *Describe how those eligible for transitional services can access them*
4. *How long can an eligible transitional customers access transitional support services?*
5. *How long does the RWB authorize a childcare referral for transitional customers?*
6. *How often does the RWB require a participant receiving transitional childcare to document employment?*
7. *How often are transitional participants receiving support services reviewed for eligibility (family size, income, household composition, etc.)?*
8. *Describe the educational and training opportunities available to transitional participants*
9. *How does the RWB encourage employment retention and advancement for transitional participants?*

NOTIFICATION OF TRANSITIONAL BENEFITS AND SERVICES:
During the WT orientation, a thorough overview of transitional service benefits to include support services, how to access and continued eligibility requirements is provided. Through review and sign off of the WT Opportunities and Obligations, the WT customer acknowledges ability to access transitional benefits.

At the first in-person appointment, the WT career counselor reminds the WT participant of what will occur when they become employed and review transitional benefits to include support services, how to access and continued eligibility requirements. The WT Services Agreement (a locally developed form) gives a step-by-step recap of moving from mandatory to transitional.

At the point of WT placement entry into the OSST MIS system, a locally-embellished transitional services reminder is mailed to each newly-employed WT participant to alert them again of the availability of transitional benefits and services.

Specialized Transitional Career Counselors handle the needs and follow-up requirements of the TS customer. When a WT mandatory customer becomes employed, then a bridge is made between the Mandatory (MN) Career counselor to the Transitional Career Counselor with notification of new RWB staff and a reminder of TS requirements.

TYPES OF TRANSITIONAL SERVICES:
Generally the WT Incentives and support services identified under Mandatory services above or as defined in within the RWB's local operating procedures are available to the transitionally-eligible participant.

- Transitional Childcare (TCC) referrals may be provided for up to two years and if only TCC is being received, then quarterly verification of continued employment is required and is updated to the OSST MIS system. Transitional Education Childcare will be provided on a semester to semester or term to term basic.

- When a transitional customer continues to receive support or training services, then continued employment is verified monthly and updated to the OSST MIS system.
- Assistance with transportation is capped at six months unless to support transitional training which may run up to two years, unless an emergency need is assessed and supported, obtaining designee approval.
- Transitional training services mirrors WT vocational training in terms of caps and limits for the transitionally-eligible participant. Transitional vocational training can be funded for up to a 2-year training provider in a high demand occupation at an approved training provider following guidelines within local operating procedures.
- Local RWB staff work to assist the TS customer to move from employment to a career laddering with their field of employment. Continued case management and availability of training services promotes career laddering and advancement.

REVIEW OF ONGOING TS ELIGIBILITY:
Upon notification from DCF that cash assistance is terminated or the initial status change from participant to transitional, staff will review the participant case to determine TS eligibility and complete a locally-created TS eligibility tool. When any change is noted in the transitional customer's case such as an increase in wage, change in employment, change in household composition or family size or any alert is received from DCF, then the TS case is reviewed for eligibility and a new TS eligibility tool is completed. When there is a break of more than 30 days in services and staff closes the OSST case and if the TS customer returns for services, then a new TS eligibility tool is completed. When approval for ancillary support services are requested by staff, a TS eligibility tool is updated by staff and reviewed by supervision prior to approval.

Special Projects **(V.G.8.c.5) & (V.G.8.c.5.b)**

1. *Describe how the RWB uses TANF funds for any locally developed special projects?*
2. *What TANF purpose does the project serve?*

SUMMER YOUTH TANF PROGRAM:
When funding is available, WorkNet Pinellas' Summer Youth Program is provided to "TANF-Eligible" youth. This program provides a comprehensive STEM-based Summer Youth Program for those TANF eligible youth betweenages14-16. The program includes Success Skills, Career Exploration, Employability Skills, Work Maturity Skills, Subsidized and Unsubsidized Employment Opportunities, Mentoring, Career Counseling, as well as Parent/Pregnancy Prevention. DEO TANF eligibility forms are completed for each youth to support eligibility using TANF purpose:

1. Reduce the dependency of needy parents by promoting job preparation, work, and marriage;
2. Preventing and reducing out-of-wedlock pregnancies; and If a joint WIA Youth and TANF funded program is anticipated, then full WIA application is completed with appropriate back up support of youth age, youth right to work and US Citizenship along with family size, family income and justification of need. Income eligibility would be determined through youth who meet WIA 70% LLSIL and youth who meet TANF income eligibility and purpose.

Oversight and Safeguards

1. *Describe safeguards the region has in place to recognize and identify fraud, attempted fraud or suspected fraud by program participants?*
2. *Describe safeguards the region has in place to discourage fraud or attempted fraud by program participants?*
3. *What's the process for reporting program participants (applicants, mandatory, and transitional) for fraud or suspected fraud?*
4. *Describe safeguards the region has in place to recognize and identify fraud, attempted fraud, or suspected fraud among program staff?*

5. *Describe safeguards the region has in place to discourage fraud or attempted fraud among program staff?*
6. *What's the process for reporting program staff for fraud, attempted fraud or suspected fraud?*

MONITORING AND STAFF TRAINING TO ADDRESS FRAUD:
WorkNet conducts monthly staff monitoring by the office supervisor, which includes a review of a sample of cases to ensure that activity appropriate documentation is submitted by program participants. Review includes monitoring of program staff's action taken on cases.

Centralized data entry through a team of MIS technicians supports ongoing monitoring as documentation is submitted for processing by RWB staff or the WT customers. MIS and supervisors monitor that timesheets are signed by approved site representatives, that paystubs submitted coincide with the site listed within the OSST MIS system, and of appropriate updating of the OSST MIS system. As needed, sites are contacted to verify documentation received by program participants.

Quarterly, RWB staff training reviews the signs and detection of fraud as well as process for escalation. Within the RWB's local WT operating procedures, a more thorough recap of the RWB procedures for Fraud and Child Abuse reporting may be found.

NOTIFICATION TO THE WT APPLICANT, MANDATORY AND TRANSITIONAL PARTICPANT TO ADDRESS FRAUD:
Participants are advised of fraud reporting when reviewing and signing the Grievance/Complaint form at Orientation. Added notation has been added to the WT O&Os, WT Services Agreement and the Transitional Services Notification.

Flyers have been developed and posted to the WT ESignature or web services as well as posted within the One-Stops.

REPORTING FRAUD THROUGH ONLINE DCF MIS:
Reporting incidents of Fraud will be submitted electronically thru the Department of Children and Families FLORIDA system by the WorkNet designee. Training on electronic reporting of Fraud will be completed by DEO on 08/14/12. Incidents of Fraud by program staff are forwarded to the appropriate supervisor and Director.

Individual Developmental Accounts ***(V.G.8.c.6)(a and b)***

1. *Describe the region's Individual Development Account (IDA) program; specifically identify the population served under the IDA project.*

Not Applicable

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

For the SNAP E&T section, please provide short narratives responding to the following informational requests. If the RWB has a local operating procedure that meets all required elements of the section, the RWB may attach the document and simply refer to the local operating procedure. If the RWB does not implement a SNAP E&T program, indicate "does not operate a SNAP E&T program." Please refer to the recently approved SNAP E&T Program State Plan as a reference to assist in the preparation of the local plan. If a local policy exists which addresses any of the items below, refer to that local policy. Include it as an attachment to the local plan. Click here to view the SNAP SOP

1. *Describe the local staffing (case management) model used to serve SNAP E&T participants.* ***(V.G.9.a.1)***

WorkNet Pinellas provides Supplemental Nutrition Assistance Program (SNAP) recipients with a volunteer-based SNAP Employment and Training (E&T) services (previously known as Food Stamp Employment & Training Program, or SNAP E&T) out of two offices located in South, and North Pinellas County, still referenced as SNAP E&T locally. Community Outreach is a strong component of the volunteer program to educate, recruit and engage food stamp recipients in need of Employment and Training services within Pinellas County. Current staffing pattern has full-time FTE's for a SNAP E&T Supervisor and two SNAP E&T Career Counselors across the county, as the caseload increases and to ensure compliance with DEO caseload ratio for the SNAP E&T program, WorkNet Pinellas may add additional Career Counselors throughout the PY. The dedicated SNAP staff is supported by prorated RWB staff from the Workforce Investment Act (WIA) and the Welfare Transition program (WTP). WT Outreach Counselors assist with community outreach on a part-time basis. The Supervisor and Career Counselors oversee all customer recruitment and engagement for those who have completed their initial program requirements and are requesting services under the volunteer-based program. Prorated WT and WIA staff will case manage engaged volunteers as assigned. All full-time and part-time staff assists with incoming alerts, local intake and initial assessment to include identification of barriers to obtaining employment as well as direct referrals to available job orders. MIS functions are supported by the team of MIS technicians who assist with review of participation time sheets or hours updating the OSST MIS and the EDMS (Electronic Document Management System).

2. *Describe the local procedures for contacting participants after the referral has been received from DCF through the overnight interface (FLORIDA to OSST Interface). Include the timeframe involved and how this process is documented.* **(V.G.9a2)**

The Workforce Services unit at the state office will mail initial notice of services to all SNAP (SNAP E&T) recipients crossing from the Department of Children and Families (DCF) management information system to the Workforce One-Stop Services Training (OSST) management information system. Information is exchanged nightly. Locally, WorkNet has developed a strong community outreach program to supplement these initial letters. Through community partners such as local DCF, WorkNet's website and ongoing activities or other programs such as the WIA, WP, REACT, PREP, or REA within each One-Stop, the SNAP E&T Volunteer program is highlighted to local partners and the community. Partners may include:

- All One-Stop Partners
- DCF Staff and locally-developed Flyers
- Local Hispanic Community
- Adult Education Community
- Local Libraries
- DCF Access Site and Partners
- Public Housing
- Public Health
- Community-based Agencies

WorkNet SNAP E&T team will also conduct periodic follow-up through the One-Stop Service Tracking System (OSST) Ad-Hoc reporting to Pinellas food stamp recipients of the initial state SNAP E&T letter to promote awareness of the SNAP program and local services and to enhance recruitment into the local SNAP E&T program also known as the SNAP E&T Volunteer program. An initial and 2nd follow-up may be initiated and is documented into the One-Stop Service Tracking System (OSST) within 30 days from initial alert receipt.

1. *Describe procedures for notifying the participants of their rights and opportunities while participating in the SNAP E&T Program. Include procedures for providing information on the Grievance process.* ***(V.G.9.a.3)***
2. *What is the local approach for providing orientation and assessment in the SNAP E&T program? Include a description of assessment tools that are used and when assessment is conducted.* ***(V.G.9.b.1)***

DEO Workforce Services unit at the state level over the last couple of years adopted the local RWB online orientation format making universally available through the One-Stop Services Tracking (OSST) MIS which includes an overview of the SNAP E&T Rights and Opportunities. DEO also began mailing, centrally, the Orientation Notice to inform the participant of the methods in which he or she may access this service through the SNAP E&T Volunteer program. This notification is mailed within 5 working days of the electronic referral or notice of SNAP E&T benefits opening by DCF. The DEO SNAP E&T Orientation Notice includes an overview of the local RWB's SNAP E&T volunteer program, engagement, allowable activities, services and benefits. The DEO SNAP E&T Orientation Notice directs the volunteer to the RWB web services and website or directly into a local One-Stop. WorkNet retained its own interactive Online SNAP E&T program orientation that is delivered in a streaming video format to provide additional information as needed to the WorkNet customer. As a volunteer receiving food stamps and wanting to engage in the SNAP E&T Volunteer program, the SNAP staff will conduct an in-person meeting is conducted with the SNAP E&T Career Counselor to continue assessment, compliment the OSST online intake and assessment, and may include the following:

1. A SNAP Career Counselor Initial Appointment checklist has been developed to document the engagement meeting and review of required elements of SNAP engagement;
2. Review the SNAP E&T Volunteer Program also referenced as SNAP to include SNAP E&T Activities and activity requirements;
3. SNAP E&T Volunteer Rights and Opportunities with acknowledgement sign off;
4. RWB Grievance and Complaint procedure with acknowledgement sign off;
5. RWB Release of Information with acknowledgement sign off;
6. Additional local assessments:
    a. RWB locally-developed Work Readiness screening;
    b. Review of online or further identification of barriers to seeking and retaining employments; and
    c. Need for and Referral to One-Stop or Community Resources to assist with removal of identified barriers.
7. Review of current resume or completion of a resume worksheet with the SNAP E&T volunteer; and
8. Assignment to an allowable SNAP activity based upon level of effort and work readiness.

Additional assessments may be scheduled by the SNAP E&T career counselor using local tools such as TABE testing for aptitude and/or E Choices, a skills interest inventory. All WorkNet staff is trained on various programs, services and any eligibility requirement tied to a WorkNet program. WorkNet resource room, WIA, TAA, PREP, REA, DPN/TTW or REACT will provide information to any "in need"

customer or formally refer suitable candidates to the SNAP E&T Volunteer program. Likewise the SNAP E&T team will refer their customers to any and all alternate program or services within the One-Stop or local community partners.

3. *Describe the local approach to integrate services for SNAP E&T clients with WIA, Wagner-Peyser, and other workforce programs available through the One-Stop Career Center.* ***(V.G.9.b.1)***

RWB staff is trained on various programs, services and any eligibility requirement tied to a WorkNet program. Initial assessment will be uniquely for SNAP or the SNAP E&T Volunteer program but whatever additional services are deemed needed. RWB Resource Room, WIA, TAA, PREP, REA, DPN/TTW or REACT staff will provide information to any in need customer or formally refer suitable candidates to the SNAP E&T Volunteer program. Likewise the SNAP E&T team will refer their customers to any and all alternate program or services within the One-Stop or local community partners. Additionally, a One-Stop Orientation is available online as part of web services available to the SNAP volunteer.

4. *Provide a definition for Job Search and describe the local approach for determining when to assign a program volunteer to Job Search.* ***(V.G.9.b.2)***
5. *Provide a definition for Job Search Training and describe the local approach for determining when to assign a program volunteer to Job Search Training.* ***(V.G.9.b.2)***

Based upon the food stamps recipient's identified barriers and needs gathered through on-going assessment, the SNAP E&T volunteer staff member will assign required level of hours in Job Search, Job Search Training or a combination to assist the SNAP E&T volunteer with their employment goals. Other areas reviewed are:

- Additional local assessments:
  - RWB locally-developed Work Readiness screening;
  - Review of online or further identification of barriers to seeking and retaining employments; and
  - Need for and referral to One-Stop or Community Resources to assist with removal of identified barriers.
- Review of current resume or completion of a resume worksheet with the SNAP E&T volunteer; and
- Assignment to an allowable SNAP activity based upon level of effort and work readiness.

6. *Describe the local approach for developing Work Experience sites, including the procedure for securing signed worksite agreements and job descriptions.* ***(V.G.9.b.3)***

Work Experience sites have been developed at various not-for-profit and public agencies in Pinellas County. Agencies are chosen from among those who, after initial contact, appear able and willing to accept the responsibilities associated with supervision and support the development of skill sets necessary to obtain unsubsidized employment. Specific staff within a One-Stop is tasked with seeking out, identifying and securing new worksites each program year as well as renewing current worksites annually.

Work Experience Agreements, which include a training outline of job skills to be obtained during experience, are entered into with each respective worksite. All worksite agreements are reviewed and approved by the WTP and SNAP E&T program coordinator and then placed within the EDMS. A master

list is maintained on our local public drive accessible by all staff providing ready access to location, contact name and phone number and type of job position(s) available. Worksites are shared between the Business Services, SNAP E&T and Welfare Transition (WTP) teams, evaluated and updated at a minimum of an annual basis or on an as needed basis.

7. *Describe the procedures for verifying and documenting participant engagement in Work Experience.* ***(V.G.9.b.3.b)***

SNAP or SNAP E&T volunteers who are receiving food stamps are connected with employers to build employability skills or job related skills through actual work experience or training at an employer's worksite. Participation is monitored bi-weekly by SNAP E&T program staff. Participants are instructed that program participation is voluntary, but submission of their hours is needed bi-weekly to maintain their volunteer status and access to SNAP E&T volunteer program services. Data entry is centralized through a MIS team who review and verify quality of incoming engagement documentation. Issues are set aside to follow-up with source or the SNAP E&T career counselor. The SNAP E&T career counselor monitors level of hours to ensure hours meet but do not exceed engagement requirements based upon current monthly benefits and calculation.

8. *How will the region ensure that hours recorded for engagement in Work Experience do not exceed the permissible hours based on the worksite calculation.* ***(V.G.9.b.3.b)***

RWB MIS staff supporting the SNAP program completes data entry from incoming documentation only. Monthly calculations are pulled through Ad-Hoc reporting once DCF benefit levels have been established by DCF for the new, upcoming month. Spreadsheets include calculation of hours based upon formula (FS/higher of state/federal minimum wage) are used by the RWB staff to add the scheduled hours into the new month's JPRs. Periodic monitoring is completed by the local supervisor, coordinator, and by board monitor to ensure local processes are followed with staff counseling, correction or disciplinary action as needed.

RWB SNAP staff attends periodic training at a regional meeting held by management or a separate office-specific training held by the office supervisor. All JPR and participation requirements are reviewed to ensure staff's understanding and retention.

9. *Describe the local approach for providing the Self-Initiated Work Experience (SIWE) component. Include a description of the process and criteria given to participants for developing their own worksites and procedures for obtaining signed contracts with the worksites and job descriptions.* ***(V.G.9.b.4)***

Currently, adequate work experience sites have been developed to serve SNAP E&T volunteers. Customer choice is recognized. RWB SNAP staff would entertain self-initiated work experience sites which connect SNAP volunteer with employers to build employability skills or job related skills through actual work experience or training at an employer's worksite. The SNAP E&T customer may suggest an alternate worksite or location initiating their choice of site. The SNAP E&T career counselor reviews the potential or customer suggested worksite with customer to ensure appropriate type of site and job skills training. One-Stop staff who is assigned to develop and manage WorkNet's available Work Experience sites will contact the worksite. A formal agreement is executed to include a training outline of job skills to be obtained by the experience. This designated staff will also strive to enlist the new worksite as an

ongoing site open to other SNAP E&T and WTP customers. All worksite agreements are reviewed and approved by the WTP and SNAP E&T program coordinator and then placed within the EDMS.

10. *Describe the procedures for verifying and documenting participant engagement in SIWE, including how the region will ensure that hours recorded for engagement in this component do not exceed the permissible hours each month based on the worksite calculation.* ***(V.G.9.b.4.a & V.G.9.c.4.b)***

RWB MIS staff supporting the SNAP program completes data entry from incoming documentation only. Monthly calculations are pulled through Ad-Hoc reporting once DCF benefit levels have been established by DCF for the new, upcoming month. Spreadsheets include calculation of hours based upon formula (FS/higher of state/federal minimum wage) are used by the RWB staff to add the scheduled hours into the new month's JPRs. Periodic monitoring is completed by the local supervisor, coordinator, and by board monitor to ensure local processes are followed with staff counseling, correction or disciplinary action as needed.

RWB SNAP staff attends periodic training at a regional meeting held by management or a separate office-specific training held by the office supervisor. All JPR and participation requirements are reviewed to ensure staff's understanding and retention.

11. *What is the local approach for providing the Vocational Training component?* ***(V.G.9.b.5)***

SNAP E&T volunteers who are receiving food stamps are connected with local community partners in Pinellas providing one of the following training and educational activities under this component, but will not limit to these selections if alternative meets the definition of the Education and Training component:

- Test of Adult Basic Education Assessment (TABE),
- Adult Basic Education (ABE),
- High School completion or General Education Development (GED),
- Post-Secondary Education,
- Vocational Training,
- English as a Second Language, or
- Engagement in WIA/TAA.

This SNAP E&T component provides educational programs or activities to improve basic skills or otherwise improve employability. To be considered "participating," the individual must participate in activities on an average of eight hours a week (32 hours a month). If a participant can participate for less than 32 hours during the month because of a transportation issues, medical issues, limited childcare or other limitations, the participant can be considered to have met the level of effort as long as information is documented. Participants are provided information and/or a referral to the WIA and/or TAA programs. WIA and TAA orientations are offered weekly at One-Stop locations convenient through Pinellas County. GED classes are offered throughout the community. ESOL classes are conveniently offered throughout the county. A local database of community resources is available to both the SNAP E&T career counselor and SNAP E&T volunteer to inform and assist with their selection.

Engagement is monitored bi-weekly by SNAP E&T staff. Participants are instructed to use a WorkNet education time sheet to track their hours and submit bi-weekly. WorkNet staff monitors and if not

received will follow-up at the start of the third week if the SNAP E&T volunteer is unable to follow through with the agreed upon SNAP E&T Volunteer program activities and resulting ending of services.

12. *Describe the process for developing customized training sites and agreements for participants enrolled in SNAP E&T.*

Under the SNAP E&T work experience component, local not-for-profit and public worksites are developed under WorkNet agreement to provide soft skills as well as on-the-job skills to the SNAP volunteer. Formal customized training is not an applicable service within the SNAP E&T.

13. *What is the local approach for providing the Education component (when it is assigned, documentation, etc.)?* ***(V.G.9.b.5.a)***

SNAP E&T volunteers who are receiving food stamps are connected with local community partners in Pinellas providing one of the following training and educational activities under this component, but will not limit to these selections if alternative meets the definition of the Education and Training component:

- Test of Adult Basic Education (TABE),
- Adult Basic Education (ABE),
- High School completion or General Education Development (GED),
- Post-Secondary Education,
- Vocational Training,
- English as a Second Language, or
- Engagement in WIA/TAA.

This SNAP E&T component provides educational programs or activities to improve basic skills or otherwise improve employability. To be considered "participating," the individual must participate in activities on an average of eight hours a week (32 hours a month). If a participant can participate for less than 32 hours during the month because of a transportation issues, medical issues, limited childcare or other limitations, the participant can be considered to have met the level of effort as long as information is documented. Participants are provided information and/or a referral to the WIA and/or TAA programs. WIA and TAA orientations are offered weekly at One-Stop locations convenient through Pinellas County. GED classes are offered throughout the community. ESOL classes are conveniently offered throughout the county. A local database of community resources is available to both the SNAP E&T career counselor and SNAP E&T volunteer to inform and assist with their selection.

Engagement is monitored bi-weekly by SNAP E&T staff. Participants are instructed to use a WorkNet education time sheet to track their hours and submit bi-weekly. WorkNet staff monitors and if not received will follow-up at the start of the third week.

14. *Describe the local criteria for using 100 percent funds.*

Locally, a small level of SNAP funds have been approved to support the cost of GED, ABE and/or ESOL tuition costs and the cost the GED exam when the SNAP volunteer is assessed ready to challenge exam.

Eligibility for SNAP funds to cover cost of training requires the SNAP volunteer to be receiving food stamps and engaged within the SNAP program prior to the start of training and coverage of costs. Subsequently, the SNAP volunteer must continue to receive food stamps and meet their maintenance of effort.

15. *Describe the local approach for assigning program volunteers to the WIA and/or TAA component, including documenting enrollment into WIA/TAA program(s) and when to assign to this component.* ***(V.G.9.b.6)***

RWB staff is trained on various programs, services and any eligibility requirement tied to a WorkNet program. Initial assessment will be uniquely for SNAP or the SNAP E&T Volunteer program to determine whether additional services are deemed as needed. RWB Resource Room, WIA, TAA, PREP, REA, DPN/TTW or REACT staff will provide information to any "in need" customer or formally refer suitable candidates to the SNAP E&T Volunteer program. Likewise the SNAP E&T team will refer their customers to any and all alternate program or services within the One-Stop or local community partners. Additionally, a One-Stop Orientation is available online as part of web services available to the SNAP volunteer.

16. *Describe local procedures for referring employed participants to SNAP E&T activities.* ***(V.G.9.b.7)***

Working is not a SNAP E&T component but rather an outcome or goal of the WorkNet SNAP E&T Volunteer program. When an employed SNAP E&T participant is referred or the SNAP E&T participant obtains employment while in program, the job is recorded in the One-Stop Service Tracking MIS system (OSST) and a copy of the supporting documentation is forwarded to the local DCF customer call center. When the employment is part-time, possibly sporadic or does not close their food stamps with DCF, then the SNAP E&T career counselor will assess need for a supplemental SNAP E&T component to assist the participant to move towards full-time self-sufficient employment and meet their SNAP E&T volunteer engagement requirements. To supplement, the SNAP E&T participant may be assigned additional hours under Education and Training activities, Work Experience or Self-Initiated Work Experience based on the aforementioned Calculation. SNAP E&T staff obtains verification of component participation as well as employment verification to ensure that the participant is meets their engagement requirements to remain active under the SNAP E&T Volunteer program.

17. *What are the local procedures for informing food stamp recipients who are not referred by DCF via the FLORIDA/OSST system interface of their ability to volunteer for the SNAP E&T program?* ***(V.G.9.c)***

Locally, WorkNet has developed a strong community outreach program to supplement the initial DEO letters to DCF referrals through the Florida Interface. Through community partners such as local DCF, WorkNet's website and ongoing activities or other programs such as the WIA, WP, REACT, PREP, or REA within each One-Stop, the SNAP E&T Volunteer program is highlighted to local partners and the community. Partners may include:

- All One-Stop Partners
- DCF Staff and locally-developed Flyers
- Local Hispanic Community
- Adult Education Community
- Local Libraries
- DCF Access Site and Partners
- Public Housing

- Public Health
- Community-based Agencies

The RWB SNAP staff will review the volunteer's status in DCF and OSST MIS to ensure all eligibility and intake/assessment requirements have been met. If meeting all SNAP volunteer requirements, then OSST updates are completed to support engagement.

18. *Describe the local process for monitoring the SNAP E&T Program. Include information about reports or tools that are used to monitor the program.* ***(V.G.9.d)***

Program Monitoring is completed in several layers:

1. All contracts and programs with WorkNet Pinellas will be formally monitored on a semi-annual basis.
2. These contracts are also subject to a monthly random (unscheduled) monitoring throughout the quarter and program year.
3. Desk reviews and weekly management reports are generated by the provider and monitored by WorkNet Pinellas Quality Assurance team.

Desk Reviews have been created for the SNAP E&T program similar to those created by DEO for the WTP program.

Such areas as unconfirmed alerts, caseload distribution, participation and sanction levels are monitored closely. Contract and programmatic monitoring generates a report compiled within thirty days of the last day of the visit. A copy will be sent to the appropriate WorkNet Director who has program oversight with recommendation for corrective action. A corrective action plan must be submitted to WorkNet Pinellas with specific steps to correction within ten calendar days of the date of the report. Upon written or verbal agreement of the plan from the CEO/President, the designated director will have twenty-one days to complete the corrective action.

The **QA team** will periodically revisit previously reviewed files to determine that continual improvement, through corrective action, has taken place. In addition, the team will monitor the customer satisfaction levels. They will utilize surveys containing predetermined questions to gather and analyze data. Comment cards are available in each One-Stop Center and satellite office for the same purpose. Project reports will be validated by the QA staff and shall be retained for a period of three years as part of WorkNet's permanent files.

19. *Describe the local procedures for requesting Food Stamp Reimbursements (FSRs) for eligible participants. Include procedures for ensuring that volunteers who request transportation reimbursements are engaged in SNAP E&T components.* ***(V.G.9.e.1) & (V.G.9.e.2)***

The SNAP E&T career counselor will request the FSR reimbursement in the OSST system on the new FSR Request screen when a customer has completed and documented their monthly required hours defined by the current, allowable SNAP E&T activity. Allowable activities and hours can stem from Orientation, Assessment, Job Search, Job Search Training, Education, Vocational Training, Engagement in WIA/TAA, Work Experience and Self-Initiated Work Experience components when meeting their required level of effort based upon the assigned SNAP E&T Volunteer activity. WorkNet Staff will process the FSR request after verification of receipt of support documentation and SNAP E&T Volunteer

meets their required level of effort based upon their assigned activity for the respective month. A variety of allowable sources of supporting documentation is accepted to include a locally-developed SNAP self-attestation form. FSR reimbursements are provided on an "as needed basis" and to assist the SNAP E&T participant with program engagement and obtaining employment. The need for the FSR reimbursement must be reasonable and documented in an OSST case note at time when the SNAP E&T career counselor inputs the request. FSR are now posted to the SNAP E&T volunteer's EBT card for ease in access.

Within the RWB's local SNAP operating procedures (Chapter 6), a more thorough recap of the RWB procedures for FSR requests and supporting documentation may be found.

20. *Describe local procedures for linking participants to other services and funding streams as appropriate.* ***(V.G.9.f.1)***

WorkNet programs and services as well as partner services is provided in the SNAP E&T Online orientation. SNAP E&T staff has also been trained on all programs and services as well as any entry or eligibility requirements. Staff will complete a referral or walk the customer over to an alternate program or service when applicable to the results of completed assessment. Staff are also trained on the usage of 2-1-1 through 2-1-1 Tampa Bay cares to quickly research and identify appropriate resources within the Pinellas county community. Frequently used programs within the WorkNet family by SNAP E&T staff or participants are the Disability Navigator program and Pinellas Ex-offender Re-entry Coalition (PERC).

21. *Describe local procedures for ensuring that SNAP E&T Program staff is represented and proper documentation is provided at the DCF Administrative Fair Hearings.* ***(V.G.9.f.2)***

As a SNAP E&T volunteer program, there is no program sanctioning to trigger a request for fair hearing as with the Mandatory SNAP E&T program. However, should a fair hearing request be received or requested by a SNAP E&T Volunteer, WorkNet follows it locally established fair hearing procedures referenced in local standard operating procedures for the WT program.

Click here to view the local Fair Hearing Procedures

22. *Describe local efforts relative to developing jobs for SNAP Program participants, assisting them with securing unsubsidized employment, and helping them become self-sufficient.* ***(V.G.9.f.3)***

WorkNet's Business Services Recruiters are constantly developing new employment opportunities and entering them in the Employ Florida Marketplace MIS system for all WorkNet SNAP E&T staff to use in serving their specific customers as well as self-serving SNAP E&T participants to access individually. After orientation, SNAP E&T "work ready" participants are referred to direct placement staff for job search/placement assistance. Participants engaged in Job Smart Labs may receive job referrals directly during workshops.

Workforce Investment Act Programs (WIA)

Provide a comprehensive overview of Adult, Dislocated Worker and Youth program activities. Indicate how these activities will be structured to support the Governor's strategic objectives as well as other imperatives outlined in the State Plan. Discuss how the RWB will provide training services to the following groups in response to the established needs of local employers:

- *dislocated workers*
- *displaced homemakers*
- *migrants seasonal farmworkers*
- *women*
- *older individuals*
- *people with limited English-speaking proficiency*
- *individuals training for non-traditional employment*
- *veterans*
- *public assistance recipients*
- *people with disabilities*

A. *Definitions*

Please define the terms listed below. They should be descriptive and verifiable. Terms such as "working poor," "at-risk," "dysfunctional," etc. should be defined by the board. Operating procedures should further identify criteria that apply to each definition as well as appropriate verification sources

1. *Provide the local definition for youth requiring additional assistance to complete an educational program or to secure and hold employment.*

Local Definition: Additional assistance to complete an educational program, or to secure and hold employment is defined locally as a youth who meets one or more of the following criteria:

Barriers	Applicable Criteria	Appropriate verification documents
1. Individual has completed educational program, but lacks the appropriate license for that occupation 2. Individual with poor work history 3. Evidence of alcohol or substance abuse 4. Member of a	1. Lack of licensure may be due to lack of funds to take the test, lack of funds to pay for the occupational license, having failed the test, having failed pre-screening criteria such as physical or background check, etc. 2. Has not worked for same employer for longer than 12 consecutive months. 3. Alcohol or substance abuse has interrupted one of life's major functions such as keeping a job, resulted in criminal activity, resulted in in-patient or out-patient treatment, has resulted in failed relationships, etc. 4. A dysfunctional family is the term used to describe a family where conflict, misbehavior and abuse of varying degrees and types takes place on a continuing basis. Family dysfunction can be any circumstance that interferes with healthy family	1. Applicant statement or documentation showing completion of education program and lack of licensure for that occupation. 2. Applicant statement or appropriate screen printout such asBD01. 3. Applicant statement or documentation of criminal activity, medical treatment for abuse, lack of job retention, etc. 4. Applicant statement or report by law enforcement personnel or social service

dysfunctional family 5. Low grades 6. Low standardized test scores 7. Retained in grade in school 8. School discipline problem 9. Frequent moves between schools 10. Truancy or excessive absences 11. Limited or no English proficiency 12. Parents or siblings dropped out of school 13. Enrolled in a drop-out prevention program 14. Enrolled in a GED program 15. Low GPA 16. Low income housing resident. 17. Transportation 18. Childcare 19. Low basic skills 20. Lack of employability skills	functioning and positive youth development. 5. Failing in two or more basic skill areas, including math, reading or science. 6. Standardized test scores that are below the average for the grade and age. Standardized test may include FCAT or any other such test, including pre-tests of FCAT, SAT, ACT, etc. given by the school district. 7. Individual was not promoted into the next grade one or more times in the last 5 years. 8. Individual has been formally or informally disciplined for inappropriate behavior during school or a school function at least one time in the last 3 years. 9. Has moved between schools at least one time each year for 3 years or has moved more than twice in any 1 school year. 10. Has exceeded the absenteeism standard established by the school or has been named a truant. 11. An individual who has difficulty speaking, reading, writing, or understanding the English language which may be sufficient to be a barrier to getting and keeping a job, accessing important benefits or services, understanding and exercising important rights, complying with applicable responsibilities, or understanding information. 12. An individual whose parents or siblings did not complete and obtain a high school diploma. 13. An individual who is actively enrolled and attending a dropout prevention program. 14. An individual who is actively enrolled and attending a GED program. 15. An individual who has a current overall GPA below 3.0 on a scale of 4.0. 16. An individual who is residing in housing or in an empowerment zone where a portion of the monthly rent or mortgage is obtained from funds from the local, state or federal government; non-profit organizations; etc. 17. A daily trip route requiring 2 or more transfers or a total commute time in excess of 1 hour. 18. Inability to secure adequate childcare on a continuous basis that disrupts attendance at school, work, etc. 19. An individual who is assessed at 2 or more years behind in reading, math or science from their current grade level. 20. An individual who is unable to complete a resume, has a lack of interviewing skills, is unaware of local job market, etc.	personnel. 5. Applicant statement or school records or latest grade card. 6. Applicant statement or school records. 7. Applicant statement or school records. 8. Applicant statement or school records. 9. Applicant statement or school records. 10. Applicant statement or school records. 11. Applicant statement or statement from school district, ESOL education agency, refugee assistance agency, social service personnel, etc. 12. Applicant statement. 13. Applicant statement or school records. 14. Applicant statement or statement from school district, GED education agency, agency providing GED prep services, etc. 15. Applicant statement or school district records. 16. Applicant statement or record/statement of the subsidy from the other source. 17. Applicant statement. 18. Applicant statement. 19. Applicant statement, school district records or statement from school district 20. Applicant statement or sample of incomplete/inappropriate resume, LMI screening forms, etc.

Youth self-attestation may be obtained through a Youth Barriers Checklist, individual self-attestation, specific support documentation or MIS system case noting.

2. *Provide the definition for locally identified "additional barriers to employment" for youth who are not low income as referenced in 20 CFR 664.220.*

Local Definition: Additional barriers to employment are defined locally as one or more of the following barriers which a youth meets:

Barriers	Applicable Criteria	Appropriate verification documents
1. Individual has completed educational program, but lacks the appropriate license for that occupation 2. Individual with poor work history 3. Evidence of alcohol or substance abuse 4. Member of a dysfunctional family 5. Low grades 6. Low standardized test scores 7. Retained in grade in school 8. School discipline problem 9. Frequent moves between schools 10. Truancy or excessive	1. Lack of licensure may be due to lack of funds to take the test, lack of funds to pay for the occupational license, having failed the test, having failed pre-screening criteria such as physical or background check, etc. 2. Has not worked for same employer for longer than 12 consecutive months. 3. Alcohol or substance abuse has interrupted one of life's major functions such as keeping a job, resulted in criminal activity, resulted in in-patient or out-patient treatment, has resulted in failed relationships, etc. 4. A dysfunctional family is the term used to describe a family where conflict, misbehavior and abuse of varying degrees and types takes place on a continuing basis. Family dysfunction can be any circumstance that interferes with healthy family functioning and positive youth development. 5. Failing in two or more basic skill areas, including math, reading or science. 6. Standardized test scores that are below the average for the grade and age. Standardized test may include FCAT or any other such test, including pretests of FCAT, SAT, ACT, etc. given by the school district. 7. Individual was not promoted into the next grade one or more times in the last 5 years. 8. Individual has been formally or informally disciplined for inappropriate behavior during school or school function at least one time in the last 3 years. 9. Has moved between schools at least one time each year for 3 years or has moved more than twice in any 1 school year. 10. Has exceeded the absenteeism standard established	1. Applicant statement or documentation showing completion of education program and lack of licensure for that occupation. 2. Applicant statement or appropriate screen printout such as BD01. 3. Applicant statement or documentation of criminal activity, medical treatment for abuse, lack of job retention, etc. 4. Applicant statement or report by law enforcement personnel or social service personnel. 5. Applicant statement or school records or latest grade card. 6. Applicant statement or school records. 7. Applicant statement or school records. 8. Applicant statement or school records. 9. Applicant statement or school records. 10. Applicant statement or school records. 11. Applicant statement or

absences 11. Limited or no English proficiency 12. Parents or siblings dropped out of school 13. Enrolled in a drop-out prevention program 14. Enrolled in a GED program 15. Low GPA 16. Low income housing resident. 17. Transportation 18. Childcare 19. Low basic skills 20. Lack of employability skills	by the school or has been named a truant. 11. An individual who has difficulty speaking, reading, writing, or understanding the English language which may be sufficient to be a barrier to getting and keeping a job, accessing important benefits or services, understanding and exercising important rights, complying with applicable responsibilities, or understanding information. 12. An individual whose parents or siblings did not complete and obtain a high school diploma. 13. An individual who is actively enrolled and attending a dropout prevention program. 14. An individual who is actively enrolled and attending a GED program. 15. An individual who has a current overall GPA below 3.0 on a scale of 4.0. 16. An individual who is residing in housing or in an empowerment zone where a portion of the monthly rent or mortgage is obtained from funds from the local, state or federal government; non-profit organizations; etc. 17. A daily trip route requiring 2 or more transfers or a total commute time in excess of 1 hour. 18. Inability to secure adequate childcare on a continuous basis that disrupts attendance at school, work, etc. 19. An individual who is assessed at 2 or more years behind in reading, math or science from their current grade level. 20. An individual who is unable to complete a resume, has a lack of interviewing skills, is unaware of local job market, etc.	statement from school district, ESOL education agency, refugee assistance agency, social service personnel, etc. 12. Applicant statement. 13. Applicant statement or school records. 14. Applicant statement or statement from school district, GED education agency, agency providing GED prep services, etc. 15. Applicant statement or school district records. 16. Applicant statement or record/statement of the subsidy from the other source. 17. Applicant statement. 18. Applicant statement. 19. Applicant statement, school district records or statement from school district 20. Applicant statement or sample of incomplete/inappropriate resume, LMI screening forms, etc.

Youth self-attestation may be obtained through a Youth Barriers Checklist, individual self-attestation, specific support documentation or MIS system case noting.

3. Provide the local definition of a substantial layoff for determining dislocated worker status, as referenced in WIA section 101(9)(B)(i). **(V.G.18.b.1)**

Definition	Applicable Criteria	Appropriate verification documents
Substantial layoff for determining dislocated worker status, as referenced in WIA section 101(9)(B)(i). 1. a WARN notice has been issued by the employer; 2. at least 33 percent of the employees receive a notice of layoff; or 3. At least 25 employees receive a notice of layoff.	This layoff must have occurred within a 30 day period from at least one place of business of the employer.	Applicant statement and a copy of the layoff notice. WARN notice may also be added to the file if appropriate and one was received.

4. *Provide the local definition for "underemployed" for determining displaced homemaker status, as referenced in WIA section 101(10).* ***(V.G.18.b.2).***

Definition	Applicable Criteria	Appropriate verification documents
Underemployed for determining displaced homemaker status, as referenced in WIA section 101(10). 1. Less than a self-sufficient wage; 2. Poor work history; 3. Low hourly wage; 4. A current maintenance job or a projected maintenance job; 5. Part-time employment; or 6. A job below his/her level of education or work experience.	1. An individual whose personal annual earnings is less than $25/hour 2. An individual who worked less than 40 hours per week for 12 consecutive months in the past 36 calendar months 3. An individual who is earning less per hour than this region's negotiated wage at placement rate per hour regardless of weekly work hours 4. An individual whose income or projected income is less than 80% of former earnings 5. An individual who is working part-time (less than 20 hours /week) but desires full-time employment 6. An individual who is working in employment not commensurate with the individual's demonstrated level of education and/or skill attainment	1. Applicant statement on hourly rate of pay or pay stub showing hourly wage. 2. Applicant statement or appropriate system screen printout. 3. Applicant statement or pay stub showing hourly wage and comparison to negotiated placement wage rate for region. 4. Applicant statement, pay stub or appropriate screen printout such as BD01. 5. Applicant statement. 6. Applicant statement, transcript, or copy of degree.

5. *Provide the local definition for "income maintenance" for dislocated workers who take an income maintenance job (wages may not exceed self-sufficiency standard for dislocated workers).* ***(V.G.18.b.3).***

Definitions	Applicable Criteria	Appropriate documents
Income maintenance for dislocated workers who take an income maintenance job (wages may not exceed self-sufficiency standard for dislocated workers). 1. a job with earnings that are below 80% of the pre layoff earnings, or 2. The hourly wage or annual salary of the current job is less than the self-sufficient wage as defined by the region.	Current employment may be part or fulltime, overtime is not included in the calculation, and earnings may be calculated either at an hourly wage rate or an annual salary.	Applicant statement or earnings record such as pay stub.

B. *Eligible Training Providers*

The State has compiled a list of all eligible providers based on the lists submitted by the RWBs. This list and the performance and cost information that accompanies the eligible provider identification will be disseminated to the one-stop systems throughout the State. At a minimum, the data and information specified in Section 122(d)(1) and (2)(A)(i)(iii) for each program on the eligible list must be made available to customers in a customer friendly format at every One-Stop Career Center throughout the one-stop delivery system.

1. *Please describe the process for maintaining/updating an eligible training provider list. Attach a copy of the local eligible training provider list and applicable operation procedures.* Click here to view the Local Eligible Training Provider List

Potential vendors may be placed on the Training Vendor list by:

- Making application to be included on the list and being approved based on criteria developed by the Board;
- Responding to an official solicitation with subsequent designation by the Board as a responsive bidder; or
- Receiving designation from the Board as an approved training provider. A formal Training Provider Application must be submitted to and approved by the Board of Directors. (To be considered, a vendor must have or obtain licensure, provide training for one of the Board's targeted occupations, agree to provide student information to the Florida Education Training and Placement Information Program (FETPIP), and meet all other requirements as determined by the Board.)

For Continued Eligibility, Training Vendors must:

- Maintain (1) a license as a public, post-secondary educational institution eligible to receive funds under Title IV of Higher Education Act, or (2) a license as a private educational institution licensed by the Florida Department of Education, Commission for Independent Education or provide a written statement from the Florida Department of Education, Commission for Independent Education exempting their specific education institution from the licensure requirements;
- Fulfill requirements as agreed to in the executed contract with the Board;
- Continue to supply student-based information to FETPIP;
- Update training vendor application and contract annually or as requested; and
- Meet placement / outcome standards established by the Board.

To add new programs, Training Vendors must:

- Submit a complete course description and a new fee schedule;
- Submit a copy of license that includes the course or program being added if the education institution is governed by the Florida Department of Education, Commission for Independent Education; and
- Allow an on-site visit.

Maintenance of the Training Vendor List:

- At any time the Board may advertise a "Request for Applications" for new training vendors interested in becoming approved training vendors for the region.
- The currently approved training vendors may be required to update their applications annually.
- A specific due date, if one is established, for completed applications will be provided, and applications received after that due date may not be considered.
- Staff may compile a data sheet listing pertinent information, verify that all program applications relate to occupations on the region's TOL, and assure that minimum criteria listed above has been met.
- The data sheet may be submitted to the appropriate committee of the Board and the committee will review the list, and make recommendations to the Executive Committee and full Board regarding approval of training vendors.
- Subsequent approvals by the Board may occur during the program year as the need arises.

Removal or Suspension of Training Vendors:
Any Training Vendor may be removed from the Board's Approved Vendor List or be suspended for a time definite. The following are examples of grounds for removal or suspension. (The list is not meant to be all-inclusive but serves as a guideline for vendor discipline and business ethics.)

- Failure to maintain licensure through the Commission for Independent Education, if so required;
- Failure to fulfill requirements of the contract with the Board;
- Announced investigation, suspension or the revocation of any license by any federal, state or local agency;
- Failure to continue to supply student-based information to FETPIP;
- Failure to comply with any applicable Board of Directors' Policy;
- Failure to submit an annual, or as requested, renewal of their application;
- Failure to perform in accordance with standards set by the Board; and/or
- Other violations of responsible business practices.

2. *Describe continuous education and training of eligible service providers through the local system that ensures the providers meet the employment needs of local employers and participants.*

The Board has designated a committee of the Board with the responsibility to ensure effective service delivery in order to provide the most beneficial program services possible to eligible residents. The designated committee is responsible for the oversight of the One-Stop system including the requirement that all One-Stop Service Providers comply with the directives of

the Committee and/or Board. This includes continuous education and training of provider staff to meet at least the minimum qualifications as outlined under 20 CFR §662.200 - 662.260

- One-Stop center staff is required to enroll into Dynamic Works Workforce Professional Tier 1 Certification program during the beginning period of their employment or new contract period to provide a solid foundation in Workforce programs and services. Successful completion of Tier 1 certification is required within the first 90 days of employment.
- Continuing Education is provided periodically by Board staff leaders or an outside training entity. A minimum of 15 hours may be required annually and may include outside trainings such as annual DEO program training, the annual workforce summit, local training events held by partners within the community and internal programmatic staff training conducted within the region on new workforce topics.
- Service provider staff is invited to attend board meetings where discussions about the needs of the local employers are a frequent topic. In addition, the Board hosts periodic industry forums to which the service providers are invited.

3. *Assessment of the strengths and opportunities of service providers available in the local one-stop service system.*

Programs and services provided through contractual arrangements with third parties are chosen through a solicitation process. To ensure that all programs and services meet the requirements set forth in enabling legislation, accompanying rules and regulations, and obligations set forth in the respective contracts between the program service provider and the Board, the Board shall implement a formalized monitoring plan.

This formalized monitoring plan will be designed to accomplish the following goals as appropriate:

- To ensure the correct policies and procedures are followed and corrective action is taken;
- To provide technical assistance and training where appropriate;
- To ensure that service providers are delivering the services contracted for and maintaining appropriate documentation;
- To ensure that the service providers are maintaining appropriate and adequate financial records to support all invoices submitted to the Board for payment;
- To ensure that program integrity is maintained;
- To ensure that planned performance outcomes are being met;
- To provide information for on-going program evaluation and planning;
- To ensure federal participation requirements are met and system data is accurate, appropriately documented and reported; and
- To improve the quality of the program through a continuous improvement process.

The Board uses the following principles in carrying out these responsibilities:

- All contracts will be monitored on a periodic basis to maintain program integrity. Circumstances such as new programs, numbers of past findings, previous special reviews, and previous technical assistance provided or any other factors determined relevant by the Board and/or the CEO may warrant additional monitoring;
- All contracts shall also be subject to unannounced and random monitoring throughout the program year;

- Information sufficient to provide oversight in the areas of contractual program operations, customer records, finance, and contractual requirements will be gathered and analyzed on a periodic basis to maintain program and fiscal integrity;
- Information sufficient to provide oversight of attainment of performance outcomes by the service provider will be gathered and analyzed on a periodic basis, wherever possible, to maintain program integrity and ensure compliance with the state plan; and
- Information and quality documentation that will allow ongoing evaluations of programs according to defined performance indicators will be compiled and reviewed on a periodic basis to maintain program integrity.

The monitoring staff of the Board will normally adhere to the following procedures:

- The Internal Auditor shall use 1) tools provided by state auditors, and 2) tools created specifically for each contract between the Board and the Service Provider. Copies of all tools will be given (when possible) to the Service Provider as a part of the contractual agreement and always prior to any monitoring.
- Service providers will be contacted by official letter setting forth the date, time and program to be monitored. Generally, monitoring will be performed at the site of the service provider (unless otherwise arranged), and the complexity of the monitoring will determine the length of the process.
- Program monitoring is defined locally to normally include:
  - Notice of monitoring
  - Monitoring process
  - Analysis of data
  - Compilation and delivery of monitoring report within thirty (30) calendar days of the end of the visit whenever possible.
  - Development and implementation of a plan for corrective action(s) (if necessary) by the service provider to be submitted to Board staff within ten business days of receiving the monitoring report.

Corrective action(s) will be required where local monitoring and oversight activities indicate a need. These actions may include, but are not limited to:

- Technical assistance
- De-obligation of funds
- Repayment of funds. Cash is the required method of repayment when it is determined there are disallowed costs and/or mis-expenditure of funds. Repayment must be made from non – federal funds;
- Contract cancellation; and
- Other steps as appropriate.

Failure to complete corrective action(s) may result in financial penalties based on disallowed costs for not meeting specific contractual obligations.

A request for repayment of funds will adhere to the following procedures:

- A request for repayment will be sent certified mail, return receipt requested;
- If repayment of funds or a mutually agreed upon method for repayment of funds has not occurred within thirty (30) days after receipt of the request for payment, at least two debt collection letters will be sent at thirty (30) day intervals demanding repayment of the disallowed costs; and

- Should repayment of funds not be received within thirty (30) days after the final collection letter is sent, the debt shall be referred to legal counsel for disposition.

Service Providers' audit and performance

Service Providers shall provide for an independent certified audit conducted in accordance with generally accepted auditing standards as mandated by the provisions of the Office of Management and Budget (OMB) Circular A-133, Audits of Institutions of Higher Education and other Non-Profit Institutions, Audits of State and Local Governments, and any other specific requirements imposed by the Board.

If the Service Provider fails to perform, in whole or part, or to make sufficient progress, so as to endanger performance, the Board may notify the Provider of such unsatisfactory performance. If such unsatisfactory performance continues, the Board may notify the Provider in writing. The Provider has ten (10) working days from receipt of written notice in which to respond with a plan agreeable to both parties to correct said deficiencies. Upon failure of the Service Provider to respond within the appointed time or failure of the Provider to respond with appropriate plans, the Board may advise the Provider to cease service delivery or training until the Provider responds with appropriate plans to correct its deficiencies. Should the Provider be unable or unwilling to correct its performance, the Provider maybe served a termination notice which shall become effective within fifteen (15) days after its issuance.

4. *Describe the process used to identify local targeted occupations for providing occupational skills training; ensure the local process is consistent with State Targeted Occupation List Process as described here: http://www.labormarketinfo.com/wec/0910/wec_tolprocess.pdf. (III.D.)*

DEO's Labor Market Statistics (LMS) Center produces industry and occupational employment projections, along with occupational wage estimates for Florida and each of the 24 Workforce Regions. The results of the latest statewide employment forecast were presented at a meeting of the Florida Workforce Estimating Conference (WEC) along with a preliminary statewide occupational demand list based on the previous year's wage criteria adjusted by the U.S. Bureau of Labor Statistics' Employment Cost Index (ECI). The Workforce Estimating Conference make decisions on the criteria that will be used to define high skill/high wage occupations and approves the Statewide Occupational Demand List that is based on agreed to criteria. Proposed regional TOLs are created by DEO based on the criteria established for the State TOL.

When the proposed regional TOL is received by the Board, staff seek input from the Board and other key partners as well as work with the approved training providers to review the proposed TOL and determine if any changes, deletions or additions to the regional TOL are appropriate. In addition, the Board hosts and attends several industry forums annually to ensure the Board is aware of the most up-to-date occupations that must be targeted to meet the needs of the local employers. The Board also takes into consideration the findings of the Florida Eight initiative that identified four industry clusters critical for the long-term viability of this region.

If a decision is made to seek changes, deletions or additions to the proposed TOL based on all this input, staff obtains the information for occupations and training, along with the backup documentation and submits it to WFI in accordance with their instructions; ensuring the process is consistent with the State TOL Process described at http://tol.labormarketinfo.com.

C. *Individual Training Accounts*

The Governor's vision in Florida for increasing training access and opportunities for individuals consists of a state policy requiring that fifty percent (50%) of the funds for adults and dislocated workers be allocated to ITA unless the local board obtains a waiver from WFI – click ITA Policy for more information. Attach a copy of the local operating procedures for the following processes: Click here to view the WIA SOP's

1. *Provide a description of the locally developed ITA system including any limitation (e.g., the dollar amount and/or duration of the ITA) to be placed on the ITA in accordance with 20 CFR 663.440, 663.420, 663.430.**(V.G.11.b.1.)***

The Workforce Investment Act specifies that, with certain limited exemptions, all Title I adult and dislocated worker training services as defined at section 134(d)(4)(D) shall be provided through the use of Individual Training Accounts (ITA's). Guidelines for establishing ITA's are found in the WIA Final Rule. Individual Training Accounts are to be used to access approved training programs, provided by "eligible training providers." Eligible training providers are those that are approved by the Board and are maintained on a statewide listing of approved training vendors known as the "State List."

Since schools outside of our region will be included on this list, customers may have access to schools throughout the state and may wish to select schools outside of this region that have not been reviewed and approved by this Board. A concern of the Board is that some schools may not be a good choice for our customers; the school may not be licensed by the Department of Non-public Career Education and/or may perform below the expectations/standards of the Board. Therefore the Board has determined that customers may select only those schools on this region's Approved Training Vendor List. If a customer wants to go to an education institution on the state list that is not on our local Approved Training Vendor list, a waiver request must be submitted and approved by the CEO or his designee. Within the intent of WIA to permit customer choice in the selection of a training provider, customers in this region may select and it is the intent of the Board to fund only those training programs on the state Target Occupations List (TOL.)

It shall be the policy of the Board to effectively and efficiently manage the ITA system to ensure that the participants' needs are met whenever possible, the issuance of training vouchers follow the priorities of the board, and the training vendors and programs are approved by the Board for inclusion on the local vendor training list and TOL. Since the Board may have limited funds for ITA vouchers, ITA vouchers will be capped at $3,500 per eligible customer per twelve-month period. Exceptions to this policy will be considered on a case-by-case basis and must be submitted to the CEO or his designee for review and consideration prior to issuance of an ITA exceeding this threshold. ITA vouchers will be written to cover actual costs or up to the amount of the ITA cap, whichever is less. This ITA voucher cap does not include support service payments which are based on need and the attainment of specified performance benchmarks.

The local targeted occupations list differentiates between entry-level and high skill/high wages occupations. The ITA funding policy allows customers to participate in entry-level training, but also encourages our customers to participate in training that may result in a high skill/high wage occupation. WorkNet Pinellas also encourages our customers to consider training that may result in employment in occupations critical to our local economy. ITA vouchers will be limited to training programs that lead to an Occupational Completion Point (OCP), a certification or a diploma/degree.

The ITA will be viewed as a purchase order, actual expenses may be less than the ITA voucher, but not allowed to exceed the ITA voucher. Vouchers are requested by front line staff and approved by management members after validating appropriate backup documentation for requested ITA items such as tuition, required books, tools, supplies, etc.

The agreement between the Board and the Approved Training Provider does not guarantee any referrals, set aside any training vouchers, or budget any funds whatsoever for the approved training programs offered by the Training Provider. All decisions regarding the issuance of a training voucher will be made on a case-by-case basis by the Board's staff and/or its contractors taking into consideration the information available, including the assessed needs of the potential trainee, geographical location of the training and the residence of the potential trainee, any additional costs of the training to the trainee, etc.

Potential trainees requesting specific training from a pre-selected school will be given the Board's Approved Training Vendor list which outlines all providers who provide the same type of training in order to allow the potential trainee to research each school before making a final decision. The decision to issue a training voucher to any TOL approved training program at any particular Training Provider is at the sole discretion of the Board and/or its designated contractors.

To be eligible for a training voucher, a potential trainee may be required, at a minimum, to:

- Complete all the WIA requirements of Core and Intensive levels of services;
- Through assessment be determined to be appropriate for and able to complete the chosen occupational skills training program;
- Meet suitability guidelines established by the Board;
- Have verification of job search efforts and have been unable to obtain or retain employment with his/her current skill set;
- Select a program and a Training Provider that is listed on the Region's TOL or the State Approved Training Provider list;
- Make a commitment to seek employment in a training related job after completing training;
- Successfully pass a background check if requesting to enroll in a training program that requires State or Federal licensure/certification;
- Complete and submit an application for other financial assistance (i.e. Pell Grant) when available and appropriate;
- Demonstrate, through a documented financial analysis, the ability to self-sustain financially for the length of training; and
- Score at least 9.0 overall grade level on Level D Test of Adult Basic Education (TABE) test or similar assessment instrument.
    a) Test results within the past year will be accepted.
    b) Potential exceptions include if the applicant:
        - Is self-enrolled and has been enrolled with satisfactory progress;
        - If the training program requested does not require a 9.0 level of basic skills for credential receipt; or
        - Has taken a Computerized Placement Test (CPT) assessment required by a Community College for entrance and has been granted admittance with no remedial classes required as a result of that CPT test.
        - Case management assessment determines that educational success is within the applicant’s skills, abilities and experience.

2. *Provide a description of local policy and/or procedures established to ensure that any exceptions to the use of ITAs are consistent with the exceptions contained in WIA.* ***(V.G.11.b.2)***

Training services will be provided pursuant to a contract for services in lieu of an ITA if such services are on-the-job training provided by an employer, customized training or if the Board determines that there is a training services program of demonstrated effectiveness offered in the local area by a community-based organization or another private organization to serve special participant populations that face multiple barriers to employment. ‘‘Special participant population that faces multiple barriers to employment’’ is defined as a population of low-income individuals that is included in one or more of the following categories: individuals with substantial language or cultural barriers, offenders, homeless individuals, and other hard-to-serve populations as defined by the Governor. Solicitation of these training services will be handled in accordance with this region's Procurement Standards and Procedures which can be found as part of the Local Administrative Plan.

No ITA is authorized to be issued for any OJT, customized training or a program of demonstrated effectiveness. This is monitored by lead staff who reviews the decision to enroll as well as by Finance staff who review and approves ITA prior to issuance.

3. *Provide a description of the local policy and procedures to competitively award grants and contracts for activities and services not funded with ITAs.****(V.G.11.b.3)***

The Board has established in clear and detailed written form the standards and procedures that will be used for procuring goods and services for the efficient operation, implementation and administration of programs. The Procurement Standards and Procedures can be found as part of the Local Administrative Plan.

All customized training, OJT and programs of demonstrated effectiveness to serve special participant populations that face multiple barriers to employment are not authorized using an ITA; they are only delivered after a contract has been executed by the CEO after following the local Procurement Standards and Procedures.

D. Training Employed Workers

1. Provide a description of the process for upgrading the skills of existing workers in the region. The description should include the following:

- *those industries in the region whose workers will be targeted specifically for skills upgrade training and how those industries were identified*
- *processes to address the needs of individuals working part-time and full-time, the working poor, and across all earning levels.*

Employed Worker Training: The Employed Worker Training Program is a training strategy designed to meet the special requirements of a single employer or group of employers. As such, it may be provided to a single employee or a group of employees. The EWT program is designed to upgrade the occupational skills of employed workers within this region; it offers the employee an opportunity to acquire the knowledge and skills needed to retain employment at the completion of the training. The employer may be in the for-profit, the non-profit or the public sector and are required to provide a minimum of a 50% match to be eligible for funding.

The program targets industries that are in alignment with the Florida Eight Plan for the Tampa

Bay region, the Regional Targeted Occupations List (TOL), and Workforce Florida, Inc.'s Strategic Plan. In addition, the Board has sought input from the business community through surveys, focus groups, participation in industry forums, etc. and has reviewed DEO's Labor Market Information. As a result, targeted emphasis within the EWT program will be placed on training in the following industry clusters.

- Business, Financial, & Data Services
- Healthcare - Applied Medicine & Human Performance
- High-Tech Electronics & Instruments
- Marine &Environmental Activities

The Board's EWT program provides assistance primarily for full-time employees at all income levels to include the working poor. Part-time employee training is addressed on a case by case basis.

Customized Training: Customized training may be provided to employees not earning a self-sufficient wage as determined by Board policy. If an employer or a group of employers wish to offer training to their employees specifically customized to their business needs, they must contribute no less than 50% of the cost of training.

One-stop Services: The needs of individuals working part-time and full-time, the working poor, and others across all earning levels who access the WIA program through the Board's One-Stop centers are, if eligible, addressed and services and activities provided to upgrade their skills to enable them to obtain positions leading to self-sufficiency if funding is available. The details provided throughout this section of the plan describing the WIA program, including the section describing ITAs, shall apply.

2. Please explain the local process to determine an employed worker eligibility to receive WIA training service, take into account the minimum eligibility criteria outlined in 20 CFR 663.220 and 230.

This region's process for determining employed worker eligibility takes into account the minimum eligibility criteria outlined in 20 CFR 663.220 and 230 including the requirement that the individuals:

- Have met the requirement of receiving at least one core service;
- Have met the eligibility requirements for intensive services;
- Have received at least one intensive service under § 663.240, and have been determined to be unable to obtain or retain employment through such services; and
- Have been determined to be in need of training services and to have the skills and qualifications to successfully complete the selected training program after an interview, evaluation, or assessment.

Employed workers who currently meet the local definition of self-sufficiency, but who need services in order to retain their self-sufficient employment, may be served if documentation is obtained from the employer that the training will enhance career advancement and promote or maintain self-sufficient earnings or that training is required for employee to retain employment. Also,

- The pay rate after training cannot be below $12.00 per hour.
- Pay rate before training cannot be above $26.00 per hour.

The employed worker, whether served out of WIA Adult or Dislocated Worker funds, must be served with at least one core service prior to delivery of intensive services and one intensive service prior to the delivery of training services. The obtainment of economic self-sufficiency, as defined above, through the provision of intensive and/or training services is the desired outcome.

The Board's staff works with the employer to determine the eligibility of employed workers, including obtaining I-9 information, a completed WIA application, etc. and maintaining that documentation at the One-Stop centers.

E. Local Level Layoff Aversion Incumbent Worker Training (LAIWT)

Workforce Florida has received a Waiver Modification from the USDOL that would allow RWBs to use up to 20% of their dislocated worker formula funds to provide incumbent worker training. The USDOL has provided definitions and guidance on the appropriate use of this waiver in TEGLs 26-09 and 30-09.

1. Describe the process to be used by the RWB to provide LAIWT through the use of the waiver. If the RWB does not intend to use the LAIWT program, please indicate: "Does not operate a LAIWT program."

This region does not plan to operate a LAIWT program.

2. Describe the RWBs layoff aversion strategy, including a description of how the potential for layoff aversion will be determined, such as:

- *The likelihood of future layoffs without training*
- *The business circumstances surrounding the probable layoff and how the training will prevent or reduce the magnitude of the layoff*
- *The specific skills to be provided to the workers that will help avert the layoff*
- *How employers will be identified, and how local partners will contribute to this process*
- *Targeted industries and economic sectors*

This region does not plan to operate a LAIWT program.

3. *Describe how the RWB will operationalize "Layoff Aversion" as defined in TEGL 30-09.*

This region does not plan to operate a LAIWT program.

4. Describe how the RWB will determine the eligibility of workers to participate in LAIWT. (See TEGL 26-09, 7.A.ii.)

This region does not plan to operate a LAIWT program.

5. Describe how the skills training will contribute either to the maintenance of employment or increased employment security. (See TEGL 26-09, 7.A.iii.)

This region does not plan to operate a LAIWT program.

Youth Programs

The Strengthening Youth Partnerships will continue to provide all RWBs with the framework necessary to carry out the strategic imperatives articulated in the federal Shared Youth Vision. Florida has recognized the following youth program goals as being critical to implementing the federal vision throughout the state workforce investment system:

- *To build consensus for a policy on the preparation of youth for employment in targeted demand occupations*
- *To develop regional alliances among workforce, education, state agencies serving the most at-risk youth, economic development, housing, faith and community-based organizations, and transportation stakeholders to better meet the needs of businesses within a region by creating a pipeline of youth who have the hard and soft skills to enter targeted demand occupations*
- *To create a blueprint for state-level stakeholders to facilitate the creation and growth of state/regional/local alliances*
- *To provide a forum for local, regional, and state level stakeholders to exchange information and ideas on new initiatives, cross-agency planning, promising practices and data-based decision making.*

1. Based on the evaluation of Local Labor Market Need outlined in Section 1., describe and assess the type and availability of employment and training related youth activities in the region, including an identification of successful providers of such activities. [Regulations Section 661.350(a) (7); WIA Section 118(b)(6)].

The analysis of the labor market in this region as well as best practices and research on youth programs found that:

- Labor Market Developments:
    - Disadvantaged youth without a high school diploma (particularly African American men) did not fare well during the economic boom of the 1990s and have been most vulnerable to layoffs during the recent economic downturn.
    - The earnings gap between school dropouts and young people with postsecondary credentials continues to increase due to both labor supply and demand. On the demand side, a growing proportion of jobs require some postsecondary training. On the supply side, the coming-of-age of the youngest baby boomers, the growing number of immigrant youth, and the wave of young drug offenders being released from prison have all swelled the ranks of prospective young workers.
    - The education credential most frequently emphasized in youth programs, the GED certificate, gives workers significantly more earning power if it is accompanied by some postsecondary training. Several studies have found that having a GED alone produces only small improvements in earnings.
    - At-risk youth not only generally lack skills and credentials but are often not part of social networks that provide the kind of access to jobs that middle-class youth enjoy. Many low-income young people come from families and communities where relatively few adults work in the mainstream economy.

- Personal Circumstances of At-Risk Youth
    - There has been a decline in marriage among at-risk youth over the past 25 years. Although the increase in out-of-wedlock pregnancies and births has leveled off, the rates are still high relative to those for the rest of the population.
    - A growing proportion of people in this population, especially juvenile offenders, have mental health problems.
    - Fueled in part by the entertainment industry, peer cultures exert a powerful influence on the lives of young at-risk youth and often clash with societal norms, validating or even promoting antisocial behavior that compromises personal and economic growth.
    - The at-risk youth population is diverse and dynamic. A small but significant subgroup are disconnected - that is, not employed or in school or training and not in a stable household - for extended periods between the ages of 16 and 24. This group is rarely reached by local programs.

- Factors that might contribute to under-enrollment and high attrition in youth programs
    - Lack of awareness or interest.
    - A growing distrust and cynicism among young people about programs and government bureaucracies. Many young people feel that programs do not show them respect.
    - Prospective participants may not be aware of programs because of lack of clarity around goals, lack of targeted outreach, or ineffective marketing.
    - Young people may be deterred from applying and enrolling in programs because of an eligibility certification process that feels intrusive and intimidating or requires information about family income and expenses that they do not have.

- Unmet Needs
    - Because of restrictions on federal funding streams, many programs are not able to offer paid work experience, or other financial incentives. Given the economic realities faced by youth, especially those facing serious barriers, it is difficult for programs to compete with the secondary labor market and the underground economy.
    - Some programs offer too narrow a slice of services, leaving young people's needs unmet or requiring them to enroll in multiple programs.
    - Some programs' services are not accessible via public transportation or are not offered at convenient hours for prospective enrollees, especially for those who are already working and need to upgrade their skills.
    - Youth program workers, while committed and well intentioned, often do not have the professional training to deal with language and literacy needs, mental health issues, depression, conflict resolution, and other youth problems.
    - Programs may not be responsive to labor market trends or employers' needs.

This research was reviewed and used to map the assets of this region. The Board found that this region contains a wealth of employment and training related youth activities. The chart below summarizes key activities and successful providers:

Agency	Tutoring, study skills, dropout prevention	Alternative education	Occupational skills training	Work Experience	Summer Employment	Adult mentoring	Guidance and counseling	Support services	Follow-up services
One-Stop	X		X	X	X	X	X	X	X
School District	X	X	X				X		
Junior Achievement	X	X					X		
Educational Foundation	X						X	X	
Eckerd Youth Foundation	X		X	X		X	X	X	X
Job Corps	X	X	X			X	X	X	X
Youth Build	X		X			X	X	X	
Community Colleges	X		X			X	X		
Universities, public and private	X		X				X		
Board approved training providers	X		X				X		X
CBOs	X	X	X	X	X	X	X	X	X
Department of Juvenile Justice	X	X	X			X	X	X	X
Housing Authorities	X		X			X	X	X	
County and City Government agencies	X				X	X	X	X	
Faith Based Organizations	X	X	X	X	X	X	X	X	X

This evaluation/assessment of the youth assets in this region is an on-going process.

2. Describe the current and planned recruitment strategies to expand and market services to out-of-school youth. Describe current and planned retention strategies to ensure seamless, year-round services to out-of-school youth despite possible gaps caused by expiration of provider contracts.

Currently the Board conducts outreach, recruitment and engagement/retention activities to:

- Inform out-of-school youth and the community about the benefits available through our local WIA youth programs;

- Motivate youth to make contact with and participate in our local WIA youth programs; and
- Assist youth in persisting in our local youth programs until they obtain the skills and credentials necessary and are fully prepared to succeed in employment and life-long learning.

Outreach, recruitment and engagement remain a challenge with this targeted population due to the following factors:

- It can be very difficult to locate youth who are not in-school;
- Youth may not know what programs and services are available to them;
- Youth may not see how WIA youth services can benefit them;
- It can be difficult for a region to engage youth who are alienated;
- Many are older and consider themselves adults, not youth;
- Youth don't want to be labeled as a participant in a "special program for youth" especially if they are dealing with adult issues like parenthood, bills, etc.;
- They often need immediate income;
- Youth may lack motivation or interest in long-term programs and have no time for them;
- They are often cynical and suspicious about adults, work, and government programs and may resent what they see as unwarranted intrusion in their lives; and
- Out-of-school youth, dropouts in particular, are often disengaged and alienated from schools and learning because of bad experiences and lack of success.

To accomplish the goal of outreaching to and recruiting out-of school youth, recognizing the difficulties mentioned above, the Board currently conducts the following activities, and plans to continue to do the following:

- Determine whether youth who are not being served are aware of our WIA youth programs. If aware, determine why services are not used by some target groups by conducting periodic surveys and/or focus groups with youth to gather basic knowledge on what services are most frequently needed, how to send the message that those services are available, and the best methodology of delivering those services;
- Determine who besides youth are the audiences that should be targeted with outreach and recruitment efforts, including parents, CBOs, One-Stop partners, internal One-Stop staff, community partners, key stakeholders faith-based organizations, etc.;
- Involve youth whenever and wherever possible in the outreach and recruitment activities;
- Have youth who have achieved WIA program success to talk to potential participants and offer their success stories for future marketing materials;
- Develop an appropriate message to the targeted youth and other audiences, including potential short and long-term outcomes for the youth (employment, earnings potential, career ladders, education opportunities, etc.), for employers (better skilled workforce, job candidates with work readiness skills, etc.) and community partners (meeting common goals, leveraging resources, etc.);
- Assign dedicated youth outreach staff to visit and make presentations at various faith based organizations, CBOs, community centers, etc.;
- Post program flyers at various locations around the region such as at the stores where youth hang out, public housing centers, convenience stores, recreation facilities, churches, CBOs serving youth, etc.;
- Use Facebook to connect to youth who may be eligible and need the WIA youth services offered;

- Participate in community events to spread the word;
- Build relationships with foster group homes and the foster care agency(s) to reach those aging out of foster care;;
- Present the services available to youth that are already enrolled but struggling in the TOL occupational training at approved vendors;
- Present information about the youth programs to financial aid and guidance counselors at approved vendors;
- Ensure staff at the point of entry within the One-Stop centers are familiar with the WIA youth programs and youth staff and know to whom the youth should be referred for specialized assistance;
- Maintain a dedicated resource room and computer lab for youth within the One-Stop center in the region;
- Submit appropriate PSAs to radio, newspapers, TV;
- Post how to videos on our website dealing with subjects such as interviewing, resume writing, etc.
- Hold tours and open houses at our One-Stop Centers;
- Seek more collaborative relationships with partner agencies - develop updated Memorandum of Understanding with these key partners serving youth;
- Maintain relationships with school district staff to obtain information on dropouts who are not pursuing postsecondary education; and
- Maintain a priority of continuous improvement in our youth programs.

Sustaining engagement and minimizing periods of disconnectedness are critical for short and long-term success. To accomplish the goal of retaining out-of school youth, recognizing the difficulties mentioned above, the Board currently conducts the following activities, and plans to continue to do the following:

- Emphasize mutual accountability with the youth by creating clear expectations and goals;
- Require a commitment from each youth;
- Pay incentives to encourage participation in components of the programs, such as GED, occupational skills training, etc.;
- Place youth in activities that do not put them in a situation where they have previously struggled or failed;
- Direct case management staff to focus on the positive successes of each youth. Train case management staff to recognize that progress needs to be reinforced;
- Train case management staff to be aware of the common obstacles faced by youth such as transportation and the methods to overcome those obstacles;
- Assist youth in selecting programs that are relevant and meet their needs;
- Streamline the intake process as much as possible;
- Concentrate on the short-term benefits to the young adult first while keeping them enrolled to meet long-term needs;
- Improve and create curricula that includes interactive activities that are face paced and that recognizes the need for various teaching techniques needed to reach different learning styles of the youth;
- Continue once/month in-person contact with a youth career counselor;
- Expand peer-to-peer discussions with youth who have successfully completed a WIA youth program;
- Expand and improve employability skills classes;

- Deliver customized job fairs for youth;
- Place all youth in age and developmentally appropriate activities; and
- Develop a Career Plan that recognizes the youth's assets, barriers to education attainment or employment, includes short term goals and longer-term goals, etc.

Additional future retention plans may include:

- Exploring journaling by youth on topics such as career exploration, setting short and long-term goals, etc.;
- Exploring the engagement/use of volunteer adult mentors; and
- Improving the mix and sequence of services, including recognition that one size doesn't fit all.

3. Describe the current and planned strategies to expand and market services to Younger Youth and In-school Youth in order to foster a relationship that allows them access to one-stop services throughout their academic and professional careers.

Currently the Board conducts outreach, recruitment and engagement/retention activities to:

- Inform in-school youth and the community about the benefits available through our local WIA youth programs;
- Motivate youth to make contact with and participate in our local WIA youth programs;
- Assist youth in participating in our local youth programs until they obtain the skills and credentials necessary and are fully prepared to succeed in employment and life-long learning; and
- Build a relationship that encourages access to One-Stop services throughout their academic and professional careers.

To accomplish the goal of outreaching to and recruiting in-school youth, the Board currently conducts and plans to continue many of the activities mentioned for out-of-school youth in #2 above. In addition, the Board may continue or plan to:

- Partner with the school districts to reach those at risk in-school younger youth during the school day and during school breaks thus making connections and raising visibility;
- Partner with Junior Achievement to deliver employer focused classes in the high schools;
- Stay current about the youth population, network with other organizations who serve youth to find out what the youth currently are "in to," get a sense of the priorities, likes and dislikes of youth in the region, etc.;
- Develop relationships with school counselors, administrators and coaches; and
- Partner with the various after-school programs throughout the district.

Sustaining connectedness to the One-Stop centers is important for short and long-term success. To foster this connectedness, the Board may explore the viability and appropriateness of delivering the following activities:

- Assisting youth in selecting programs that are relevant and meet their needs, both in the short term and in the long term;
- Developing youth staff so that they remain familiar with the One-Stop service delivery system and can clearly articulate those services and activities to the youth on their caseload;
- Delivering customized job fairs for youth within the One-Stop centers;

- Publishing an e-newsletter for participants that talks about the services available at the One-Stop centers with success stories highlighted, including those of youth;
- Networking with other organizations that serve youth to ensure they remain aware of the activities and services available at the One-Stop Centers;
- Hosting career fairs within the One-Stop centers; and
- Holding tours and open houses at our One-Stop Centers, explaining the life-long services available.

4. Describe service strategies (current and planned) for assuring that youth found deficient in basic reading/writing and math, remediate before post-testing.

This Board understands the importance to the community of a highly functioning skilled workforce. As a result, the Board places emphasis on referring those found deficient in basic skills to remediation services provided by our partners within the community. However, the Board also recognizes that aligning assessments, skill attainments and credentials with training and employment goals is a difficult and tricky balancing act. The Board strives to set high expectations for credentials and skill attainment while still incorporating meaningful, yet realistic objectives for youth. Keeping youth engaged while at the same time keeping youth on track in remediation activities is a challenge.

Some of the initiatives this Board may improve, expand and/or initially implement in an attempt to assure that youth found deficient in basic reading, writing and/or math remediate before post-testing include, but are not limited to, the following:

- Integrating recognitions for youth when they attain a milestone in a timely manner in their pathway toward basic skill attainment and credentials;
- Tying continuation of other activities to progress in remediation activities;
- Developing staff to accomplish a more robust system for tracking planned milestones for intermediate and post testing;
- Providing incentives to encourage youth to remediate within the agreed to timeline in order to attain skills and credentials;
- Building upon the current work readiness training to incorporate remediation in reading and writing;
- Encouraging youth to access the Florida Ready to Work self-paced remediation webinars available online; and
- Connecting youth to tutoring activities to supplement other remediation strategies, helping to improve their academic knowledge and skills.

5. Describe the assessment strategy and the procedure for ensuring post-testing occurs within one year of the first youth service or prior to exit.

The WorkNet Pinellas Board understands the importance to the community of a highly functioning skilled workforce. As a result, the Board places emphasis on referring those found deficient in basic skills to remediation services provided by our partners within the community. Included within that strategy is the importance of activities/procedures to ensure that post-testing occurs within one year of the first youth service or prior to exit in order to obtain a valid measurement of the skill levels attained.

Included within the youth assessment and post-testing strategy are the following:

- Administering a basic skills assessment, such as TABE, within 60 days to each and every youth enrolled into WIA;
- Discussing the post-testing timeline with the youth during the development of the Career Plan;
- Gaining commitment from the youth on the importance of post-testing;
- Exploring providing strategic post-testing throughout the year of participation to capture progress in case something unplanned arises and the youth stops attending remediation activities;
- Developing staff to rely upon the EFM flag report displaying the anniversary date of youth goals;
- Developing staff to accomplish a more robust system for tracking planned milestones for intermediate and post testing;
- Establishing benchmarks/milestones for routine follow-up with youth to address post-testing;
- Administering the same standardized test for both pre and post-testing;
- Face-to-face monthly contacts between the youth and their career counselor during which progress is discussed;
- Strategically planning the timing of the program exit following post-testing; and
- Comprehensive guidance and counseling by Board staff throughout the period of engagement to assist youth in making informed decisions and choices in a timely manner.

6. Describe service strategies (current and planned) for increasing the number of participants who earn their high school diploma or GED after enrolling in the Youth program.

As mentioned previously, the Board understands the importance to the community of a highly functioning skilled workforce. As a result, the Board places emphasis on referring those found lacking a high school diploma to GED services provided by our partners within the community and emphasizing that in-school youth stay in school to obtain their high school diploma.

The youth delivery strategies tied to increasing the number of participants who earn their high school diploma or GED after enrolling in the WIA youth program include and may continue to include the following:

- Discussing the timeline and importance of obtaining a high school diploma or GED with the youth during the development of the Career Plan;
- Gaining commitment from the youth to attain one of these two important credentials if they lack them;
- Establishing benchmarks/milestones for routine follow-up with youth to address their attainment of a diploma or a GED;
- Developing staff to accomplish a more robust system for tracking planned milestones for diploma and / or GED attainment, continuing up to the end of the 3rd quarter after exit;
- Continuing WIA participation of in-school youth through high-school graduation;
- Integrating recognitions for youth when they attain a milestone in their pathway toward their diploma or GED;
- Tying continuation of other activities such as paid work experience to progress toward graduation or attainment of their GED;

- Providing incentives to encourage youth to reach for and/or attain their high school diploma or GED;
- Providing comprehensive guidance and counseling by Board staff throughout the period of engagement to assist youth in making informed decisions and choices in a timely manner;
- Ensuring that when problems arise during participation, this region's career counselors focus on:
    - Helping the youth handle the barriers and obstacles but then assisting them to move immediately toward positive outcomes like attaining their GED;
    - Reminding youth of their personal goals on the Career Plan and the progress they have already made toward those goals;
    - Encouraging youth to recommit to their long-term goals by reminding them of the positive benefits of persisting – for example, get a better job, buy a car, move their mother from the housing project, etc.;
    - Reminding youth of how they solved their own problems in the past – for example, finding transportation to the GED program;

7. Describe assessment and service strategies (current and planned) for placing youth into employment or enrolling youth in post-secondary education and/or advanced training/occupational skills (including apprenticeship, apprenticeship preparation, OJT, work readiness skills training, etc.

Many youth, especially youth in targeted groups such as those aging out of foster care, are focused on the here and now. The Board recognizes that one of the goals should be to go beyond the here and now to a future of successful employment in occupations that lead to self-sufficiency and career ladders. To accomplish that goal, this region currently does, and may continue to do, the following:

- Include an interest inventory as part of the youth assessment process to assist the youth and the youth staff in identifying the most appropriate services and activities to meet the needs of the youth;
- Develop with the youth a robust Career Plan that includes both short and long-term goals, including post-secondary training and employment goals;
- Explain to the youth how services can move the youth beyond their immediate situation;
- During the Career Plan development with the youth, staff will describe for the youth all the services available, including job placement assistance, financial assistance to attend post-secondary education and/or advanced training/occupational skills training in demand occupations, apprenticeship, OJT, work readiness skills training, etc.
- Work with the youth to identify a career pathway to attain a long-term employment goal in an occupation that leads to self-sufficiency;
- Establish a centralized job placement unit that has specialized youth staff;
- Conduct specialized job development;
- Concentrate job development, including OJT, in occupations and with employers who are likely to hire youth;
- For older youth, provide immediate access to the services available to adults;
- Provide for a work experience activity as a transition to unsubsidized employment;
- Target all post-secondary education and/or advanced training/occupational skills training to the four industry clusters identified in the Florida Eight strategic plan;

- Encourage youth to access the free web-based Alison courseware that provides lessons in soft and hard skills;
- Deliver job fair(s) targeted specifically to youth;
- Post region-wide hot job report periodically in the youth office. Youth staff will attempt to match youth to the hot jobs; and
- Provide resume assistance, how to dress for success, mock interviews, etc. through the expanded work readiness classes.

Additional future assessment and service strategies plans may include, but are not limited to:

- Publishing youth focused workforce solutions papers that each target a particular challenge or activity;
- Improve the structured objective assessment process;
- Encourage and promote the use of key websites; and
- Explore developing unpaid work experience/job shadowing/career exploration as an activity.

YOUTH COUNCIL

Provide information about the composition and membership of the Youth Council and its function within the local board. Please provide a list of the Youth Council members and indicate whether the members are voting or nonvoting members of the local board.

1. *Describe the membership of the local Youth Council and the process used to determine the appointments. Identify the responsibilities of this council. Specify if this includes recommending eligible youth service providers and conducting oversight with respect to eligible providers of youth activities. A current Youth Council membership list is a required attachment of the final Local Plan.*

Click here to view the current Youth Council Membership listing

The Youth Council for this region is a committee of the full Board. Whenever and wherever possible, and in accordance with the Workforce Investment Act, the membership shall consist of a diverse group of stakeholders, including representatives from youth service agencies, local public housing authorities, parents of WIA eligible youth seeking assistance, and representatives of organizations that have experience in relating to youth activities and have special interest or expertise in youth policy.

Appointments to the Youth Council follow the same procedures as appointments to the full board with the chairman of the Board requesting volunteers and assigning key members to serve on the Council.

The Youth Council for this region is a multi-sectored local partnership involved in shared decision making, community education and awareness, resource mapping, youth-centered planning, program development, and capacity building. Duties of the Youth Council include, but are not limited to, the following:

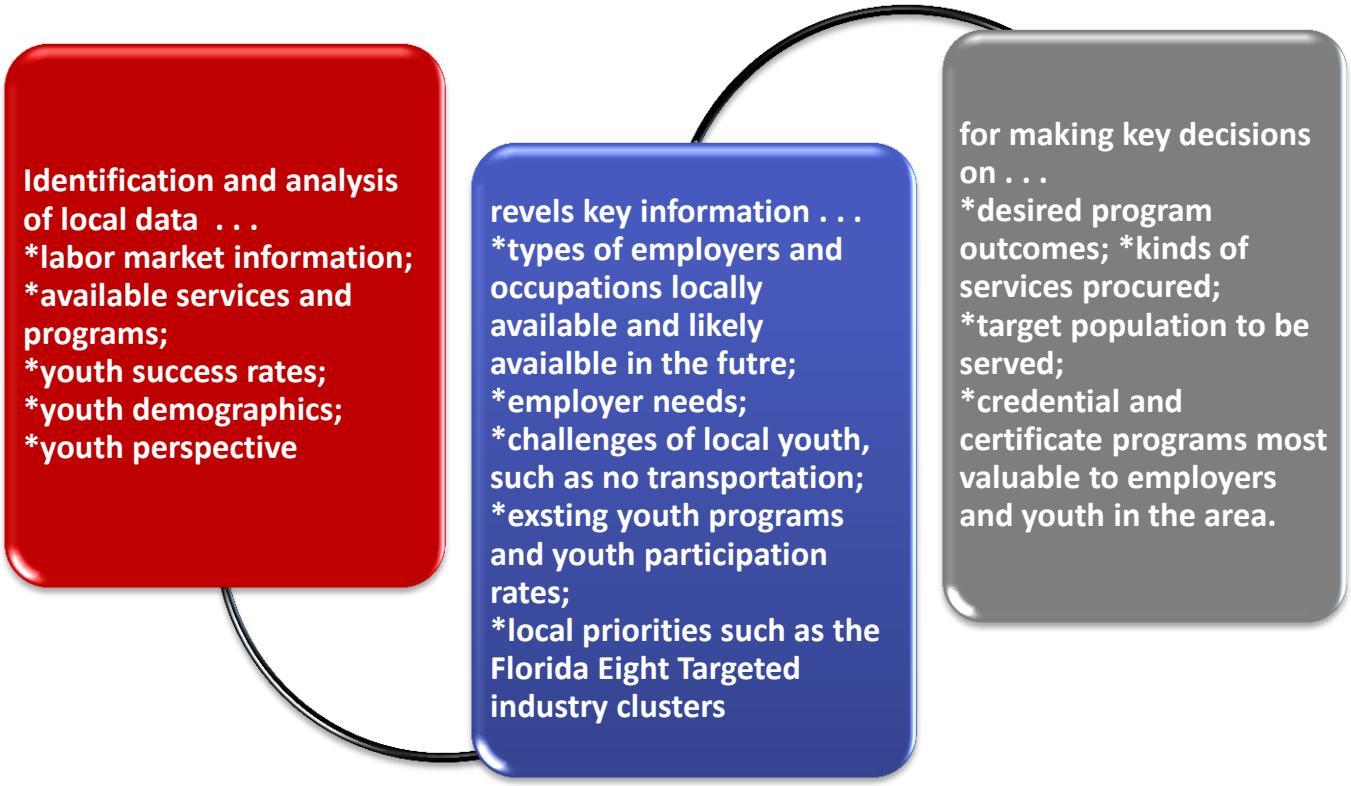
- Developing portions of the local plan relating to services and activities to be provided to eligible youth for consideration by the full Board;
- Assuring that the youth services strategy fits into the overall vision and strategic direction for workforce development established by the full Board;
- Developing local youth employment and training policy for consideration by the full Board;
- Developing a local strategic plan for youth services for consideration by the full Board;

- Within a competitive structure, identifying eligible service providers of youth activities and recommending service providers for youth activities for potential contract negotiations to the full Board;
- Ensuring fiscal and programmatic accountability of this Region's youth services; including conducting or reviewing the oversight of youth providers and making periodic reports to the full Board;
- Assuring that youth from all backgrounds, including those most at-risk, can access a variety of services;
- Establishing linkages with other organizations serving youth in the region;
- Reconnecting out-of-school youth to an educational program where they earn a high school diploma or GED and transition to post-secondary training where appropriate; and
- Leveraging resources to effectively serve youth.

The Youth Council recognizes the pivotal role that the local education system performs in preparing youth for the needs of a changing economy as well as the need for collaboration between workforce development, education systems and our local business community to improve programs and align resources for serving youth.

2. *Provide information on the process used by the Youth Council to assess the type and availability of youth activities in the local workforce region and how the information gathered as part of this process is made available to the One-Stop and Youth Service Providers to ensure that youth clients have access to a wide array of services in the area.*

The Youth Council understands that the first step in strategic planning is to understand the details of the local area to determine who and what is involved in attaining desired outcomes and the extent of a problem, barriers, possible solutions, and how to go about overcoming barriers and implementing solutions. An inventory of the current status is the process used by the Youth Council to assess the type and availability of youth activities in our region thus providing an understanding of how to accomplish the desired outcomes. This assessment information is routinely made available and discussed at the Youth Council meetings to which youth providers are invited to attend.



3. *Describe the process for the competitive selection of eligible providers of youth activities. Specifically, discuss the role of the Youth Council in making recommendations to the board regarding the final decision to award grants or contracts and/or provide direct youth services by the board.*

The Board has established in clear and detailed written form the standards and procedures that will be used for procuring goods and services for the efficient operation, implementation and administration of programs, including youth programs.

The general process for competitive selection of eligible providers of youth activities includes the following steps:

- Following research into the unmet needs that can and should be addressed by the funds received by the Board, the Youth Council will determine if the activities to be provided should be directly provided by staff or should be contracted out to another agency.
- If a decision is made to seek outside providers, the Youth Council and Board will develop a solicitation package and will advertise the availability of that solicitation on the Board's website and through others means as appropriate.
- A specific due date for completed responses will be provided. Responses received after that due date may not be considered.
- A review team will review and evaluate the qualifications and experience of the respondents. The evaluation may take into consideration factors such as the respondent's relevant experience, knowledge and expertise; demonstrated ability to perform work of a similar nature in a satisfactory manner; a satisfactory record of integrity, business ethics and fiscal accountability; adequate financial stability and strength; availability of the

respondent; personnel to be assigned by the respondent; prior dealings with the respondent; and the clarity of the response.

- The review team will prepare a summary and its' recommendation for review by the Youth Council, unless the Youth Council itself is acting as the review team. The Youth Council may form recommendations to put before the Board's Executive Committee and the full Board along with all appropriate supporting documentation.
- Upon selection of the most qualified respondents by the Board, staff will begin negotiations with those selected in order to secure a contract or multiple contracts at a level of compensation that the Board determines is fair, competitive and reasonable. Should staff be unable to negotiate a satisfactory contract with the respondent or respondents considered to be most qualified at a price determined to be fair, competitive and reasonable, negotiations with that respondent or those respondents will be formally terminated. Staff shall then undertake negotiations with the next most qualified respondent or respondents.
- Final award of a contract will be contingent upon:
    - identification of a respondent or respondents qualified to and capable of providing the level of services sought by the Board;
    - successful negotiation of a contract at a price the Board determines to be fair, competitive and reasonable;
    - acceptance by the respondent of the contract terms and conditions; and
    - availability of funding.

4. *Provide a list of youth services providers thus selected.*

The Board has selected the following youth service providers after following its written standards and procedures for procuring goods and services, including youth programs.

- Pinellas Education Foundation
- Junior Achievement

5. *Describe how the Youth Council will share "best practices" with Workforce Florida and the Department of Economic Opportunity so that the State may disseminate that information throughout the workforce system*.

The Youth Council and Board will share best practices with DEO and WFI by responding to various surveys on best practices when requested, recommending speakers and topics for presentation at the annual statewide academy and providing input on best practices to the Florida Workforce Development Association for distribution to DEO and WFI.

6. *Describe how the four strategic goals outlined in the Youth Program section above will be implemented for youth in the region.*

    - To build consensus for a policy on the preparation of youth for employment in targeted demand occupations
    - To develop regional alliances among workforce, education, state agencies serving the most at-risk youth, economic development, housing, faith and community-based organizations, and transportation stakeholders to better meet

the needs of businesses within a region by creating a pipeline of youth who have the hard and soft skills to enter targeted demand occupations
- To create a blueprint for state-level stakeholders to facilitate the creation and growth of state/regional/local alliances
- To provide a forum for local, regional, and state level stakeholders to exchange information and ideas on new initiatives, cross-agency planning, promising practices and data-based decision making.

The Youth Council and Board have developed the following strategic plan in support of the Governor's strategic goals for youth:

Goal I
Increase the number of youth who obtain and retain jobs that provides a living wage.

Objective 1 Provide opportunities for older youth (19-21 years of age) to receive training in targeted occupations and employability skills leading to placement in employment at a livable wage of $9.50 per hour or higher.

Objective 2 Provide opportunities for younger youth (14-18 years of age) to receive training in remedial education (as needed), targeted occupations, and employability skills leading to placement in employment at a starting wage of $8.50 per hour or higher, or entry into the military, pre-apprenticeship programs, or post-secondary education.

Strategy

- Establish partnerships with education, community based organizations, and governmental agencies to recruit youth who are eligible for Workforce Investment Act services with an emphasis on youth aging out of foster care and youth enrolled in ABE/GED programs within the School District.
- Enroll youth into job training programs that lead to careers in targeted occupations and provide youth a path to economic self-sufficiency in the following industries:
  - ❖ Applied Medicine and Human Performance
  - ❖ Business Financial and Data Services
  - ❖ High Tech Electronics and Instruments
  - ❖ Marine and Environmental Activities
- Support Career and Technical Education events
- Support pre-apprenticeship and apprenticeship programs
  - ❖ Continue the development of a pre-apprenticeship program for Information Technologies.

Goal II
Increase the number of high school graduates or completers.

Objective 1 Develop partnerships with community agencies to target services to under performing schools.

Objective 2 Partner with the school systems and foundations to assist in the development of programs to enhance curriculum relevancy or core subject areas such as math and reading.

Strategy
- Assist in recruitment of volunteers for Junior Achievements (JA) high school programs.
- Support Finance Park and JA Biz Town
- Support STEM TEC Programs
- Increase enrollments of youth again out of foster care
- Increase enrollments of youth in adult basic education courses
- Support Job Corps enrollments for eligible students
- Host a STEM Leadership Forum to coordinate STEM Activities for STEMTEC 2013

Goal III
Partner with business and the school systems to promote career opportunities for youth.

Objective 1 Collaborate with business and workforce education to develop industry driven training programs and work experience opportunities aligned with the states and regional targeted industry sector needs.

Strategy
- Partner with Employers, Community Based Organizations and Education partners to develop internship and work experience opportunities.

Objective 2 Leverage business partnerships to innovatively augment career opportunities.

Strategy
- Establish youth focused job shadowing events with STEM industry employers
- Increase funding for summer youth employment programs through grant applications.
- Establish a summer Entrepreneurship Program with a focus for DJJ Youth

Implementation of these goals, objectives and strategies will be incorporated into the program design and service delivery structure of this region. Updates on progress toward accomplishing each of the strategies, objectives and the overall goals shown above are usually reviewed at each committee meeting and at the full board meetings.

7. Describe the procedures that will be implemented to target and provide workforce services to youth with the following barriers: aged out of foster care; youthful offenders; out-of-school youth; basic skills deficient, etc.

The Youth Council and the Board understand that the hardest to serve youth, like those aging out of foster care, youthful offenders, out-of-school youth, basic skills deficient youth, etc., require successful program implementation and may require additional time and assistance to attain positive outcomes as measured by the WIA. As a result, in this region, the Youth Council and Board are exploring ways to implement strategies that promote more effective program design and possibly longer-term services for these youth to prepare them for post-secondary education or the workforce. As a result, the Youth Council is continuing to consider ways to improve the youth programs in this region, including,

- Thinking beyond "youth" when designing and promoting youth activities given that many of these hard to serve individuals do not identify themselves as a "youth" as they usually have adult responsibilities and may have children of their own;
- Developing new partnerships or reframing old partnerships with organizations that already serve these individuals;
- Implementing strategies to differentiate services based on the unique needs of these hard-to-serve individuals;
- Using recruitment strategies customized for these hard-to-serve groups;
- Identifying strong programs that engage a harder-to-reach segment of the youth population that are implementing new models that combine the best of what has been learned and address the critical service gaps of past programs;
- Focusing discussion and initiatives on serving certain at-risk young adults within the continuum of need; and
- Maximizing youth engagement and participation.

The programs, procedures and initiatives that may be implemented to target and provide workforce services to at-risk youth with barriers include the following:

- Developing a youth participation commitment similar to the theme of reciprocal obligation and required participation found in the welfare transition program. Participation commitments may include incentives, penalties, or a combination of the two. For example, eligible and enrolled WIA youth could be guaranteed a job (part-time during the school year and full-time during the summer) on the condition that they stay in or return to school and meet school attendance and performance requirements;
- Outreaching to at-risk youth — who typically do not enroll in education and training programs — will be given a priority and will require new forms of outreach and new or enhanced sources of referrals ranging from faith-based organizations to the foster care and juvenile justice systems. Assigning at least one staff full-time to develop partnerships and conduct outreach in the community for these at-risk youth;
- Ensuring that hours of operation and program locations are accessible to this population;
- Tying financial incentives, which are a key form of positive reinforcement that can help sustain program participation, to benchmarks such as earning academic credentials, completing training, and obtaining employment;
- Assisting WIA eligible youth apply for and receive services from other agencies, such as food stamps, GED prep, etc., that should assist them in continuing and being successful in the WIA program; and

- Developing work experience sites at employers who are committed to assisting with these at-risk youth populations and that have the staff who already have the knowledge or are willing to learn how to best interact with these young adults.

Veterans Program

1. *How will the State Veterans Program Plan of Service be implemented in the One-Stop Career Center(s).*

WorkNet Pinellas, utilizing state and local resources, will work with veterans' service providers and partner agencies to implement the following initiatives and actions:

- WorkNet Pinellas shall include a local plan of action relative to serving Severely Injured Military Members and their Families, Disabled Veterans, Florida National Guard Members, Military Reservists, and Families of Military Members Killed in Action as part of its WIA Workforce Plan of Service and 5 Year Plan.

- Post-placement case management and other necessary workforce services will be provided by One-Stop Center DVOP/LVER staff for injured military members and their families, and the families of military members killed in action, at six month and one year intervals. All services and activities will be documented in the Employ Florida Marketplace.

- WorkNet will provide support for a proactive, united-front, and well-coordinated seamless approach in serving the needs of severely injured military members and their families, disabled veterans, veterans, and the families of military members killed in action. WorkNet Pinellas, FDVA, VETS, VA, Florida National Guard & Reserves, DoD Family Support Centers, Pinellas County Veterans' Liaison Council; Pinellas County Veteran Service Officer (PCVSO); Veterans' Service Organizations (VSO) and other veteran service providers and advocates will collaborate in a partnership of efforts to identify and serve Florida's returning disabled veterans, veterans and their families. This collaboration will involve a sharing of information on returning veterans, injured/disabled veterans and military families to ensure they receive the services they need; these services will be tracked for responsiveness and productivity.

- WorkNet will encourage presence of DVOP/LVER staff with federal and state veteran agencies and service providers, including Bay Pines Medical Center, VA VR&E and Bill Young Armed Forces Training Center, to ensure a rapid response to serving returning disabled veterans, veterans, National Guard members/ Reservists and military families.

The WorkNet Pinellas regional workforce board and One-Stop providers are also involved in special initiatives, programs and partnerships that directly benefit and serve the needs of severely injured military members and their families, disabled veterans, veterans, Florida National Guard members and military reservists and families of military members killed in action. These initiatives include the following:

<u>VA VR&E Program</u>
WorkNet Pinellas has a DVOP specialist that is staffed directly onsite at the VA VR&E Center for the State of Florida located in St. Petersburg, Florida. All returning disabled/injured veterans will be exposed to education/training and rehabilitation services through the VA VR&E Program.

<u>The Military Family Employment Advocacy Program</u> delivers employment assistance services through military family employment advocates co-located within selected One-Stop Centers. Persons eligible for assistance through this program include spouses and dependents of active-duty military personnel, Florida National Guard members, and military reservists. Military Family Employment Advocates are currently located at One-Stop Centers in Tampa; however, appropriate referrals are made to Pinellas. WorkNet has

supported various events focusing on the needs of military spouses. In addition, WorkNet supports the Bill Young Armed Forces Training Center to assist returning National Guardsmen and their families.

Satellite Offices

In partnership with the FDVA, VA, Bay Pines Medical Center and VA VR&E to provide direct reintegration services to veterans and veterans of the targeted groups. The full-time DVOP at the VA VR&E is tasked with assisting in placing veterans back into the work force after receiving a variety of medical care and is there to assist with the management of services provided to Chapter 31 veterans. This DVOP person serves as the statewide liaison between that office and all the RWF throughout Florida. Furthermore, WorkNet hosts two USDOL Assistant Directors of Veterans Employment & Training Service. WorkNet also has a part-time presence at MacDill Air force Base in Tampa.

REALifelines

The Veterans' Employment and Training Service (VETS) receives information on returning injured veterans and their families through the Recovery and Employment Assistance Lifelines (REALifelines) Program. VETS are tasked with the initial contact and case management of REALifelines participants. After this is accomplished, VETS will forward workforce-ready REALifelines participants to WorkNet Pinellas and DVOP/LVER staff for employment assistance.

2. *How outreach and organizational visits for veterans are conducted?*

Activities involving outreach target a variety of entities in Region 14. Veterans' representatives participate in numerous area job fairs, homeless stand downs, TAP at the Coast Guard Station and similar events at the Army Reserve Center, various economic development councils, chambers of commerce, and congressional veterans' advisory committees. Strong local partnerships have been established and ongoing collaboration is maintained with the various readjustment programs at Bay Pines VA Health Care System, MacDill Air force Base and the James A Haley Veterans Hospital. Veteran staff works with the Incarcerated Veterans Transition Program contacting Pinellas vets who have recently been released from prison and provide employment services for them. These efforts result in locating and serving veterans who were previously not aware of our services. Veteran Services staff frequently visits places where veterans tend to gather for the purpose of offering employment and training services to them.

3. *How the Disabled Veterans Outreach Program specialists and Local Veterans Employment Representatives staff are fulfilling their required roles and responsibilities as indicated in the State Veterans plan at: http://www.floridajobs.org/pdg/vets/Fy07StVetsSrvPlan080706.pdf; how technical assistance and best practices can be provided to improve services to veterans.*

WorkNet Pinellas, Inc. has laid the foundation for priority of workforce services to be given to the following targeted groups:

- Severely Injured Military Members and their Families
- Disabled Veterans
- Veterans
- Florida National Guard Members
- Military Reservists
- Families of Military Members Killed in Action

Scope of Services

Within the local workforce system WorkNet has and will continue to facilitate the needs of local veterans and the aforementioned target groups by ensuring that the Disabled Veterans' Outreach Program Specialists (DVOP) and Local Veterans Employment Representatives (LVER), as well as other One-Stop Center staff, provide a priority of service in the following areas:

- Job Search and Placement Assistance
- Career Planning and Counseling
- Case Management and Job Coaching
- Referral to and Enrollment in Workforce Investment Act training programs
- Labor Market Information
- Referral to Education and Training Programs
- Resume Assistance
- Veterans' Job Fairs
- Transition Assistance Program (TAP) services for separating and retiring military members and their spouses
- Referral to Entrepreneurship programs
- Federal Contractors/OFCCP (Office of Federal Contract Compliance Programs)
- Veteran's Gold Card Initiative (enhanced intensive services include, career guidance, job search assistance, case management and skills assessment/interest surveys)
- VOW/VRAP (Veterans Opportunity to Work)/(Veterans Retraining Assistance Program)
- Veteran Liaison- A WorkNet Pinellas DVOP staff member may be located onsite at the Department of Veteran Affairs Bay Pines VA Hospital in St. Petersburg to provide assistance to Veterans and eligible spouses.

In addition, DVOP/LVER staff have close working partnerships with key veteran organizations including: the U.S. Department of Veterans' Affairs (VA); Florida Department of Veterans' Affairs (FDVA); Department of Defense (DoD) Family Support Centers; Pinellas County Veterans' Liaison Council; Pinellas County Veteran Service Officer (PCVSO); Veterans' Service Organizations (VSO), MacDill Air force Base and Florida's National Guard/Reserve units; to coordinate the following assistance for veterans:

- All returning disabled/injured veterans are made aware of education, training and rehabilitation services through the VA Vocational Rehabilitation and Employment (VR&E) Program which is a key partner in placing them into a quality career.

- Organizational and outreach contacts to the Bay Pines VA Medical Center, FDVA and CVSO Offices, and other veterans' service providers and advocates, in order to locate and provide services to veterans, especially veterans facing barriers to employment.

- MacDill Air Force Base Transition Assistance Panel (TAP) provides important employability skills training and other benefits information to military members and their spouses in their transition from military to civilian society. TAP is a partnership between DEO, the Veterans' Employment and Training Service (VETS), VA and the DoD. WorkNet Pinellas has a designated LVER in attendance each and every month at the MacDill AFB Transitional Assistance Program (TAP) to assist those separating from the military. This is in partnership with RWB 14 and the Family Community Services Office.

- President of the Pinellas County Veterans' Liaison Council currently serves on the WorkNet Pinellas Board of Directors which has provided a strong link to all of the veterans' service organizations in Pinellas County.

- A WorkNet Pinellas DVOP staff member may be located onsite at the Department of Veteran Affairs Bay Pines VA Hospital in St. Petersburg to provide assistance to Veterans and eligible spouses.

4. *Local operating procedures required; please include as an attachment to plan.*

   Click here to view the Veteran SOP

Assurances
Section III

Assurances require RWBs to affirm that key obligations in the law have been met. A number of plan elements that were previously a part of the narrative are now among the assurances and are vitally important as a commitment to upholding the requirements in the law and regulations. The assurances may form a basis for local Board-monitoring of these requirements and for DEO's monitoring of the regions. Many of the assurances affect the required process for developing local Workforce Services Plans, such as the requirements for stakeholder consultation, public comment and various policies which RWBs must have in place.

Assurances

The following section delineates the formal assurances related to statutory compliance, program integration, universal access, customer choice, reporting, veterans' priority of service, performance, quality assurance and other program and administrative elements to which each Regional Workforce Investment Board agrees, ensuring the systemic foundation of the Florida workforce investment system. By signing the Local Workforce Services Plan the Board and CEO certify that the operators and partners of the local One-Stop Career Center delivery system will adhere to these assurances and comply with all Federal, State, County and local statutes, regulations and policies relevant to the delivery of services within the context and meaning of the local plan.

1. GOVERNANCE The Board agrees to perform in accordance with governing federal and state law; any and all requirements set forth in the Grantee-Sub grantee Agreement (and relevant attachments); Florida, Inc., policies, and other agreements in which the Board has received a Notice of Fund Availability.

2. DISABILITY ACT
   The certifies compliance with the section 504 of Rehabilitation Act of 1973 and the American Disabilities Act of 1990

3. CUSTOMER CHOICE
   The Board assures that local One-Stop Career Center System Operators and partners will adhere to the principles of customer choice as outlined in provisions of the WIA.

4. SUNSHINE PROVISIONS
   The Board certifies that it will adhere to provisions of the Sunshine Act as described in the WIA and Florida Statute.

5. FINANCIAL RECORDKEEPING, COST PRINCIPLES AND COST ALLOCATION
   The Board agrees to maintain all financial records, and to develop and follow cost allocation procedures that are in compliance with GAAP, Federal Cost Principles, all applicable OMB Circulars, and policies issued by the State of Florida. These include, but are not limited to, the following OMB Circulars:

   - A-21, Cost Principles for Educational Institutions (5/10/2004); relocated to 2 CFR, Part 220
   - A-87, Cost Principles for State and Local Governments (5/10/2004); relocated to 2 CFR, Part 225
   - A-122, Cost Principles for Non-Profit Organizations (5/10/2004); relocated to 2 CFR, Part 230
   - A-102, Grants and Cooperative Agreements with State and Local Governments (10/7/94, amended 8/29/97)
   - A-110, Uniform Administrative Requirements for Grants and Agreements with Institutions of Higher Education, Hospitals, and Other Non-Profit Organizations (11/19/93, amended 9/30/99); relocated to 2 CFR, Part 215
   - A-133, Audits of States, Local Governments, and Non-Profit Organizations (6/24/97, Revised 6/27/2003 and 6/27/2007)
   - USDOL Compliance Supplement (complement to A-133)

6. FOREIGN LABOR CERTIFICATION - AGRICULTURAL & NON-AGRICULTURAL
The Board assures that the local One-Stop Career Center (OSCC) Operators (in accordance with all relevant state policies and procedures, and the requirements set forth at 20 CFR Parts 655 and 656) will assist the DEO to determine the availability of U.S. workers and the potential adverse effect on wages and working conditions that the admission of foreign workers might have on similarly employed U.S. workers. With regards to H-2B Program activities under the Foreign Labor Certification Program, the Board assures that OSCCs will facilitate the referral of qualified and eligible (meaning that the individual is not an unauthorized alien with respect to that employment) job seekers and to assist employers throughout the recruitment process. For both visa programs, the Board also agrees that OSCCs may be required to generate, process and conduct follow-up activities on H-2A / B related job orders in accordance with the requirements set forth at 20 CFR 655 & 656 of federal regulations.

7. FUNCTIONAL GUIDANCE OF DEO STAFF
The Board assures that One-Stop Career Center Operators and their management and supervisory employees will provide a level of functional guidance to DEO staff assigned to the local area's One-Stop Career Center(s) sufficient to assure an integrated and seamless delivery of services. Non-state agency managers and supervisors may provide functional guidance to DEO staff assigned to provide services in the local career center with the exercise of supervisory authority for all personnel matters, including compensation, personnel actions, terms and conditions of employment, performance appraisals, and accountability, retained by DEO supervision and guidance of DEO staff assigned to the One-Stop Career Center(s) will be carried out by the respective parties with an expectation of mutual cooperation by the Operator, DEO and all partner organizations, and a focus on achieving the performance goals established for the One-Stop Career Center System.

8. FUNDS OF LAST RESORT
The Board assures that One-Stop Career Center System Operators shall take sufficient actions to assure that WIA programs will not be charged when other assistance is available. Local operators shall be responsible for ensuring the filing of applications for Pell Grant or Supplemental Education Opportunity Grant (SEOG) assistance or any other assistance available for each participant enrolled in a Pell Grant or SEOG approved course and upon receipt of such grant the portion received by a training participant for the cost of tuition, fees and books shall be applied to replace the WIA funds used to cover such costs.

If the Pell Grant is received after the termination of training paid with WIA funds, the portion to be applied for the cost of tuition, fees and books shall be remitted to the Career Center operator.

No compensation shall be earned or deemed payable for services provided to a WIA program participant to the extent that any such services are paid for, directly or indirectly, through a Pell Grant (or Supplemental Education Opportunity Grant (SEOG)) by Trade, or by any other source.

9. GRIEVANCE PROCEDURE POLICY
The Board assures that the local One-Stop Career Center Operators will implement and maintain a formal complaint system consistent with State policy and Federal regulations promulgated at 20CFR §658.400-418 and 658.500-504 and §667.600-667.640 relevant to the Workforce Investment Act of 1998 and the Wagner-Peyser Act, as amended.

10. HEALTH AND SAFETY

The Board agrees all services provided to participants under the programs covered under this plan will take place in an environment where appropriate standards for health, safety and comfort are maintained. Participants in on-the-job training operated with WIA funds as defined in 20 CFR Part 663.700, are subject to the same health and safety standards established under State and Federal law which are applicable to similarly employed employees, of the same employer, who are not participants in programs under WIA. Facilities will be adequately heated and ventilated; with adequate toilet, rest and lunch areas; easy access to potable water; and separate and clearly delineated smoking areas.

11. MIGRANT AND SEASONAL FARMWORKERS - MSFWs

The Board assures that the local One-Stop Career Center (OSCC) Operators will ensure (in accordance with all relevant state policies and procedures and as required under 20 CFR Parts 651, 653 and 658) that Migrant and Seasonal Farm Workers (MSFWs) receive the full array of workforce development services, benefits and protections in a non-discriminatory manner and the services provided to MSFWs are "qualitatively equivalent and quantitatively proportionate" to the services provided to other jobseekers. OSCC will identify Migrant and Seasonal Farmworkers (MSFWs); refer such identified customers to appropriate job openings, training opportunities, career guidance and any other workforce investment services as needed; conduct appropriate follow-up with employers and other applicable service providers; and report all relevant activities through OSCC will continue to provide service to agricultural employers and implement systems and strategies to enhance and integrate service delivery to both MSFWs and agricultural employers.

12. NEPOTISM

The Board assures that no recipient of funds covered under this plan will hire a person in an On-The-Job Training position, administrative capacity or consultant position funded under WIA if the individual or a member of his/her immediate family is employed in an administrative capacity of the USDOL, DEO, the State of Florida or the recipient. The Board agrees to inform Workforce Florida Inc. (WFI) of potential violation of the nepotism restriction. Additionally, no individual may be placed in a WIA employment activity if a member of that person's immediate family is directly supervised by or directly supervises that individual.

13. NONDISCRIMINATION EMPLOYMENT & EQUAL OPPORTUNITY

The Board assures that the local One-Stop Career Center Operator will comply fully with the nondiscrimination and equal opportunity provisions of the following laws: Section 188 of the Workforce Investment Act of 1998 (WIA), which prohibits discrimination against all individuals in the United States on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief, and against beneficiaries on the basis of either citizenship/status as a lawfully admitted immigrant authorized to work in the United States or participation in any WIA Title I financially assisted program or activity; Title VI of the Civil Rights Act of 1964, as amended, which prohibits discrimination on the basis of race, color and national origin; Section 504 of the Rehabilitation Act of 1973, as amended, which prohibits discrimination against qualified individuals with disabilities; The Age Discrimination Act of 1975, as amended, which prohibits discrimination on the basis of age; and Title IX of the Education Amendments of 1972, as amended, which prohibits discrimination on the basis of sex in educational programs. The Board also assures that it will comply with 29 CFR Part 37 and all other regulations implementing the laws listed above. This

assurance applies to the operation of the WIA Title I financially assisted program or activity, and to all agreements made to carry out the WIA Title I financially assisted program or activity. The Board understands that the United States, the State of Florida and the DEO have the right to seek judicial enforcement of this assurance. The Board also assures that the local One-Stop Career Center Operator will appoint an Equal Opportunity Officer to ensure compliance with the regulatory requirements cited above.

14. NONPARTICIPATION IN SECTARIAN ACTIVITIES
The Board assures that WIA Title I funds will not be expended on the employment or training of participants in sectarian activities. Participants must not be employed under Title I of WIA to carry out the construction, or maintenance of any part of any facility that is used or to be used for sectarian instruction or as a place of religious worship. However, WIA funds may be used for the maintenance of a facility that is not primarily or inherently devoted to sectarian instruction or religious worship if the organization operating the facility is part of a program or activity providing services to WIA participants.

15. PERFORMANCE
The Board agrees that for purposes of this plan, performance will be measured in a manner that is consistent with all appropriate federal and/or state statutes, regulations, and policies.

16. POLITICAL ACTIVITIES, LOBBYING PROHIBITION
The Board assures that WIA Title I funds and none of the services provided with said funds may be used for any partisan or non-partisan political activity or to further the election or defeat of any candidate for public office. The Board also agrees to comply, where applicable, with the provisions of the Hatch Act, which limits the political activity of certain State and Local government employees, along with contractors, subcontractors and participants funded through the use of WIA funds. The Board shall comply with 29 CFR 93 regarding the restrictions on lobbying and the Certification and Disclosure requirements pursuant to Section 319 of Public Law 101-12.

17. PROGRAM INTEGRATION
The Board assures that the One-Stop Career Center delivery system will fully integrate all programs covered under this local plan into the full range of available workforce development services.

The Board agrees that DVOP and LVER staff will be responsible for case management of veterans' service delivery, and where feasible, provide direct services or assist one-stop delivery system staff in the provision of priority services for veteran customers.

The Board assures that One-Stop Career Center System Operators will coordinate with local Rapid Response staff related to outreach, intake and registration of workers covered by a certification under the Trade Adjustment Assistance Act.

18. QUALITY ASSURANCE (GENERAL)
The Board assures the local One-Stop Career Center Operator will carry out all activities relevant to the provision of each program covered under this plan in accordance with all Federal/State policies and procedures. The Board further assures that a schedule for the monitoring of local One-Stop Career Center activities will be developed and agreed upon in concert with the Department of Economic Opportunity. Additionally, the Board assures that DEO shall have full access to all One-

Stop Career Center staff, records, systems, data, books, accounts, correspondence and other documentation necessary to carry out its program evaluation responsibilities as authorized by statute and/or regulation. The Board also agrees that DEO, in order to effectively carry out its responsibilities, may conduct on-site evaluation activity that is either with, or without, advance notice. The Board also assures that local staff training relevant to the delivery of services covered under this plan will be developed and agreed upon in concert with DEO.

19. RAPID RESPONSE SERVICES
The Board assures that local One-Stop Career Center Operators and other workforce development staff will coordinate/support Rapid Response service delivery in accordance with all established Federal and State policies and procedures.

20. REPORTING
The Board assures that the local One-Stop Career Center delivery system (in accordance with all relevant Federal and State policies and procedures) will collect data on customer characteristics, service/activity participation, and outcomes consistent with the requirements of the State's management information system so as to ensure the integrity of all federal and state reporting requirements.

21. TAA PROGRAM COORDINATION
The Board assures the local TAA Coordinator at the regional level is a merit employee and that local One-Stop Career Center Operators will provide timely and appropriate services for any customer wishing to apply for benefits under TAA. The Board also assures that local One-Stop Career Center Operators will conform to all policies and regulations of the program. The Board also assures that local One-Stop Career Center Operators will cooperate with any hearings requirements related to TAA services. 20 CFR Part 618

22. STATUTORY COMPLIANCE
The Board agrees to comply with the Workforce Investment Act of 1998, the Wagner-Peyser Act, as amended, the Trade Act of 1974, as amended, the Trade Reform Act of 2002, the Trade and Globalization Adjustment Assistance Act of 2009, the Jobs for Veterans Act and all related statutory requirements and implementing regulations. The Board also agrees to comply with policies issued by DEO related to the administration, delivery, and performance of all programs covered by this local plan.

23. UI INFORMATION (ACCESS TO)
The Board assures that local One-Stop Career Center Operators will use any information received from the UI system related to claimants solely for the purpose of providing reemployment services to UI claimants. The Board further assures that all information on UI claimants received by the One-Stop Career Center Operators will be used in a manner that is consistent with state and federal confidentiality statutes and policies.

24. UNIONIZATION AND ANTI-UNIONIZATION
The Board assures that no funds covered by this plan shall in any way be used to either promote or oppose unionization.

25. UNIVERSAL ACCESS
The Board assures that the local One-Stop Career Center delivery system [as described in 20 CFR 662.100(b) of the Workforce Investment Act and in accordance with all relevant state policies and

procedures] will provide services to all customers consistent with the principles of universal access. The Board also assures that core and applicable intensive services, including staff-assisted services, will be provided in at least one physical career center in the workforce investment area.

The Board assures that LVER and/or DVOP staff assigned to the local One-Stop Career Centers, consistent with the principle of universal access, will also provide outreach services to veterans at Service Delivery Points (SDPs) such as Veterans Administration Hospitals, veterans' shelters and military installations for which no LVER or DVOP is assigned. The Board also assures that DVOP and LVER staff will also conduct outreach to employers, community agencies, veterans' organizations, etc. and that they will share information gained from these contacts with staff of the One-Stop Career Centers and SDPs.

26. VETERANS PRIORITY OF SERVICE

The Board agrees that One-Stop Career Center Operators will assure priority of services for veterans and other eligible persons (under the Federal umbrella designation of "covered persons" 20 CFR Part 1010.110 RIN 1293-AA15) for all employment and training services funded with Federal resources. The Board also assures that it will encourage and promote the provision of maximum employment and training opportunities to veterans by all service program providers participating in the local workforce investment system. To promote informed choice for veteran customers, the Board agrees that One-Stop Career Center System Operators will provide information at the point of program access that advises covered persons of the priority of service and the advantages of registration to access special programs and services for veterans and the availability of DVOP or LVER staff to assist with these veteran services and with employment issues. .

Federal Contractors and Federal Agencies will be provided with recruitment assistance in accordance with their obligation for Affirmative Action and veterans' preference requirements pursuant to 38 U.S.C., Chapter 42.

The Board agrees that LVER and DVOP staff will provide training and technical assistance to One-Stop Career Center staff relative to Federal employment opportunities for veterans, the Federal Contractor Job Listing Program and the customer complaint process as it relates to veterans.

The Board agrees that under this plan LVER and DVOP staff can receive functional guidance from the One-Stop Operator. However, compensation, personnel actions and terms and conditions of employment, including performance appraisals and accountability of merit-staff employees will remain under the authority of DEO.

The Board will demonstrate through policy, procedure and action that veterans receive priority of service for all programs funded by DOL sources; and that no local policy shall restrict services to veterans regardless of residency or other local constraints.

27. WORK OPPORTUNITY TAX CREDIT

The Board assures that the local One-Stop Career Center Operators will assist in determining the eligibility of interested customers as members of targeted groups; and assist interested customers and employers to complete related documentation including IRS Form 8850 Work Opportunity Credit Pre-screening Notice and Certification Request, and DOL Form ETA-9061 (Individual Characteristics Form) or DOL Form ETA-9062 (Conditional Certification). Issuance of final

certifications will remain a central administrative responsibility of DEO. There are no reporting requirements applicable to this section.

28. WORKER PROFILING PROGRAM and REEMPLOYMENT SERVICES
The Board assures that local One-Stop Career Center Operators will continue to provide reemployment services to a sub-set of individuals who are enrolled in reemployment services (RES) to assist in accelerating their return to work. Board further assures that the local One-Stop Career Center operator(s) will collect data on claimant service/activity participation, outcomes and results, including conformance with the work search plan activities.

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Regional Workforce Board Strategic and Operating Plan

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Regional Workforce Board Strategic and Operating Plan

Attachment

PY12-13 Goals

Attachment 1

PY12-13 Goals

Program Year 2012 – 2013 Workforce Solutions Strategic Plan

Goal I
Increase employer involvement and awareness about services

Objective 1 Employed Worker Training and Incumbent Worker Training Programs.

Objective 2 Coordinate/Sponsor a minimum of six (6) business education seminars, semi-annual employer roundtables and yearly Business Education Summit in partnership with WorkNet Pinellas.

Objective 3 Encourage participation with Business Associations within the community.

Objective 4 Host quarterly job fairs

Strategy

- Release an RFP for Employed Worker Training Grants
- Participate with the Regional Economic development Partners to increase the awareness and use of Incumbent Worker Training Grants
- WorkNet Pinellas Business Seminar Schedule
    - October 16, 2012 ~ The Sustainability Advantage
    - November 13, 2012 ~ Communication Solutions that Build Strong Teams in a Diverse, Intergenerational Workplace
    - December 4, 2012 ~ Promoting Your Business with Linked In
    - January 15, 2013 ~ Building Corporate Partnerships
    - February 5, 2013 ~ Project Management Fundamentals for the Entrepreneur
    - March 5, 2013 ~ Incentives Available to Grow Your Business
- TBWA Business Seminar Schedule
    - October 17, 2012 ~ Expanding Technology in the Work Place
    - November 7, 2012 ~ Solutions for Business
    - December 5, 2012 ~ EEOC Laws
    - January 16, 2013 ~ Veterans: Returning to the Workplace
    - February 6, 2013 ~ E-learning-Enabling the Workforce
    - March 6, 2013 ~ Incentives Available to Grow Your Business
- Increase the marketing presence of programmatic services including television, print, and digital media.
- Market OJT to employers and job seekers to increase participation in OJT for program year 2012/2013
- Issue RFQ for Business Associations for calendar year 2013

Goal II
Target placement into jobs paying $26.00 per hour and above

Objective 1 Increase over the previous year the amount of job orders paying $26.00 per hour.

Objective 2 Market career ladder and career lattice training opportunities to employers to enhance

employee skills that will increase earnings above $26.00 per hour.

Strategy

- Develop strategic marketing initiatives to increase the number of jobs listed in EFM that pay over $26.00 per hour
- Develop strategic partnerships with local economic development organizations to establish new employer relationships
- Actively participate as a team member with local economic development organizations meeting with prospect companies
- Support the Professional Placement Network (PPN) and Transitioning Executive Network (TEN) events

Goal III
Increase the number of skilled workers in targeted, value added industries

Objective 1 Identify training opportunities in the following industry sectors:

- Applied Medicine and Human Performance
- Business, Financial, and Data Services
- High Tech Electronics and Instruments
- Marine and Environmental Activities

Objective 2 Evaluate the effectiveness of the approved training providers

Strategy

- Align Employed Worker Training Programs and OJT's with key industry sectors
- Develop a quarterly training vendor report with key performance metrics
- Support the development of the pre-apprenticeship program for Information technology
- Implement H1B Grant programs
- Identify funding opportunities that align with targeted industry training
- Support the weatherization program
- Support job club activities at all One-Stop centers

Program Year 2012 - 2013 One-Stop Strategic Plan

Goal I
Provide access to an effective One-Stop system that will result in a globally competitive workforce for employers and job seekers.

Objective 1 Align One-Stop services with changing needs of the job seekers.

Strategy

- Align local strategic plan with regional business partners to maximize outcomes
- Establish local policies that align with other Regional Workforce Boards to minimize confusion for employers and job seekers
- Identify ways to streamline services allowing for a more effective service delivery model including:
    a. Resource Room Expansion
    b. Computer Lab Expansion
    c. Program Service Area Consolidation
    d. Employer Services Suite Improvements
- Expand workshop availability and content

Objective 2 Enhance the current website to provide for a more flexible and robust service delivery model.

Strategy

- Development of future pages that align with evolving service delivery needs

Objective 3 Review current technology needs within the workforce centers.

Strategy

- Assess need to update center computers, communication, and other center technology
- Review EDMS and hard file record retention status
- Quarterly review of all online program orientations and processes

Objective 4 Provide access to online job search and labor market information system.

Strategy

- Ensure connectivity to State of Florida Computer System (Employ Florida or EFM)
- Establish links to value added sites that further assist with job search and labor market information

Objective 5 Marketing and Branding

Strategy

- Support the Federal and State unified branding initiatives
- Hot Jobs postings and job listings for hard to fill or higher wage positions
- Job listings on selected on-line job sites on a weekly basis
- Employ One Initiative
- Increase Business Associations Program participation
- Complete Return on Investment (ROI)

Objective 6 Provide on-line employability skills training to the universal customer.

Strategy

- Update current PowerPoint presentations and center video presentations
- Develop on-line employability classes such as appropriate interview attire interviewing techniques and resume writing
- Provide industry specific examples of resumes and pre/post communication to employers

Objective 7 Establish on-line Customer and Candidate Feedback Surveys for each line of business in the One-Stop.

Strategy

- Review all survey questions and responses as related to goals on a quarterly basis
- Review and possible update of current survey questions

Objective 8 Provide access to specialized services.

Services Include:

- Veterans
- Trade Adjustment Assistance (TAA)
- Rapid ERISA Action Team (REACT)
- Disability Navigator
- Re-employment and Eligibility Assessment (REA)
- Emergency Unemployment Compensation (EUC)/ Re-employment Services (RES)
- Long-term unemployed
- Strategies on Achieving Re-employment (SOAR)
- Job Access and Reverse Commute (JARC)

Objective 9 Continue to enhance linkages for youth for targeted industry and career exploration information.

Strategy

- Develop the Youth content of the TBWA website to include:

a) Pre-apprenticeship and apprenticeship programs
b) Develop and/or link to on-line assessment tools and youth focused websites that assist in career exploration and job search

- Develop collaborative partnership with new Job Corps facility to enhance youth service delivery model
- Support STEM
- Support Youth Focused Virtual Job Fair

Goal II
Increase availability of operating funds through grant applications.

Objective 1 Obtain new grant funding for a total of 1,200,000.

Objective 2 Generate a minimum of $20,000 in fee based revenue.

Strategy

- Seek out grants that align with the existing services provided

Goal III
Comply with all Federal and State regulations as defined in the Code of Federal Regulations (20 CFR 662.220 and 662.230).

Objective 1 Implement applicable Federal and State policy and directives within 5 business days of issuance.

Strategy

- Incorporate distribution of new guidance via the Intranet
- Assess the viability of using an LMS system to disseminate information

Goal IV
Maintain and increase collaboration/cooperation between agencies serving participants through the development of Memorandums of Understanding (MOUs).

Objective 1 Review and modify all MOUs on an annual basis.

Strategy

- Establish a new internal tracking process for all agency agreements

Goal V
Regional performance ranking maintained above the state average for all performance metrics.

Objective 1 Monthly Management Report and Balanced Score Card

Strategy

- Establish an SQL based on real time performance scorecard tied to daily performance measures

Objective 2 Daily Placement Report

Strategy

- Maximize first service program to all new Reemployment System Claimants
- Manage the soft exit list to ensure timely identification of all placements and obtained employments
- Utilize the Interactive Voice Response (IVR) system to initiate and maintain contact with job seekers.
- Increase employer outreach to maximize referral and placement outcomes

Objective 3 Veterans Employment Outcomes

Strategy

- Maximize staff focus on priority of service
- Leverage partnerships with local military bases

Program year 2012-2013 Youth Council Strategic Plan

Goal I
Increase the number of youth who obtain and retain job that provides a living wage.

Objective 1 Provide opportunities for older youth (19-21 years of age) to receive training in targeted occupations and employability skills leading to placement in employment at a livable wage of $9.50 per hour or higher.

Objective 2 Provide opportunities for younger youth (14-18 years of age) to receive training in remedial education (as needed), targeted occupations, and employability skills leading to placement in employment at a starting wage of $8.50 per hour or higher, or entry into the military, pre-apprenticeship programs, or post-secondary education.

Strategy

- Establish partnerships with education, community based organizations, and governmental agencies to recruit youth who are eligible for Workforce Investment Act services with an emphasis on youth aging out of foster care and youth enrolled in ABE/GED programs within the School District.
- Enroll youth into job training programs that lead to careers in targeted occupations and provide youth a path to economic self-sufficiency in the following industries:
  - ❖ Applied Medicine and Human Performance
  - ❖ Business Financial and Data Services
  - ❖ High Tech Electronics and Instruments
  - ❖ Marine and Environmental Activities
- Support Career and Technical Education events
- Support pre-apprenticeship and apprenticeship programs
  - ❖ Continue the development of a pre-apprenticeship program for Information Technologies.

Goal II
Increase the number of high school graduates or completers.

Objective 1 Develop partnerships with community agencies to target services to under performing schools.

Objective 2 Partner with the school systems and foundations to assist in the development of programs to enhance curriculum relevancy or core subject areas such as math and reading.

Strategy
- Assist in recruitment of volunteers for Junior Achievements (JA) high school programs.
- Support Finance Park and JA Biz Town
- Support STEM TEC Programs
- Increase enrollments of youth again out of foster care
- Increase enrollments of youth in adult basic education courses
- Support Job Corps enrollments for eligible students
- Host a STEM Leadership Forum to coordinate STEM Activities for STEMTEC 2013

Goal III
Partner with business and the school systems to promote career opportunities for youth.

Objective 1 Collaborate with business and workforce education to develop industry driven training programs and work experience opportunities aligned with the states and regional targeted industry sector needs.

Strategy
- Partner with Employers, Community Based Organizations and Education partners to develop internship and work experience opportunities.

Objective 2 Leverage business partnerships to innovatively augment career opportunities.

Strategy
- Establish youth focused job shadowing events with STEM industry employers
- Increase funding for summer youth employment programs through grant applications.
- Establish a summer Entrepreneurship Program with a focus for DJJ Youth

PY2012-2016

Regional Workforce Board Strategic and Operating Plan

Attachment 2

Inter-local Agreement and By-Laws

IX. Required Attachments:
A. Interlocal Agreement

INTERLOCAL AGREEMENT
between
PINELLAS COUNTY, FLORIDA
and
WORKNET PINELLAS, INC.

This Agreement is made and entered into as of the 20th day of September, 2005 ("Effective Date") by and between Pinellas County, a political subdivision of the State of Florida, hereinafter referred to as the "County", and WorkNet Pinellas, Inc., a Florida nonprofit corporation, in its capacity as the Region 14 workforce board created and existing under Chapter 445, Florida Statutes, hereinafter referred to as "WorkNet".

WITNESSETH:

WHEREAS, the Workforce Investment Act of 1998, Public Law 105-220 ("WIA") authorizes expenditures of federal funds for workforce development programs in areas of the state designated by the Governor as a Workforce Development Region; and

WHEREAS, Chapter 445, Florida Statutes, "the Workforce Innovation Act of 2000" ("Workforce Innovation Act") further delineates the roles and responsibilities of all parties in the expenditure of federal funds for workforce development programs in such designated areas; and

WHEREAS, Pinellas County, Florida has been designated by the Governor of the State of Florida as a Workforce Development Region; and

WHEREAS, the WIA and Workforce Innovation Act require the chief local elected officials of each designated Workforce Development Region to establish a regional workforce development board; and

WHEREAS, WorkNet has requested and received certification as the Region 14 Workforce Development Board by Workforce Florida, Inc., the State of Florida Workforce Development Board; and

WHEREAS, the County and WorkNet previously entered into an Interlocal Agreement dated June 18, 2004 defining their respective duties and responsibilities ("Original Interlocal"); and

WHEREAS, the County and WorkNet desire to revise the terms of the Original Interlocal to define the scope of their relationship and their respective duties and responsibilities for the administration and operation of workforce programs within the Region 14 Workforce Region, as provided herein.

NOW THEREFORE, IN CONSIDERATION OF THE ABOVE AND THE MUTUAL COVENANTS HEREIN, THE PARTIES HERETO AGREE AS FOLLOWS:

1. <u>Purpose:</u>

The purpose of this agreement is to establish and maintain a partnership to carry out the requirements of the WIA, the Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (Public Law 104-193), Workforce Innovation Act, applicable federal, state and local regulations including OMB circulars and future state and federal workforce initiatives and laws (together the "Acts").

2. Development of the Two Year Workforce Investment Act Plan:

Pursuant to the WIA and in accordance with the requirements established by the Governor of the State of Florida, WorkNet shall develop the Two Year Workforce Investment Act Plan and other plans, as required, and shall present said plans to the County for review and approval. Upon approval and execution of the plans by the County when required by the Acts, acting through the County Commission, or its designees, the plans will be submitted to the proper funding authorities by WorkNet.

3 Duties and Responsibilities of WorkNet:

The County hereby designates WorkNet as the local subgrant recipient and local fiscal agent for all WIA and workforce development programs operating within the Region 14 Workforce Region (the "Program"). In that capacity, WorkNet shall act as its own administrative entity, and be responsible for all Program activities as required by the Acts, including and/or subject to the following:

A. WorkNet shall employ personnel to carry out the effective and efficient operation of the Program and to provide necessary technical assistance to WorkNet, acting in partnership with the County as provided herein;

B. WorkNet shall organize and train such staff as necessary to conduct the functions and operations of WorkNet as provided herein;

C. WorkNet, through the actions of said personnel, as authorized, approved or directed by the WorkNet Board of Directors, shall:

1. Prepare planning documents required by applicable state and federal law and, after any required approval by the County, submit them to the appropriate funding authorities for approval;

2. Prepare and submit for approval by the County, an annual budget for the proper expenditure of all funds allocated to WorkNet;

3. Direct the receipt and expenditure of funds in accordance with the Acts, this Agreement, approved local plans and budget, and/or all applicable Federal, State or Local Laws;

4. Execute contracts, subgrants and other agreements necessary to carry out the programs authorized by the Acts, including making the designation of the One Stop Operator, selecting and designating youth service providers, identifying eligible providers of adult and dislocated worker intensive and training services, and maintaining a list of those providers with performance and cost information;

5. Reach agreement with the Governor on local performance measures;

6. Recommend policy and develop program procedures for program management, planning, operation, evaluation and other necessary functions;

7. Evaluate program performance and determine whether there is a need to reallocate program resources and to modify the grant agreement with the State of Florida;

8. Establish and maintain such committees as determined by the WorkNet Board of Directors;

9. Establish and maintain in force agreements with each of the required local One Stop Partner agencies;

10. As the fiscal agent, collect, account for, invest and expend Program income generated by Program activities pursuant to the Acts and State of Florida requirements and approved WorkNet bylaws, procurement policies, finance and accounting policies and cash management policies;

11. Conduct oversight with respect to activities, programs and expenditures under WIA and such other federal programs that assign responsibility for oversight over programs, activities and expenditures. Oversight shall include monitoring related to administrative costs, duplicated services, career counseling, economic development, equal access, compliance and accountability, and performance outcomes.

12. Enforce all agreements and take action against any subrecipient or vendor

for abuse in the programs in order to protect the funds and the integrity of the program, subject to final approval or ratification by the Audit Committee and the WorkNet Board of Directors;

13. Assist the Governor in establishing the Statewide Employment Statistics system;

14. Coordinate workforce investment activities with economic development strategies and developing employer linkages;

15. Promote private sector involvement in the statewide workforce investment system through effective brokering, connecting and coaching activities through intermediaries in the local area or through other organizations to assist employers in meeting hiring needs;

16. Develop and administer a system to hear and resolve all grievances or complaints filed by participants, subcontractors or other interested parties as required by the Acts, Regulations or State Laws, subject to approval by the County.

17. Perform any other functions as necessary or appropriate to meet its responsibility for the operation of the Program;

D. WorkNet shall have authority to seek, compete for and secure other sources of funding consistent with and in accordance with its purpose and for such other purposes as WorkNet may deem appropriate and necessary.

E. WorkNet shall perform or cause to have performed internal audits and monitoring of all funds as required by the Acts and in accordance with the provisions of paragraph 6(c) herein; shall satisfactorily resolve any questions or problems arising from said audits and monitoring; and present audit and monitoring findings directly to the Audit Committee.

F. WorkNet shall adopt such procedures to ensure compliance with applicable conflict of interest and public meetings laws. Members of the WorkNet Board of Directors shall ensure there is no conflict of interest in the actions of the WorkNet Board or its members with respect to all activities by complying with all disclosure, conflict of interest statutes, and other

regulations and guidelines, as well as complying with all public meeting requirements, notifications and restrictions as prescribed by law.

G. In order to exercise its independent Program oversight, WorkNet shall not be a direct provider of any participant services.

H. WorkNet shall promote and solicit participation by the business community in the Program in order to maximize services to eligible residents of the area.

I. WorkNet shall collect or have collected appropriate labor market information to determine business and industry needs for specific job categories in Pinellas County.

J. WorkNet shall approve, in conjunction with the County, all plans as may be required under the Wagner Peyser (employment services) Act.

K. WorkNet shall exert every reasonable and necessary effort to resolve disagreements between WorkNet and the County.

L. WorkNet shall comply with all the filing and other requirements mandated by the Florida not-for-profit corporation statutes, and applicable IRS regulations and filings.

M. WorkNet shall complete and submit all assurances and certifications as required by the funding sources.

4. <u>Duties and Responsibilities of the County</u>:

The Board of County Commissioners is designated as the Chief Elected Official under the WIA, and in the capacity as the local grant recipient shall have the following duties and responsibilities:

A. Appoint and reappoint members to the WorkNet Board of Directors in a timely

manner so as to maintain the minimum number of members required by WorkNet's bylaws and as provided in the WIA.

B. Consult from time to time on a continuing basis with WorkNet as either party requests.

C. Exercise approval authority, which will not be unreasonably withheld over the budget adopted by WorkNet.

D. Provide such Program oversight to ensure the effective and efficient delivery of all services as provided for in accordance with this Agreement, WorkNet's approved plans, and as defined in the WIA.

E. Review, make recommendations, and approve, in its reasonable discretion, all plans as may be required under the Wagner Peyser Act.

F. Take prompt corrective action as it determines appropriate in its reasonable discretion when necessary to comply with the Acts, or to assure that performance standards are met.

G. Ensure, in accordance with the plans and any other agreements with WorkNet, that adequate administration and management is provided for all funds and programs handled by WorkNet including, but not limited to, such activities as receipts and disbursement of funds, monitoring, evaluation and contracting.

H. Exert every necessary and reasonable effort to resolve disagreements between WorkNet and the County.

I. Appoint one of its members (a County Commissioner) to serve as a member of, and Second Vice-Chair, of the WorkNet Board of Directors.

6. Financial Responsibility for the Program:

As provided in the WIA, the Board of County Commissioners of the County, as the Chief Elected Official, is not relieved of the liability for the misuse of grant funds by the designation of WorkNet as subgrantee and fiscal agent as provided herein, as authorized by the WIA, and WorkNet agrees to the following, in order to provide assurances to and protection for the Chief Elected Official as to sound fiscal management of the Program in compliance with the Acts:

A. Indemnification. Unless determined to be contrary to applicable law, WorkNet shall indemnify, pay the cost of defense, including attorneys' fees, and hold harmless the County, its officials and employees from all suits, actions or claims of any character brought on account of any injuries or damages received or sustained by any person, persons or property by or from WorkNet, its agents or employees; or by, or in consequence of any act or omission, neglect or misconduct in the performance of this Agreement; or on account of any act or omission, neglect or misconduct of WorkNet, its agents or employees; or by, or on account of, any claim or amounts recovered under the "Workers' Compensation Law" or of any other laws, by-laws, ordinance, order or decree, except only such injury or damage as shall have been occasioned by the sole negligence of the County.

B. Insurance and Bond Requirements.

WorkNet shall provide and comply with the insurance and bond requirements attached hereto and incorporated by reference herein as Exhibit A.

C. Audit Committee. An Audit Committee shall be established consisting of representatives of WorkNet and Pinellas County. The Audit Committee shall be responsible for (i) arranging and procuring the annual audit of any and all programs operated by WorkNet in

compliance with OMB circular A-133, including selection of the audit firm and approving annual audit plans; (ii) arranging and procuring performance audits as determined by the Audit Committee; (iii) conducting monitoring of activities, programs and expenditures under the WIA and such other programs of WorkNet as determined by the Audit Committee; and (iv) completing such other interim or annual reviews and reports, whether conducted by an audit firm, entities expert in evaluation and/or monitoring of programs of WorkNet, or County staff, as determined by the Audit Committee. The Audit Committee shall consist of the County Commissioner serving as Second Vice Chair on the WorkNet Board, an Assistant County Administrator, one at large county staff person, WorkNet's Finance Committee Chair, and WorkNet's Executive Director. The County Administrator will select the Assistant County Administrator and the at-large county staff person to serve on the committee. WorkNet's Finance Director shall serve as staff to the Audit Committee. WorkNet shall be solely responsible for all costs, fees or expenses incurred in conducting any audits, reviews or monitoring required by the Audit Committee.

D. Disallowed Cost Liability. In the event WorkNet is found responsible for any disallowed costs, through whatever means, WorkNet and the County will mutually work to resolve all such disallowed costs. In the event that repayment of funds is demanded by the funding source, WorkNet will have first responsibility for repayment, through its insurance, bonds, grant or nongrant funds as allowed by the Acts. If WorkNet's insurance, bonds, grant or nongrant funds are insufficient for the demanded repayment, then any repayment obligation shall be determined as provided by the Acts.

E. Additional Financial Assurances. During the term hereof, in addition to any other

remedies provided by law, the Acts, or in this Agreement, in the event the County reasonably determines that additional financial or performance assurances are necessary to protect the interests of the County, as the Chief Elected Official, after written notice to WorkNet, the County may: (i) require WorkNet to withhold payments from its designated one stop operator(s) or service providers; (ii) require that all contracts, and payments thereon, provide for the retainage of a portion of payments due; (iii) make any appearances in any proceedings or conduct any reviews or examinations the County reasonably deems necessary; or (iv) post such security, as the County reasonably deems necessary, for the performance of any obligations as provided in the Acts or this Agreement.

7. **Term and Termination:**

A. Term. The term of this Agreement shall commence on the Effective Date or the filing of this Interlocal Agreement as provided in paragraph 12 herein, whichever occurs last, and continue through June 30, 2007, unless otherwise terminated as provided herein. Thereafter, this Agreement shall automatically renew for additional one year terms commencing on July 1 and ending in June 30, unless either party provides written notice of its intent not to renew on or before March 1 of any extension period.

B. Termination for Convenience. Either Party may terminate this Agreement, without cause, by giving one hundred fifty (150) days prior written notice of the termination hereof pursuant to this provision.

C. Termination on Default.

1. Each of the following shall constitute an Event of Default:

(a) The failure or refusal by either party to substantially fulfill any of its obligations in accordance with this Agreement, provided, however, that no such default shall constitute an Event of Default unless and until the nondefaulting party has given prior written notice specifying that a default or defaults exist which will, unless corrected, constitute a material breach of this Agreement, and the defaulting party has either corrected such default or has not cured the defaults, as determined by the nondefaulting party to correct the same within thirty (30) days from the date of such notice;

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

2. Upon the occurrence of an Event of Default, the nondefaulting party shall have the right to immediately terminate this Agreement upon written notice to the party in default.

D. Fiscal Nonfunding. In the event that sufficient budgeted funds are not available for a new fiscal period, the County shall notify WorkNet of such occurrence and the Agreement

shall terminate on the last day of the current fiscal period without penalty or expense to the County.

8. Notice:

Except as otherwise provided in this Agreement, any notice required or permitted to be given hereunder shall be delivered personally or sent by mail with postage pre-paid to the following addresses or to such other places as may be designated by the parties hereto from time to time.

For WorkNet:	For the County:
Ed Peachey Executive Director 4525 140th Avenue N., Suite 906 Clearwater, FL 33762	Stephen M. Spratt County Administrator 315 Court Street – 6th Floor Clearwater, FL 33756

9. Merger:

It is understood and agreed that the entire Agreement between the parties is contained herein and that this Agreement supersedes any and all oral agreements and/or negotiations between the parties relating to the subject matter thereof. All items referred to in this Agreement are incorporated or attached and deemed to be a part of this Agreement.

10. Modification:

This Agreement may be modified by the mutual consent of the parties thereto, in any lawful manner and consistent with the Acts, Regulations or any rule promulgated thereto.

11. Resolution of Disagreements:

A. To facilitate the timely and effective resolution of any controversy or dispute that may rise under this Agreement, the Chairman of WorkNet and the County Administrator shall undertake negotiations to resolve the matter. To the extent the controversy or dispute cannot, after

good faith effort, be resolved either party may refer the matter to non-binding mediation to be held within Pinellas County, Florida. The dispute will be mediated by a mediator chosen jointly by WorkNet and County within thirty (30) days after written notice demanding non-binding mediation by either party. Neither party may unreasonably withhold consent to the selection of a mediator, and WorkNet and County will share the cost of the mediation equally. The parties may also, by mutual agreement, replace mediation with some other form of non-binding alternate dispute resolution ("ADR") procedure.

B. In the event that any claim, dispute or demand cannot be resolved between the parties through negotiation or mediation as provided herein within 60 days after the date of the initial demand for non-binding mediation, then either party may pursue any remedies as provided by law.

12. Independence of Terms:

In the event any terms or provisions of this Agreement or the application to any of the parties hereto, person or circumstance shall, to any extent, be held invalid or unenforceable, the remainder of this Agreement, or the application of such terms or provision to the parties hereto, persons or circumstances other than those as to which it held invalid or unenforceable, shall not be affected thereby and every other term and provision of this Agreement shall be valid and enforced to the fullest extent permitted by the Acts.

13. Filing of Agreement:

This Agreement shall be filed with the Clerk of the Circuit Court as required by Sec. 163.01(11) Florida Statutes.

14. Termination of Original Interlocal:

This Agreement supersedes all prior agreements between the parties, and said prior agreements, including the Original Interlocal between the parties are hereby terminated.

<SIGNATURE PAGE FOLLOWS>

WORKNET PINELLAS, INC.

By: _____
Title: Chairperson

PINELLAS COUNTY, a political subdivision of the State of Florida, by and through its Board of County Commissioners

By: _____
Chairman

ATTEST:
KEN BURKE

By: _____
Deputy Clerk

PPROVED AS TO FORM
SUBJECT TO PROPER EXECUTION:

_____
OFFICE OF THE COUNTY ATTORNEY

APPROVED AS TO FORM:

_____
OFFICE OF THE COUNTY ATTORNEY

WorkNet PINELLAS

EXTENSION OF DESIGNATION REQUEST AS ONE-STOP DIRECT SERVICES PROVIDER
August, 2011

WorkNet Pinellas, Inc, herein referred to as WorkNet, with the approval of the WorkNet Pinellas Board of Directors and the Pinellas County Board of County Commissioners, submits the following extension of designation request to Workforce Florida, Inc., for approval:

This extension request follows the outline suggested by the action requirements received from Workforce Florida, Inc. (WFI) on July 21, 2011 regarding DIRECT SERVICES EXTENSION. That guidance required:

1. A review of how the provision of direct services during the original implementation period fit the business model that the RWB proposed in its original request, and any proposed changes in the business model or the particular workforce services the RWB intends to provide during the extension period.

From the implementation of the federal Workforce Investment Act of 1998, and the state of Florida's Workforce Innovation Act of 2000, WorkNet has consistently acted to maximize the ability of the Regional Workforce Investment Board to affect continuous improvement initiatives within the One-Stop Career Center System in Pinellas County. As part of a 2 Year Plan modification request submitted to and approved by WFI pursuant to SB428 in 2008, WORKNET became the employer of record for the One-Stop personnel and giving the WorkNet Board the right to reorganize services, as well as the management for those services as needed. There are no proposed changes to this business model. However, to help improve workforce services throughout the Tampa Bay region, the Regional Workforce Investment Boards serving Pinellas, Hillsborough, Pasco and Hernando Counties are now actively coordinating efforts to further streamline programs and service delivery.

2. The effective date, not to exceed three years, for when the extension will be in effect.

This extension is to be effective for the period July 1, 2011 through June 30, 2014.

3. A review of the RWB's stated reasons in its original request why the RWB has decided to directly provide the workforce services, and an explanation of how it is in the best interest of the RWBs customers that the RWB continue to provide these services.

WORKNET'S request to become One Stop Direct Services Provider stemmed from budgetary reductions which forced several changes in how WORKNET conducts operations. Since

becoming One Stop Direct Services Provider, WORKNET has been able to reprogram the funds saved by not paying management fees to the previous Professional Employer Organization, as well as all other funds saved through the consolidation and streamlining of programs back into programs and services for the customer. Due to continued budgetary reductions and the streamlined process for delivering services that now exists, it is in the best interest of WORKNET'S customers that WORKNET continue to provide these services directly.

4. A review of the effectiveness of the firewall established by the RWB to clearly separate existing roles as oversight body for the region's workforce delivery system and its role as the operational services directly provided by the RWB, and an explanation of changes to be made to the firewall.

The Board's committee structure is fully described in section IV.A. of WORKNET's two-year plan, with a full description of each committee's functions and responsibilities. WorkNet's committee structure is specifically designed to allow the Board to exercise its responsibilities in a way that facilitates its fiduciary, policy and goal setting and results based monitoring. The responsibilities of program development and implementation as well as infrastructure are assigned to the One Stop Consortium with the responsibilities of budgeting, auditing and monitoring all assigned to the Finance Committee. Both of these committees report independently and make recommendations to the Executive Committee with the final approval and oversight falling to the Board of Directors. In addition, WorkNet is in a unique position as there is a separate Audit committee that was established by The Pinellas County Board of County Commissioners and WorkNet as an additional oversight committee.

The establishment of the Board's practices continues to provide an effective "firewall" between the Board of Directors of WORKNET and the conduct of operations in Pinellas County. No changes have been made.

5. An identification of the grant program(s) that currently fund the workforce service delivery model.

The following table represents current grants that fund the workforce service delivery model:

Grant/Program
Temporary Assistance for Needy Families
Workforce Investment Act (WIA Title 1)
Wagner-Peyser
Food Stamp Employment and Training
Trade Adjustment Assistance
Unemployment Insurance
Local Veterans Employment Representative Program
Disabled Veterans Outreach Program
Disability Navigator
YouthBuild
High Growth Job Training Initiative
Weatherization Training Center
Employed Worker Training Skills Upgrade Program

Reemployment and Eligibility
STEM TEC
Jobs and Reverse Commute Program

This extension will not change the description of grant programs and/or services currently contained in the approved two year plan and subsequent modifications. All portions of the plan will remain in effect.

6. An analysis of the costs of the services that documents the actual reduction in costs with the RWB providing the services rather than contracting that service to another provider, and an estimate of such costs and savings for the upcoming period.

It is estimated that the reduction in costs associated with changing from a PEO model totaled $43,254 each year, more than 188% of what was originally proposed at $15,000. This was calculated by taking the average indirect cost rate of previous service providers of 10% and multiplying that by the total costs of comparative WorkNet staff engaged in program and special project management of frontline staff ($432,540). By action of the WORKNET Board of Directors, and the Pinellas County Board of County Commissioners, these funds were re-dedicated to Individual Training Accounts (ITAs). The average ITA is set at $3,500. It has been determined that by becoming the direct service provider, WorkNet was able to provide ITAs to an additional 12 customers each year or 36 customers over a three year period.

7. A review of any other realized improvement to service delivery and performance outcomes, and description of anticipated improvements.

Given the budgetary challenges to be met WORKNET, the streamlining of management and oversight duties was the key improvement to service delivery and performance outcomes realized since the changing from a PEO model. WorkNet continues to be one of the top performing regions in the state.

8. Documentation that the public was provided a meaningful opportunity for review and comment on the proposed extension for a period not less than 10 days. (Include any submitted comments).

The WORKNET Extension of Designation Request as One-Stop Direct Services Provider was posted for public comment on the WorkNet Pinellas website (www.worknetpinellas.org) for a period of at least 30 days and the public notice section of the local newspaper for a period of one day as part of the 2 Year Plan modification. In addition, customers were offered the opportunity to submit or voice comments about the proposed extension at a publicly held Pinellas County Board of County Commissioners meeting, as well as WorkNet Board of Directors and Committee meetings where this request was submitted for approval.

See Attachment 2 – Public Notice

9. Documentation that the Chief Elected Official has agreed to the planned extension.

See Attachment 1 – Request for Extension

ATTACHMENT I

REQUEST FOR AN EXTENSION

RWB Number: 14

Contact Name: Edward Peachey

Contact Phone Number: 727-507-4300 ext. 3038

This extension is to be effective for the period July 1, 2011 through June 30, 2014. Note that this extension may be revoked prior to that date based on Federal and State law or policies.

The signatures below certify request for an extension submitted by the WorkNet Pinellas, Inc. Regional Workforce Board and the assurance that the Regional Workforce Board will operate in accordance with the extension, its service delivery plan, and applicable federal and state laws and regulations.

Workforce Board Chairperson	Chief Elected Official
Signature	Signature
Dr. Tony Leisner Name (printed or typed)	SUSAN LATVALA Name (printed or typed)
Board Chair Title	CHAIRMAN Title
9-6-11 Date	9-6-11 Date

ATTEST: KEN BURKE, CLERK

By: _____
Deputy Clerk

ATTACHMENT II

PUBLIC NOTICE

WorkNet Pinellas
Public Notice

WorkNet Pinellas' 2011-2012 2-Year Local Workforce Investment Plan modification, request pursuant to SB428 for Florida Regional Workforce Board 14, may be viewed at www.worknetpinellas.org or you may pick up a copy at the Administrative Office. You may make public comments by either responding directly on the website, or by submitting in writing to WorkNet's Administrative office, 13805 58 Street North, Suite 2-140, Clearwater. Public comments will be taken under consideration through September 9, 2011.
(1003577426) 8/08/2011

BY-LAWS

ARTICLE I
NAME, SERVICE AREA, OFFICE LOCATION

SECTION 1

The name of the organization shall be WorkNet Pinellas, Inc. doing business as and hereinafter referred to as WorkNet Pinellas.

SECTION 2

WorkNet Pinellas shall serve the residents of Pinellas County, Florida.

SECTION 3

The official office location and mailing address shall be as determined by the Executive Committee of WorkNet Pinellas.

ARTICLE II
PURPOSE

SECTION 1

WorkNet Pinellas shall strive to enhance the provision of workforce development services, increase the involvement of the business community, including small and minority business in workforce development activities, to increase private sector employment opportunities, and to ensure the economic health in and for Pinellas County, Florida. Special emphasis shall be placed on service to welfare recipients, economically disadvantaged adults and youth, dislocated workers, individuals and employers needing workforce development services as identified in the WorkNet Pinellas two year strategic plan.

SECTION 2

WorkNet Pinellas shall use available funding in ways that will most effectively satisfy the labor demand needs of the residents and business community of Pinellas County to enhance the economic well being of the community.

ARTICLE III
BOARD AND BOARD MEMBERSHIP

SECTION 1

WorkNet Pinellas shall be governed by a Board of Directors, to be appointed as provided in this Article III. The Board shall:

(A) Set policy for the Workforce System in Region 14;

(B) Be responsible for oversight of programs;

(C) Be responsible for oversight of administrative costs;

(D) Be responsible for oversight of performance outcomes;

(E) Be responsible for identifying providers of training services, intensive services, youth providers and One-Stop Operators; and

(F) Develop a budget, subject to the approval of the Pinellas County Board of County Commissioners, for purposes of carrying out the duties of the Board under applicable state and federal law.

SECTION 2

All the members of the Board of Directors of WorkNet Pinellas shall be appointed by the Pinellas County Board of County Commissioners in accordance with the following categories:

(A) Representatives from the private sector, who shall constitute a majority of the membership of the Board and who shall be owners of businesses, chief executives or

chief operating officers of non-governmental employers, employees of business which create jobs in Pinellas County, or other private sector executives who have optimal management or policy responsibility.

Such representatives shall represent the urban, suburban and rural nature of Pinellas County as well as the demographic, ethnic, and gender characteristics reflective of the County. Nominations for these seats shall be made by business, professional and trade organizations in Pinellas County as required by law.

(B) Representatives of education, labor, economic development and of organizations identified as one stop partners in the Workforce Investment Act of 1998 section 117 and the Florida Workforce Innovation Act at Section 445.07, Florida Statutes. Nominations for members from the public sector shall be made by the public entity by whom such representative is employed. Representatives from the One-Stop Partners shall be the highest ranking representative of the partner agency or his or her designee. Any designee must be a senior or high ranking individual within the partner agency.

(C) Such other individuals as may be appointed by the Pinellas County Board of County Commissioners.

(D) One Stop Partner members may be appointed to represent multiple partner funding streams where the funding streams are administered by the member's agency or organization. This shall be determined by the Pinellas County Board of County Commissioners.

(E) The Pinellas County Board of County Commissioners shall appoint such individual(s) as are appropriate to represent the three Workforce Investment Act

funding streams and the Welfare to Work funding stream.

SECTION 3

(A) Members of WorkNet Pinellas Board shall be appointed by the Pinellas County Board of County Commissioners subject to the provisions of Workforce Investment Act, of 1998 and its regulations, and pursuant to the Florida Workforce Innovation Act and policies established by the Governor for the State of Florida. The maximum number of Board members shall be forty- five (45).

(B) Members of the Board shall serve for fixed and staggered terms of one and two years. The initial term of office for a member shall be determined by WorkNet Pinellas. Thereafter terms shall be for two years.

(C) In accordance with the federal law and Florida State law, whenever a seat on the Board must be filled by an individual occupying a specific position in an organization, agency or institution their term of office shall not expire except and unless the federal or state statute is amended to exclude the position.

(D) If a member resigns prior to the expiration date of his/her term in office, nominations for filling the vacancy shall be made to the Pinellas County Board of County Commissioners in the same manner as was made for the resigning member. Upon appointment, the member shall serve the unexpired term of the member whose vacancy he/she is filling.

(E) The WorkNet Pinellas Board may make recommendations regarding nominations to the Pinellas County Board of County Commissioners. Such nominations shall be in accordance with the nomination process set forth in the governing statutes. Appointments to The Board shall be at the discretion of the Pinellas County Board

of County Commissioners.

(F) Members of The Board shall serve at the pleasure of the Pinellas County Board of County Commissioners.

SECTION 4

Three (3) consecutive absences from regularly scheduled meetings of WorkNet Pinellas without an excuse approved by the Chair shall constitute a de facto resignation of the Board member. Three (3) consecutive absences from regularly scheduled committee meetings of WorkNet Pinellas, without an excuse approved by the committee chair, shall constitute a de facto resignation of the committee member from that committee. De facto resignation from a committee will not impact the individuals' membership from the Board or membership on other committees.

Should a Board member cease to represent the category to which they were appointed to fill on the Board through change in status, or otherwise become disabled, ill or unable to perform their duties on the Board, they shall be removed upon recommendation of the Executive Committee to the Pinellas Board of County Commissioners.

ARTICLE IV
BOARD OFFICERS AND COMMITTEES

The slate of officers shall be presented to WorkNet Pinellas by an ad-hoc Nominating Committee.

The officers of WorkNet Pinellas shall consist of the Chair, a Chair Elect, a Vice Chair, a Secretary and a Treasurer. The Chairman of the Pinellas County Board of County Commissioners, or his/her designee from the Board of County Commissioners, shall occupy the Vice Chair position.

SECTION 1

WorkNet Pinellas shall have a Chair who shall be selected from among the representatives of the private sector. The Chair and the slate of officers shall be elected as follows:

(A) The slate of officers shall be recommended to the WorkNet Pinellas Board of Directors and selected based upon a majority vote of the quorum present at the annual meeting at which the slate is presented.

(B) The annual meeting at which the slate of officers shall be elected shall take place in May or on a date as otherwise set by the Board, and the officers shall take office in July.

(C) The Chair shall preside at all meetings of the WorkNet Pinellas Board of Directors, and shall, in general, perform all duties incident to the office of Chair.

SECTION 2

(A) WorkNet Pinellas shall have a Chair Elect and a Vice Chair.

(B) The Chair Elect from the private sector shall preside over meetings in the absence of the Chair, and shall, in general, perform all duties incident to the office of Chair in the absence of the Chair.

(C) The Vice Chair, who shall be the Chairman of the Pinellas County Board of County Commissioners, or his/her designee from the Board of County Commissioners, shall preside over meetings in the absence of the Chair and the Chair Elect and shall oversee the work of the Committees.

SECTION 3

The term of office for the Chair, Chair Elect from the private sector, Secretary and Treasurer of WorkNet Pinellas shall be for one (1) year. If an officer resigns his/her position on the Board, a replacement shall be elected to serve the unexpired term of office. The Chairman of the Pinellas County Board of County Commissioners, or his/her designee, shall serve as the Vice Chair during his/her membership on the Board of Directors. The Chairman of the Pinellas County Board of County Commissioners, or his/her designee, is not subject to the term limits specified in Article IV, Section 6 contained herein.

SECTION 4

WorkNet Pinellas shall have an Executive Committee consisting of the Officers, the Chairs of the Standing Committees, Past Chair, and five at-large members appointed by the Chairperson.

The Executive Committee shall have and exercise the authority of the Board of Directors in the management of the affair of WorkNet Pinellas. However, this authority shall not operate to relieve the Board of Directors or any individual director of any responsibility imposed on it, or him or her, by the Bylaws or by any applicable law.

A supermajority (majority plus one) of the Executive Committee shall constitute a quorum.

Approval of matters coming before the Executive Committee shall require a vote of at least 75% of the Executive Committee members present.

As soon as practicable following a meeting of the Executive Committee, minutes of the meeting shall be transmitted to Members of the Board of Directors. Any Board Member shall have five (5) days from receipt of the minutes within which to request that an action of the Executive Committee be brought before the full Board. If no such request is made, the action of the Executive Committee shall stand.

SECTION 5

(A) WorkNet Pinellas shall have the standing committees described in Section 7 herein and such ad hoc committees as determined necessary by the Chair. The composition of the Executive Committee shall be as provided in Section 4 immediately above.

(B) The Chair of WorkNet shall appoint the Chair and members of the ad-hoc Nominating Committee from among the membership of the Board. The Nominating Committee will meet prior to the fourth quarterly or annual board meeting to select a slate of officers to be presented to the WorkNet Board at the annual meeting.

(C) The Chair shall select all Committee Chairs from among the membership of the Board.

(D) A committee member, as described in Article III Section 2(B), may designate an alternate in writing who shall have the powers, including voting, of the committee member.

(E) Except for the Executive Committee, the number of Committee Members present for a meeting shall constitute a quorum for the purpose of conducting the business of the Committee.

SECTION 6

WorkNet Pinellas Officers, Executive Committee Members and Committee Chairs may serve in those positions for two successive terms and shall then step down from their position for a minimum of a year, although they may continue to serve as WorkNet Pinellas members, or in other offices.

SECTION 7

The Standing Committees of WorkNet Pinellas shall be the Executive Committee, the

Youth Economic Opportunity Committee (which shall be the Youth Council), the Business and Economic Development Committee, the Finance Committee, Public Relations Committee, and the Compensation Committee. WorkNet Pinellas shall also have a One-Stop Consortium, as described in the WIA, composed of public and private partners as determined by the WorkNet Pinellas Board, to provide oversight to the One-Stop Delivery System. In addition, there may be such ad hoc committees as determined necessary by the Chair.

Other than those committees required by law, WorkNet Pinellas may vote to combine Committees as appropriate for the efficient operation of the business of WorkNet Pinellas.

SECTION 8

The members of the Youth Economic Opportunity Committee shall be selected and appointed in accordance with the Workforce Investment Act of 1998, Pub. L. No. 105-220. The Chairperson of the Youth Economic Opportunity Committee and Business and Economic Development Committee at his/her discretion may appoint board and non-board members to serve on their committee. WorkNet Board members shall comprise a majority of each committee. The Nominating Committee members shall be appointed as provided in Section 5(B) herein. Voting privileges of non-board members selected to serve on a committee are limited to that committee. Non-board committee members shall serve for a two-year term from their selection date. Terms are renewable for additional two-year periods at the discretion of the committee chairperson. The members of the Compensation Committee shall consist of the Past Board Chair, the Current Board Chair, the Chair Elect and four additional members of the Executive Committee.

ARTICLE V
MEETING PROCEDURES, VOTING RIGHTS

SECTION 1

(A) Regular meetings of WorkNet Pinellas shall be held at a place to be determined by the members, at such times and as often as they may deem necessary.

(B) The WorkNet Board may allow one or more members of the Board to participate in meetings by telephone or other types of communications technology provided that access be given to the public at such meetings through the use of such devices as a

speaker telephone that would allow the absent member or members to participate in discussions to be heard by other board members and the public and to hear discussions taking place during the meeting. Board members participating by telephone or other types of communications technology will be included as part of the quorum and a quorum does not have to be physically present to conduct business.

(C) Committee meetings shall be noticed and conducted in the same manner and with the same formality as regular WorkNet Pinellas meetings.

(D) All Board and Committee meetings shall be subject to the Sunshine and Open Meeting Laws of the State of Florida.

(E) The Executive Director shall send written notice of each meeting to the members at such times and as often as they may deem necessary.

(F) WorkNet Pinellas committees shall meet at the call of the Committee Chair, the Vice Chair or the WorkNet Pinellas Chair. Minutes shall be kept of all meetings and shall be available in the WorkNet Pinellas Administrative Entity Office for anyone who requests to see them, and shall be reviewed and approved at the next WorkNet Pinellas or Committee meeting as appropriate.

(G) Special meetings of members may be called at any time by the WorkNet Pinellas Chair or by a petition signed by not less than twenty-five percent (25%) of the membership of WorkNet Pinellas, setting forth the reason for calling such a meeting.

(H) The public shall be informed of meetings through notice(s) which shall state the purpose of the meeting, the time and the place. Special meeting notices shall state the purpose of the meeting and whether it has been called by the Chair or by petition.

(I) A quorum shall consist of one-third (33%) of the Board membership.

SECTION 2

(A) Each member of the WorkNet Pinellas Board of Directors shall have one (1) vote. Members may not vote by proxy.

(B) When an issue presents a possible conflict of interest to a member, said member shall disclose the conflict of interest and shall abstain from voting on said issue. A conflict of interest is any matter, which has a direct bearing on services to be provided by that member or any organization which such member directly represents, or any matter which would financially benefit such member or any organization such member represents. Contracts awarded to members of the WorkNet Pinellas Board of Directors shall require a 2/3 vote of the quorum in attendance.

ARTICLE VI
AMENDMENTS

These By-laws may be amended or replaced by an affirmative vote of two-thirds of the membership of the WorkNet Pinellas Board, after notice, which shall specify or summarize the changes proposed to be made. Such notice shall be made no less than five (5) days prior to the meeting at which such amendment or repeal is acted upon.

ARTICLE VII
GENERAL PROVISIONS

SECTION 1

When parliamentary procedures are not covered by these by-laws, Robert's Rules of Order, Revised, shall prevail.

SECTION 2

Meetings of the WorkNet Pinellas Board of Directors, Standing Committees and ad hoc committee, shall be subject to Florida's Sunshine Law.

SECTION 3

Participation in Board meetings and Executive Committee meetings shall be limited to members of the Board and Committee, respectively, with the following exceptions:

(A) Regularly scheduled agenda items that call for reports or participation by non-members.

(B) A time shall be set on the agenda for the receipt of public comment.

SECTION 4

Nothing in these By-laws shall be construed to take precedence over federal, state or local laws or regulations, or to constrain the rights or obligations or the units of the local elected officials or governments party to the consortium agreement.

ARTICLE VIII
ENACTMENT PROVISION

These By-laws shall become effective after approval by a two-thirds vote of the membership after due notice to the membership. Reasonable notice shall be given prior to the meeting at which these By-laws are enacted.

ARTICLE IX
INDEMNIFICATION

SECTION 1

WorkNet Pinellas, Inc. shall indemnify any Workforce Pinellas, Inc. Board member, staff person, officer, or former Workforce Pinellas, Inc. Board member, staff person, or officer for expenses actually and reasonably incurred by him in connection with the defense of any action,

suit or proceeding, civil or criminal, in which he is made a party by reason of being or having been a WorkNet Pinellas member, staff person, or officer, except in relation to matters in which he was adjudged, in the action, suit or proceeding, to be liable for negligence or misconduct in the performance of his WorkNet Pinellas duties.

SECTION 2

The right to indemnification under this Article is only available to the extent that the power to indemnify is lawful and to the extent that the person to be indemnified is lawful and to the extent that the person to be indemnified is not insured or otherwise indemnified.

SECTION 3

WorkNet Pinellas and the Pinellas County Board of County Commissioners shall have the power to purchase and maintain insurance sufficient to meet this Article's indemnification requirements.

Adopted as of this 21st day of September 2011.

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Regional Workforce Board Strategic and Operating Plan

Attachment 3

Current Board Membership

PINELLAS WORKFORCE BOARD DIRECTORY

Dr. Robert L. Arnold
Professional Development Coordinator
Suncoast Hospice for Learning

Mr. Ivan Baker
Managing Partner
United Capital Funding Corp.

Ms. Lourdes Benedict
Regional Operations Manager
Department of Children and Families

Mr. Craig Brethauer
Vice President/Team Resources
BayCare Team Resources

Ms. Lounell Britt
Executive Director
James B. Sanderlin Neighborhood Family Center

Ms. Eleanor Brooks
Program Director
Pinellas Opportunity Council, Inc.

Ms. Sondra Cranford
Health Education Director
Central Florida Institute

Mr. Stephen J. Daugherty
President & Chief Executive Officer
Northside Hospital & TBHI

Mr. Larry Deisler
Job Corps Director
Pinellas County Job Corps Center

Mr. Roland Feijoo
CEO
Extensys, Inc.

Mr. David Fries
CEO
VODA, LLC

Ms. Terri Furr Hoskins
Vice President of People
Front Burner Brands

Mr. Jack J. Geller, Esq.
Business Partner
Harper, Kynes, Geller, Greenleaf, & Frayman, P.A.

Mr. Aundre A. Green
Director, Human Resources and Business Unit Ethics Officer
General Dynamics Ordnance and Tactical Systems

Mr. John Howell
Area Director
Div. of Vocational Rehabilitation

Ms. Cindy Jameson
Consultant
Human Resources

Dr. Bill Law
President
St. Petersburg College

Mr. Mike Meidel
Director
Pinellas County-Economic Development

Ms. Lenne' Nicklaus-Ball
Vice President
Sirata Beach Resort

Mr. F. P. Michael O'Meara-CBO VET
President
Pinellas County Veteran's Council

Ms. Maureen O'Neil
Vice President Community Programs and Quality Assurance
PARC

Mr. William E. Price, CPA
President
PDR Certified Public Accountants

Mr. Norm Roche
Commissioner
Pinellas County

PINELLAS WORKFORCE BOARD DIRECTORY

Mr. Stephen Sarnoff
President
Communications Workers of America

Mr. Paul Toomey
President
Geographic Solutions, Inc.

Mr. Darren A. Veneri
Director - Human Resources-North America
Norwood & BIC Graphic – North America

Rene' C. Watts
Sr. Human Resource Professional
Honeywell

Mr. Nathan Weatherilt, CPA
Corporate Controller
Hooters Management Corporation

Ms. Pat Weber
Executive Director
Tarpon Springs Housing Authority

Dr. David Welch
Welch Accounting Services

Non-Voting Members:

Mr. Keith W. Abraben

Mr. Dan Andriso
Professional Resources Group

Mayor David Archie
Executive Director
Citizens Alliance For Progress

Mrs. Gloria Campbell
President
Advantage Training Systems, Inc.

Council Member Wengay Newton
City of St. Petersburg

Councilmember Jay E. Polglaze
City of Clearwater

Mr. Bill Protz
President, Charitable Foundation
Catalina Marketing Corp.

OPEN:
LOCAL EDUCATION ENTITIES
SUPT. OF SCHOOLS

PRIVATE NON-PROFIT EDUCATION

LABOR OR EMPLOYEE
REPRESENTATIVE

CURRENT OR FORMER RECIPIENT OF
WELFARE TRANSITION ASSISTANCE OR
WORKFORCE SERVICES.

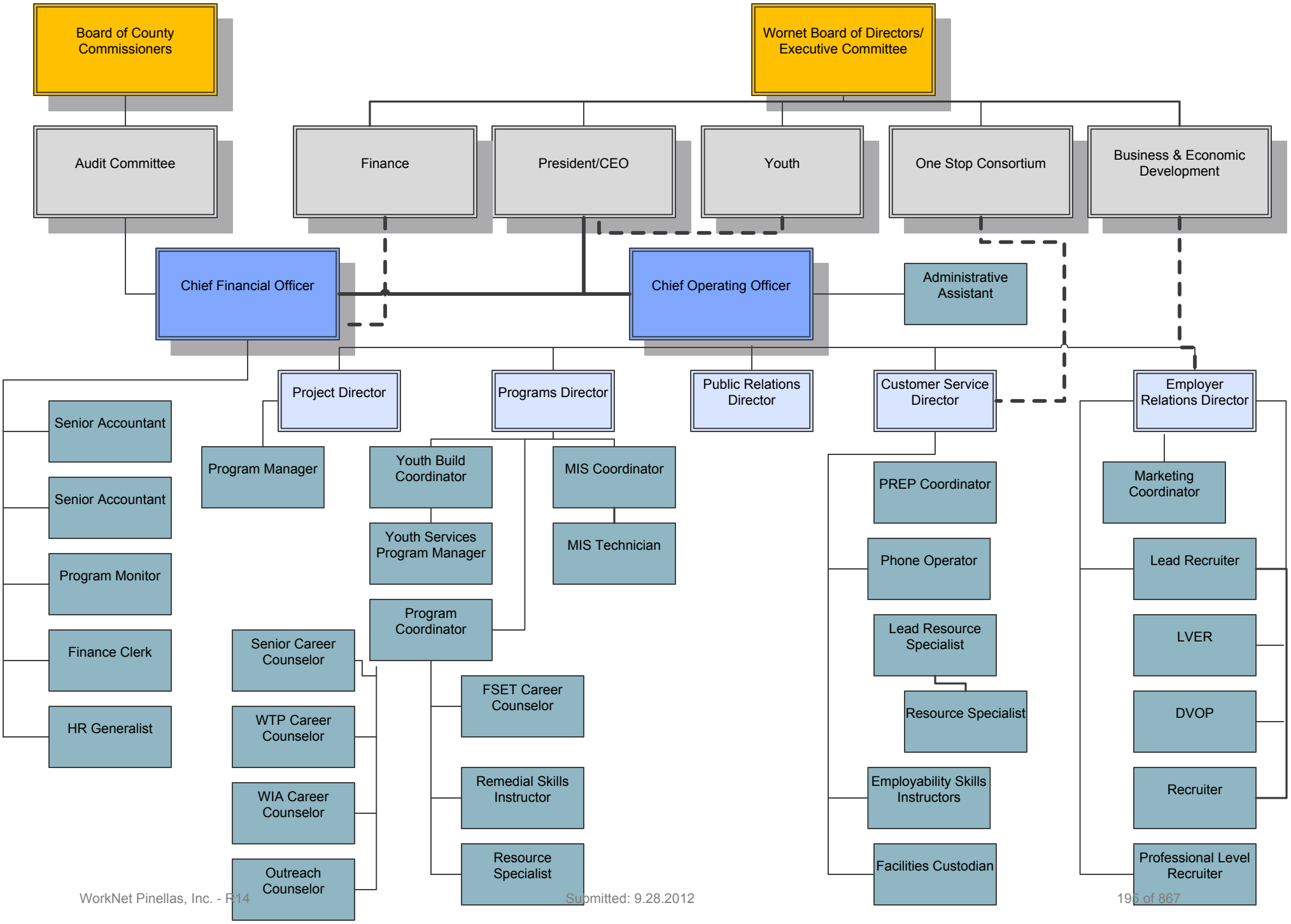
PY2012-2016

Regional Workforce Board Strategic and Operating Plan

Attachment 4

Organizational Chart

WORKNET PINELLAS
ORGANIZATIONAL CHART



PY2012-2016

Regional Workforce Board Strategic and Operating Plan

Attachment 5

List of One-Stop MOU's and Example MOU

Attachment 5

List of One-Stop MOU's

MOU
AARP
American Legion
Area of Agency on Aging
DEO Master Cooperative Agreement
Coptic Orthodox Charities
Citizens Alliance for Progress
Clearwater Housing Authority
Coordinated Child Care
Department of Children & Families
DCF, Sun Coast Region Food for FL Program
DCF, (ACCESS Florida)
DOE - Division of Blind Services
Deaf Service Bureau of West Central FL
Dept. of Juvenile Justice Services
Housing Authority
Job Corps
Mt. Zion Human Services
Pasco Hernando Jobs and Education Partnership
Pin Co for the Homeless Inc.
Pin Co Housing Authority
Pin Co Opportunity Council
Society of St. Vincent de Paul
St. Petersburg College
United Methodist Coop. Ministries
Urban League
Vets Liaison Council of Pin Co.
Vets Affairs Voc. Rehab
Voc. Rehab
YMCA

MEMORANDUM OF UNDERSTANDING
Between
Pinellas County
And
SAMPLE INC.

THIS AGREEMENT, entered into this _____day of _____, 2011, ("Effective Date") by and between WorkNet Pinellas Inc., a Florida not-for-profit corporation hereinafter referred to as "WorkNet" in its capacity as the administrative entity for the Region 14 Workforce Board, ("WorkNet") and SAMPLE INC. ("SAMPLE").

WITNESSETH:

WHEREAS, the State of Florida has designated Pinellas County a workforce investment area; and

WHEREAS, the WorkNet Pinellas, Inc. is the governing body over the programs within the One Stop System;

WHEREAS, the WorkNet Pinellas, Inc. holds the leases on all One Stop Centers;

NOW THEREFORE, in consideration of the mutual promises set forth herein, the parties hereby agree as follows:

1. <u>Authorities and Responsibilities of SAMPLE</u>

A. SAMPLE will provide WorkNet with three personnel for clerical and greeter positions as provided herein in the following locations:

WorkNet One Stop Center- Gulf to Bay
WorkNet One Stop Center- South County
WorkNet One Stop Center- Tarpon Springs

B. The Dollar Value of the staff is $18,720 (3 x 1040 hours x$6.00)

C. SAMPLE will provide Employment Specialist in WorkNet Pinellas locations. SAMPLE Employment Specialist will serve customers age 55 and older. Services provided will include job search as well as recruitment and enrollment in the SAMPLE Program.

D. SAMPLE staff will provide the WorkNet Pinellas Business services unit designee with job listings and will ensure registration of job seekers into the EFM state computer system.

2. <u>Authorities and Responsibilities of WorkNet</u>

A. WorkNet will provide office space as needed for SAMPLE Employment Specialists at the following locations:

WorkNet One Stop Center- Gulf to Bay
WorkNet One Stop Center- South County
WorkNet One Stop Center- Tarpon Springs

B. The Dollar Value of this space is $6,750 (150sq/ft x 3x $15.00)

3. <u>Term of Agreement</u>

This Agreement shall commence on the Effective Date and shall renew each year on the anniversary date until June 30th 2010 unless otherwise terminated under the guidelines in section 4 Termination of Agreement.

4. Termination of Agreement

Either party, upon the provision of thirty (30) days written notice, may terminate this Agreement for any reason.

5. Indemnification

SAMPLE shall indemnify, pay the cost of defense, including attorney's fees, and hold harmless the County from all suits, actions or claims of any character brought on account of any injuries or damages received or sustained by any person, persons or property by or from SAMPLE or by, or in consequence of any neglect in safeguarding the work; or on account of any act or omission, neglect or misconduct of SAMPLE; or by, or on account of, any claim or amounts recovered under the Workers' Compensation Law or of any other laws, by-laws, ordinance, order or decree, except only such injury or damage as shall have been occasioned by the sole negligence of WorkNet.

6. Fiscal Non-Funding

In the event that sufficient budgeted funds are not available for a new fiscal period, WorkNet shall notify SAMPLE of such occurrence and the contract shall terminate on the last day of the current fiscal period without penalty or expense to WorkNet.

7. Insurance

The parties may provide for the purchase of insurance as allowed by federal and state law to indemnify their individual organizations from liability and loss in executing their responsibilities under this agreement.

8. Entire Agreement

This document embodies the whole Agreement of the parties. There are no promises, terms, conditions, or allegations, other than those contained herein; and this document shall supersede all previous communications, representations, and/or agreements, whether written or verbal, between the parties hereto. This Agreement may be modified only in writing, and must be submitted to the designated parties and executed by such parties to be in force.

IN WITNESS WHEREOF the parties hereto have executed this Agreement on the ___ day of _____, 2011. This Agreement shall have full force and effect from this date and be in continuous effect for (1) one year form the date signed and continue until June 30th 2012 unless otherwise stated in writing.

By: _____
WorkNet Pinellas
President/CEO

By: _____
SAMPLE INC.

APPROVED AS TO FORM:

Witness: _____

Witness:_____

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Regional Workforce Board Strategic and Operating Plan

Attachment 6

Public Comments

Region 14 - Public Comments

The draft 5 Year Plan was posted on the WNP website www.WorkNetPinellas.org on August 29, 2012 for the purpose of receiving input from public members. Public comments were taken for consideration through September 29, 2012.

As of September 29, 2012, no public comment has been received.

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Regional Workforce Board Strategic and Operating Plan

Attachment 7

Fiscal Agent Design/Administrative Entity/One-Stop Operator

VII. Required Attachments:
B. Fiscal Agent / Administrative Entity / One Stop Operations Verification

WorkNet Pinellas Region 14 Workforce Board	
RWB Chairperson **Lenne' Nicklaus-Ball, Chairman** **WorkNet Pinellas, Inc.**	RWB Staff Director **Ed Peachey, President and CEO** **WorkNet Pinellas, Inc.**
RWB Chairperson Address **Sirata Beach Resort** **5300 Gulf Blvd.** **St. Petersburg Beach, FL 33706**	RWB Staff Director Address **WorkNet Pinellas, Inc.** **13805 58th Street North, Suite 2-140** **Clearwater, FL 33760**
RWB Chair Contact Information Telephone Number: **(727) 363-5148** Cell Number: **(727) 727/422-5553** E-mail Address: **lnicklaus-ball@sirata.com**	RWB Staff Director Contact Information Telephone Number: **(727) 524-4344, Ext. 3016** Facsimile Number: **(727) 524-4350** E-mail Address: **epeachey@worknetpinellas.org**
RWB One-Stop Operations **WorkNet Pinellas** **Edward C. Peachey, President and CEO**	RWB Fiscal Agent **WorkNet Pinellas, Inc.**
Address RWB One-Stop Operations **13805 58th Street North, Suite 2-140** **Clearwater, FL 33760**	Address RWB Fiscal Agent **13805 58th Street North, Suite 2-140** **Clearwater, FL 33760**
RWB One-Stop Operations Contact Information Telephone Number: **(727) 608-2406** Facsimile Number: **(727) 791-5891** E-mail Address: **wfeuer@worknetpinellas.org**	RWB Fiscal Agent Contact Information Telephone Number: **(727) 524-4344, ext. 3016** Facsimile Number: **(727) 524-4350** E-mail Address: **epeachey@worknetpinellas.org**

Name Of RWB Administrative Entity **WorkNet Pinellas, Inc.** **(www.worknetpinellas.org)**
Address Of RWB Administrative Entity **13805 58th Street North, Suite 2-140** **Clearwater, FL 33760**
RWB Administrative Entity Contact Information Telephone Number: **(727) 524-4344, Ext. 3016** Facsimile Number: **(727) 524-4350** E-mail Address: **epeachey@worknetpinellas.org**

PY2012-2016

Regional Workforce Board Strategic and Operating Plan

Attachment 8

Eligible Training Provider List

WorkNet PINELLAS

Attachment 8 - Region 14 Approved Training Vendor Matrix

PY12-13: WorkNet Pinellas, Inc.

Training Vendor	Contact Person	Email Address	Telephone
American Health Institute	Rosa Shaw	rshaw@americanhealth.edu	727-232-0175
Americus	Dawn Hahn	medicalprepofpinellas@gmail	727-768-3633
ATA,Career Institute of Florida (IECUBED, LLC)	Leanna Bolyard	lbolyard@ata.edu	727-576-9597
BizTech	Tim Pierce	timp@biztech.us	727-443-4700
Central Florida Institute, Inc.	Rose Lynn Greene	rgreene@careerpathtraining.c	727-342-6420
Central Insurance School	Sharon Mastrianni	sharonm@centralinsurancesch	727-540-0005
Christian International School of Healthcare Professions	Joseph Murray	josephmurray@cishp.org	727-498-8200 ext.407
Dental Assisting Institute, Inc.	Ronda Marks	info@dai-fl.com	727-547-4899
Eckerd College	Angie Noronow	norono@eckerd.edu	727-864-8887
Everest University	Tanya Wilkerson	twilkerson@cci.edu	714-404-0988
Florida Career College	Samuel Hutkin	shutkin@careercollege.edu	727-210-2712
Florida Medical Prep	Kimberly Straube	kstraube@aol.com	727-548-7737
Florida MEP	Winifred Grebey	winifredg@floridamep.org	321-939-4000
Fortis College (Central Florida College)	Dale Weiberg	dweiberg@edaff.com	863-646-1400
Freedom Square Learning Center	Traci Pummel	tpummel@brookdaleliving.co	727-398-0199
Galen Health Institute, Inc.	Charlotte Rivers	crivers@galencollege.edu	727-577-1497
IEC- Independent Electrical Contractors- Florida West Coast Chapter	Reina M. Blackwelder	mora.blackwelder@iifwcc.org	727-499-0727
J&J Healthcare	Florence Polynice	polyhealthcare@aol.com	407-839-3363
JSR Training, Inc.	Jeri Reed	jsrtraining@aol.com	727-327-3509
LaSalle Computer Learning Center	Suzanne Ricci	sricci@lasallecomputer.com	813-288-0110
Lincoln Technical Institute	Stephanie Miller	smiller@lincolntech.com	973-736-9340
National Aviation Academy	Dale Simpson	dsimpson@naa.edu	727-531-2080
National Training, Inc./Truck Driver Institute	Mark Carey	cwaid@truckdriverinstitute.com	407-328-8000
New Horizons Computer Learning Center of Tampa Bay	Howell Hunt	howell.hunt@nhtampabay.com	813-387-3504
Pasco Hernando Community College	Jayme S. Rothberg	rothbej@phcc.edu	727-816-3284
Pinellas County Schools	Deliah Birdsong	birdsongd@pcsb.org	727-538-7167
Rasmussen	Claire Walker	claire.walker@rasmussen.edu	952-806-3929
Remington College	Mary McDaniel	mary.mcdaniel@remingtoncol	407-562-5585
Roadmaster Driver's School, Inc.	Rose Lynn Greene	rgreene@careerpathtraining.c	727-342-6420
RV Training Center	Gail M. Mackie	gmackie@tampabar.rr.com	727-536-4694
Sandler Training Institute/ Strategic Sales Solutions, LLC/ SANDLER	Jim Marshall	jmarshall@sandler.com	727-796-1500

Schiller International University	Helen LaFever	helen_lafever@schiller.com	727-738-6328
Southeastern College (Keiser)	Marie Williams	mwillians@sec.edu	305-821-2923
Southwest Florida Technical Institute (Quality Health Care Training Academy)	Lori Barnes	qualityhealth2003@yahoo.com	941-727-2273
St. Petersburg College	Gary Graham	graham.gary@spccollege.edu	727-791-2475
Tampa Area Electrical JATC (partnership between IBEW and NECA)	David McCraw	david.mccraw@tampajatc.org	813-621-3002
The Airline Academy	Cynthia Fisher	cfisher@theairlineacademy.co	386-252-3054
The Center for Allied Health and Nursing	Lisa Goldstein	lgoldstein@lpned.com	813-246-5111
The Center for Technology Training	Bruce Pla	brucepla@certifyus.com	813-341-0900
The Florida School of Traditional Midwifery, Inc.	Nellie Eshleman	nellie@midwiferyschool.org	352-338-0766
The Science Center of Pinellas County	Shelly Puckett	spuckett@sciencecenterofpinellas.org	727-384-0027
Trinity Medical Academy	Denise Paulson	trinitymedical3@gmail.com	727-372-4500
Ultimate Medical Academy, Inc.	Jameson Ritter	jaritter@ultimatemedical.edu	813-386-3557
University of South Florida	Lisa Orr	orrl@phcc.edu	813-974-5526

2012-13 Regional Targeted Occupations List

Sorted by Occupational Title

Workforce Region 14 - Pinellas County

Workforce Estimating Conference Selection Criteria:

1 FLDOE Training Codes 3 (PSAV Certificate) and 4 (Community College Credit/Degree)
2 25 annual openings and positive growth
3 Mean Wage of $13.02/hour and Entry Wage of $10.58/hour
4 High Skill/High Wage (HSHW) Occupations: Mean Wage of $20.40/hour and Entry Wage of $13.02/hour

Occupations with titles in **bold type** and followed by an **asterisk (*)** may be found in declining industries and are not projected to return to their historical peak during the forecast period. These occupations may currently have an oversupply of trained workers, allowing the regional workforce boards the local option not to offer training for these occupations.

SOC Code†	HSHW††	Occupational Title†	Annual Percent Growth	Annual Openings	2011 Hourly Wage Mean	2011 Hourly Wage Entry	FLDOE Training Code	In EFI Targeted Industry?	Data Source†††
113011	HSHW	Administrative Services Managers	1.71	325	47.99	29.25	4	Yes	S
413011		**Advertising Sales Agents***	2.25	377	22.81	12.83	3	Yes	S
493011	HSHW	Aircraft Mechanics and Service Technicians		26	22.03	13.03	3	Yes	L
173011	HSHW	**Architectural and Civil Drafters***	2.42	346	22.66	15.44	3	Yes	S
274011		Audio and Video Equipment Technicians	2.38	206	19.12	12.20	4	Yes	S
493021	HSHW	Automotive Body and Related Repairers		27	24.01	15.87	3	No	L
493023		**Automotive Service Technicians and Mechanics***	0.82	66	18.21	12.19	3	Yes	R
433031		**Bookkeeping, Accounting, and Auditing Clerks***	1.13	154	15.96	11.89	4	Yes	R
472021		**Brickmasons and Blockmasons***	3.28	263	18.40	13.44	3	No	S
131199	HSHW	Business Operations Specialists, All Other	3.05	288	32.42	18.09	4	No	R
535021		Captains, Mates, and Pilots of Water Vessels	2.33	230	27.36	10.94	3	No	S
292031		Cardiovascular Technologists and Technicians	2.25	186	20.51	11.93	3	Yes	S
472031		**Carpenters***	2.12	67	17.64	11.11	3	No	R
472051		**Cement Masons and Concrete Finishers***	3.76	464	15.49	11.16	3	No	S
351011		Chefs and Head Cooks		35	20.23	14.60	3	No	L
173022	HSHW	**Civil Engineering Technicians***	2.21	168	24.34	16.45	4	Yes	S
131031	HSHW	**Claims Adjusters, Examiners, and Investigators***	1.76	60	26.89	17.90	3	No	R
532012	HSHW	Commercial Pilots	1.91	182	44.77	20.44	4	Yes	S
131072	HSHW	**Compensation, Benefits, and Job Analysis Specialists***	2.71	219	25.73	17.25	4	No	S
131041	HSHW	Compliance Officers, Exc. Safety, Agri, Constr & Transp.	2.59	32	27.39	16.68	3	No	R
151021	HSHW	Computer Programmers		31	33.61	20.99	3	Yes	L
151031	HSHW	**Computer Software Engineers, Applications***	2.32	48	42.90	26.56	4	Yes	R
151041	HSHW	**Computer Support Specialists***	0.98	61	21.74	14.00	3	Yes	R
151051	HSHW	Computer Systems Analysts	1.59	65	36.36	24.83	4	Yes	R
474011	HSHW	Construction and Building Inspectors	2.43	283	25.96	18.13	3	No	S
119021	HSHW	**Construction Managers***	2.08	39	46.46	29.11	4	No	R
333012	HSHW	**Correctional Officers and Jailers***	0.72	29	22.71	15.93	3	No	R
131051	HSHW	Cost Estimators	2.57	29	26.98	17.23	4	No	R
434051		**Customer Service Representative***	2.44	545	15.68	11.48	3	Yes	R
151061	HSHW	**Database Administrators***	1.96	185	34.38	22.70	4	Yes	S
319091		**Dental Assistants***	3.96	47	17.26	14.76	3	Yes	R
292021	HSHW	**Dental Hygienists***	4.00	27	30.03	25.20	4	Yes	R
292032	HSHW	Diagnostic Medical Sonographers	1.82	154	27.88	21.77	4	Yes	S
472081		**Drywall and Ceiling Tile Installers***	3.97	271	15.79	12.06	3	No	S
472111		**Electricians***	0.91	44	18.77	14.59	3	No	R
492094	HSHW	Electronics Repairers, Commercial and Industrial Equip.	1.70	174	22.42	14.19	3	Yes	S
292041		Emergency Medical Technicians and Paramedics	1.64	326	15.50	10.98	3	Yes	S
131071	HSHW	Employment, Recruitment, and Placement Specialists	6.09	224	20.67	14.94	4	No	R
436011		**Executive Secretaries and Administrative Assistants***	1.46	129	19.71	14.21	3	No	R
332011	HSHW	**Fire Fighters***	0.95	38	22.50	15.45	3	No	R
471011	HSHW	**First-Line Superv. of Construction and Extraction Workers***	1.72	77	28.43	18.91	4	No	R
351012		First-Line Superv. of Food Preparation & Serving Workers		160	15.83	10.58	3	No	L
371012	HSHW	First-Line Superv. of Landscaping and Groundskeeping	2.18	454	21.01	14.46	3	No	S
491011	HSHW	**First-Line Superv. of Mechanics, Installers, and Repairers***	0.76	35	28.44	18.49	3	No	R
431011	HSHW	**First-Line Superv. of Office and Admin. Support Workers***	1.55	177	23.76	15.23	4	Yes	R

2012-13 Regional Targeted Occupations List

Sorted by Occupational Title

Workforce Region 14 - Pinellas County

Workforce Estimating Conference Selection Criteria:

1 FLDOE Training Codes 3 (PSAV Certificate) and 4 (Community College Credit/Degree)
2 25 annual openings and positive growth
3 Mean Wage of $13.02/hour and Entry Wage of $10.58/hour
4 High Skill/High Wage (HSHW) Occupations: Mean Wage of $20.40/hour and Entry Wage of $13.02/hour

Occupations with titles in **bold type** and followed by an **asterisk (*)** may be found in declining industries and are not projected to return to their historical peak during the forecast period. These occupations may currently have an oversupply of trained workers, allowing the regional workforce boards the local option not to offer training for these occupations.

SOC Code†	HSHW††	Occupational Title†	Annual Percent Growth	Annual Openings	2011 Hourly Wage Mean	2011 Hourly Wage Entry	FLDOE Training Code	In EFI Targeted Industry?	Data Source†††
511011	HSHW	**First-Line Superv. of Production and Operating Workers***	0.59	363	26.93	17.59	3	Yes	S
411012	HSHW	**First-Line Supervisors of Non-Retail Sales Workers***	1.14	52	44.26	24.39	4	No	R
391021		**First-Line Supervisors of Personal Service Workers***	1.16	25	19.60	13.11	3	No	R
411011		First-Line Supervisors of Retail Sales Workers	0.50	129	21.78	12.82	3	No	R
119051	HSHW	**Food Service Managers***	0.79	27	27.06	18.28	4	No	R
111021	HSHW	**General and Operations Managers***	0.42	103	53.47	28.32	4	Yes	R
472121		**Glaziers***	3.23	204	17.24	11.48	3	No	S
271024		**Graphic Designers***	1.03	41	19.67	12.91	4	Yes	R
292099		Health Technologists and Technicians, All Other	1.82	184	18.98	12.87	3	Yes	S
499021		Heating, A.C., and Refrigeration Mechanics and Installers	2.94	73	18.24	12.99	3	No	R
311011		Home Health Aides		201	10.88	8.44	3	Yes	L
499041	HSHW	Industrial Machinery Mechanics	2.44	404	21.97	15.27	3	No	S
413021	HSHW	**Insurance Sales Agents***	1.42	107	28.78	13.52	3	Yes	R
271025	HSHW	**Interior Designers***	2.86	219	23.85	13.30	4	Yes	S
436012		**Legal Secretaries***	1.54	458	19.68	13.68	3	No	S
292061		**Licensed Practical and Licensed Vocational Nurses***	2.01	196	20.25	16.58	3	Yes	R
434131		**Loan Interviewers and Clerks***	1.25	527	16.99	12.52	3	Yes	S
132072	HSHW	**Loan Officers***	1.39	610	28.22	16.52	4	Yes	S
514041		Machinists	1.28	28	16.41	11.09	3	Yes	R
499042		**Maintenance and Repair Workers, General***	1.15	99	15.28	10.62	3	No	R
292012		Medical and Clinical Laboratory Technicians	3.01	26	17.25	11.39	4	Yes	R
319092		Medical Assistants	3.09	82	13.85	11.15	3	Yes	R
499062		Medical Equipment Repairers	3.77	198	18.50	11.72	3	Yes	S
292071		Medical Records and Health Information Technicians	2.13	439	16.57	10.81	4	Yes	S
436013		**Medical Secretaries***	2.12	43	13.89	10.89	3	No	R
319094		Medical Transcriptionists	1.73	150	14.89	11.25	3	Yes	S
131121	HSHW	Meeting and Convention Planners	2.90	187	22.13	14.03	4	No	S
493042	HSHW	**Mobile Heavy Equipment Mechanics, Except Engines***	2.36	168	20.54	14.51	3	No	S
151071	HSHW	**Network and Computer Systems Administrators***	1.71	27	33.40	21.60	4	Yes	R
151081	HSHW	Network Systems and Data Communications Analysts	4.11	68	35.63	22.87	3	Yes	R
311012		Nursing Aides, Orderlies, and Attendants		236	11.75	9.71	3	Yes	L
472073		**Operating Engineers/Construction Equipment Operators***	2.18	588	17.48	12.88	3	No	S
292081		Opticians, Dispensing	1.63	159	17.79	11.79	3	Yes	S
472141		**Painters, Construction and Maintenance***	1.81	31	15.92	10.97	3	No	R
232011	HSHW	**Paralegals and Legal Assistants***	2.52	29	23.94	16.32	3	Yes	R
372021		Pest Control Workers	3.87	53	14.23	10.95	3	No	R
312021	HSHW	Physical Therapist Assistants	3.09	167	26.93	20.22	4	Yes	S
472151		**Pipelayers***	2.10	155	16.24	12.24	3	No	S
472152		Plumbers, Pipefitters, and Steamfitters		27	18.63	14.22	3	No	L
333051	HSHW	**Police and Sheriff's Patrol Officers***	0.98	61	28.24	20.78	3	No	R
435031		Police, Fire, and Ambulance Dispatchers	2.27	262	18.66	13.15	3	Yes	S
339021	HSHW	Private Detectives and Investigators	2.83	193	23.43	15.44	3	No	S
119141	HSHW	Property, Real Estate & Community Association Managers	1.33	596	29.61	16.54	4	No	S
131023	HSHW	**Purchasing Agents, Except Farm Products & Trade***	1.46	39	27.29	17.81	4	Yes	R
292034	HSHW	Radiologic Technologists and Technicians	1.66	427	25.27	19.19	3	Yes	S

2012-13 Regional Targeted Occupations List

Sorted by Occupational Title

Workforce Region 14 - Pinellas County

Workforce Estimating Conference Selection Criteria:

1 FLDOE Training Codes 3 (PSAV Certificate) and 4 (Community College Credit/Degree)
2 25 annual openings and positive growth
3 Mean Wage of $13.02/hour and Entry Wage of $10.58/hour
4 High Skill/High Wage (HSHW) Occupations: Mean Wage of $20.40/hour and Entry Wage of $13.02/hour

SOC Code†	HSHW††	Occupational Title†	Annual Percent Growth	Annual Openings	2011 Hourly Wage Mean	2011 Hourly Wage Entry	FLDOE Training Code	In EFI Targeted Industry?	Data Source†††
		Occupations with titles in **bold type** and followed by an **asterisk (*)** may be found in declining industries and are not projected to return to their historical peak during the forecast period. These occupations may currently have an oversupply of trained workers, allowing the regional workforce boards the local option not to offer training for these occupations.							
419021		**Real Estate Brokers***	2.50	26	24.79	11.88	3	Yes	R
419022		**Real Estate Sales Agents***	2.12	75	17.50	10.90	3	Yes	R
493092	HSHW	Recreational Vehicle Service Technicians		35	28.00	16.50	3	No	L
291111	HSHW	Registered Nurses	2.21	388	32.16	23.24	4	Yes	R
291126	HSHW	Respiratory Therapists	2.20	257	24.97	20.62	4	Yes	S
472181		**Roofers***	2.84	447	15.58	11.68	3	No	S
535011		**Sailors and Marine Oilers***	1.81	182	16.83	11.12	3	No	S
414011	HSHW	Sales Reps., Wholesale & Mfg, Tech. & Sci. Products	1.38	95	39.29	22.91	3	Yes	R
414012	HSHW	**Sales Reps., Wholesale and Manufacturing, Other***	1.45	135	29.48	15.93	3	Yes	R
492098		Security and Fire Alarm Systems Installers	3.32	27	18.26	13.90	3	No	R
472211		**Sheet Metal Workers***	2.49	259	17.89	12.60	3	No	S
211093		**Social and Human Service Assistants***	1.58	26	14.29	11.52	3	Yes	R
292055		Surgical Technologists	2.56	304	18.12	14.55	3	Yes	S
173031		**Surveying and Mapping Technicians***	3.31	359	18.40	12.32	3	Yes	S
492022	HSHW	Telecommunications Equipment Installers and Repairers		46	21.67	14.51	3	Yes	L
533032		**Truck Drivers, Heavy and Tractor-Trailer***	1.63	70	16.52	11.57	3	Yes	R
292056		Veterinary Technologists and Technicians	5.01	42	14.07	11.16	4	Yes	R
518031	HSHW	Water and Liquid Waste Treatment Plant Operators	2.31	243	21.74	14.96	3	Yes	S
514121		Welders, Cutters, Solderers, and Brazers		37	16.26	12.37	3	Yes	L

†SOC Code and Occupational Title refer to Standard Occupational Classification codes and titles.
††HSHW = High Skill/High Wage.

†††Data Source:
L = Requested by the Regional Workforce Board and approved by WFI. Local data are shown.
R = Meets regional wage and openings criteria based on state Labor Market Statistics employer survey data. Regional data are shown.
S = Meets statewide wage and openings criteria based on state Labor Market Statistics employer survey data. Statewide data are shown.

EFI - Enterprise Florida, Inc.

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Regional Workforce Board Strategic and Operating Plan

Attachment 9

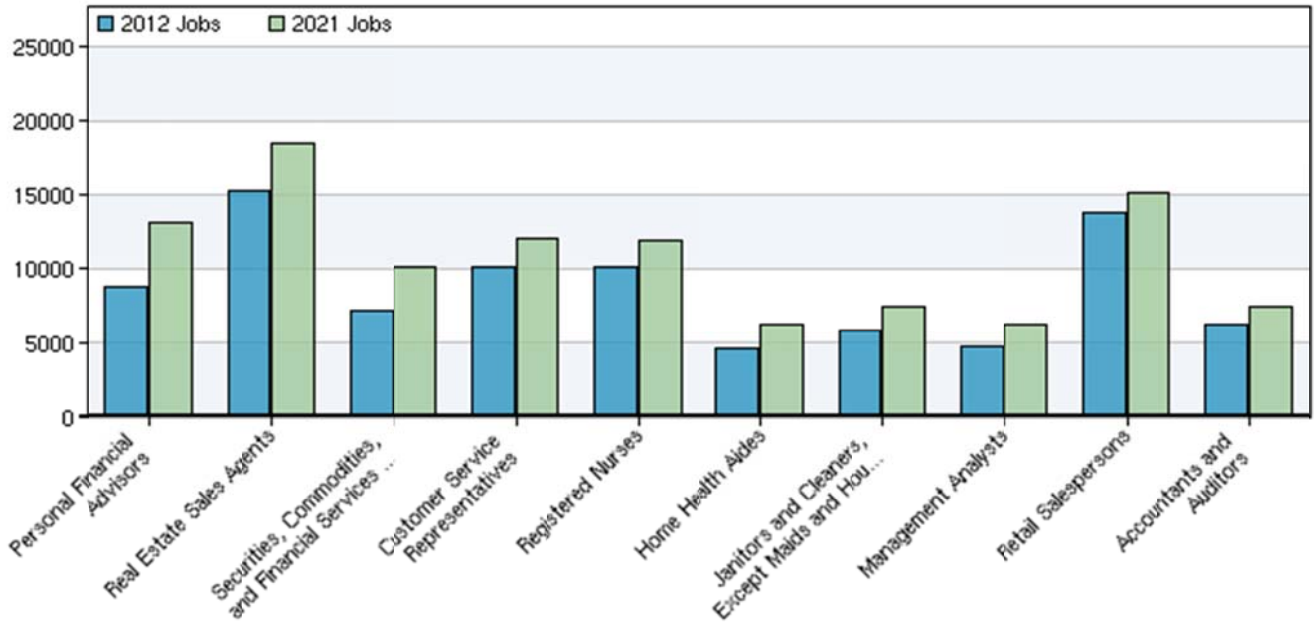
Plan Graphs

Pinellas | Jobs by Industry

544,194	49.1%	50.9%
Total Jobs (2011)	**Male** (National: 52.1%)	**Female** (National: 47.9%)

NAICS	Industry	2011 Jobs
11	Agriculture, Forestry, Fishing and Hunting	728
21	Mining, Quarrying, and Oil and Gas Extraction	201
22	Utilities	482
23	Construction	23,329
31-33	Manufacturing	32,755
42	Wholesale Trade	14,596
44-45	Retail Trade	59,008
48-49	Transportation and Warehousing	7,556
51	Information	9,374
52	Finance and Insurance	44,416
53	Real Estate and Rental and Leasing	33,683
54	Professional, Scientific, and Technical Services	41,923
55	Management of Companies and Enterprises	12,143
56	Administrative and Support and Waste Management and Remediation Services	39,263
61	Educational Services (Private)	9,616
62	Health Care and Social Assistance	72,720
71	Arts, Entertainment, and Recreation	17,078
72	Accommodation and Food Services	41,335
81	Other Services (except Public Administration)	35,287
90	Government	48,540
99	Unclassified Industry	160

Fastest Growing Occupations



SOC Code	Description	2012 Jobs	2021 Jobs	Growth	Growth %	2011 Median Hourly Earnings
13-2052	Personal Financial Advisors	8,804	13,126	4,322	49%	$25.41
41-9022	Real Estate Sales Agents	15,271	18,461	3,190	21%	$13.59
41-3031	Securities, Commodities, and Financial Services Sales Agents	7,104	10,198	3,094	44%	$21.64
43-4051	Customer Service Representatives	10,184	12,075	1,891	19%	$14.14
29-1111	Registered Nurses	10,156	11,897	1,741	17%	$27.35
31-1011	Home Health Aides	4,658	6,264	1,606	34%	$10.53
37-2011	Janitors and Cleaners, Except Maids and Housekeeping Cleaners	5,867	7,421	1,554	26%	$8.82
13-1111	Management Analysts	4,680	6,163	1,483	32%	$27.92
41-2031	Retail Salespersons	13,811	15,160	1,349	10%	$10.55
13-2011	Accountants and Auditors	6,165	7,425	1,260	20%	$24.66

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Regional Workforce Board Strategic and Operating Plan

Attachment 10

Signature Page

WorkNet Pinellas, Inc. (Region 14)
2012 – 2016 RWB Strategic and Operating Plan

SIGNATURE PAGE

This plan represents **WorkNet Pinellas, Inc. (RWB 14)** efforts to maximize resources available under Title I of the Workforce Investment Act (WIA) of 1998, the Wagner-Peyser Act, the Welfare Transition Act, Trade Adjustment Assistance (TAA) and the Supplemental Nutrition Assistance Employment and Training programs and to coordinate these resources with other State and local programs in the following geographical workforce investment area of **Pinellas County**.

This comprehensive plan is submitted for the period July 01, 2012 through June 30, 2017 in accordance with the provisions of the Workforce Investment Act, the Wagner-Peyser Act and the Welfare Transition Act, Trade Adjustment Assistance (TAA) and the Supplemental Nutrition Assistance Act. We further certify that we will operate our Workforce Investment Act, Wagner-Peyser Act, Welfare Transition and the Supplemental Nutrition Assistance Act programs in accordance with this plan and applicable federal and state laws and regulations.

Workforce Development Board Chair	**Chief Elected Official**
Signature	Signature
Ms. Lenne' Nicklaus-Ball	
Name	Name
Chair	
Title	Title
Sept. 12, 2012	
Date	Date

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Regional Workforce Board Strategic and Operating Plan

Attachment 11

Marketing Plan

Attachment 11

Marketing Plan

Goal One: Enhance the image of Worknet Pinellas.

Objective: Continue to promote the Worknet Pinellas in all aspects of communication efforts throughout the year.

Objective: Alleviate negative perceptions that Worknet Pinellas only serves economically disadvantaged individuals

Strategies:

- Website (www.worknetpinellas.org): Update site to reflect current activities, accomplishments, calendar of events and helpful information (news, articles and funding opportunities). Keep consistent with new clean, smooth look.
- Display Worknet Pinellas Mission Statement at all Board & Committee Meetings in Agenda packets.
- Nurture relationship with the local press to get them to run positive/success stories on Worknet Pinellas's programs and customers.
- Press releases covering positive accomplishments, events, partnerships, etc., will be sent out no less than once per month
- Promote positive testimonials from customers as often as possible.
- Promote the advancements in technology towards convenient services – website and Virtual One-Stop capabilities
- Promote upscale, convenient and effective Business Services to businesses – stress quality
- Promote qualified referrals from all experience levels to businesses, while placing emphasis on the high skill/high wage category.
- Business Services Representatives will attend regular Chambers of Commerce meetings to represent Worknet Pinellas in the business community and network amongst employers and key decision makers (word-of-mouth marketing)
- Consistently use the "Employ Florida" brand name to earn recognition from their affiliations and image stability.
- Continue to apply for appropriate grants that parallel the objectives of the Business Plan.
- Collaborate on joint advertising campaigns (television, radio and print) with Worknet Pinellas to broaden our reach.

Goal Two: Increase awareness of Worknet Pinellas and **its services in the business community to employers.**

Objective: Assist Business Services with campaigns that will help them respond to the needs of regional businesses in an effective and flexible manner.

Objective: Maintain communication tools to enhance communication to businesses, business associations, community-based groups and other organizations.

Objective: Profit from news media exposure by promoting positive activities of the organization, Board and Committees.

Objective: Effectively promote website and Virtual One-Stop/Employ Florida Marketplace system to increase website traffic.

Strategies:

- Nurture relationship with the local press to get them to run positive/success stories on Worknet Pinellas programs and customers.
- Continue to market Employed Worker Training and Incumbent Worker Training Programs to employers through the website www.worknetpinellas.org
- Continue the development of the Business Services Component: identification of additional services that will provide enhanced outreach and rapid response to regional businesses.
- Establish and continuously update media contact list for sending Press Releases and media announcements.
- Refine list of area business associations to send press releases
- Distribute updated marketing collateral to businesses and partners
- Newspaper advertising: continuation of Hot Jobs of the Week campaign with the Tampa Bay Times for a 52 week period, including opportunities for miscellaneous ads once a month, highlighting the job openings of employers. The ad will include the Worknet Pinellas logo. Worknet Pinellas will also place hot job ads in the Tampa Tribune and will include the Worknet Pinellas logo.
- Television advertising in collaboration with Worknet Pinellas: continuation of campaign with Bright House Networks covering various cable channels viewed by employer market such as CNN, CNBC, etc. (employer focused)
- Bulk email: send out bulk email messages on a monthly basis in relationship to subscriber interests.
- Sponsorship of Job Fairs – professional level positions (high/high), youth career (first/first) and targeted professions (better/better), used as a tool to recruit employers.
- Consistently publicize website www.worknetpinellas.org Worknet Pinellas URL should be part of the Worknet Pinellas logo and used at every opportunity.
- Website links: identify and have our website address placed as a hyperlink from partnership and affiliated community organization websites.
- Press releases covering positive accomplishments, events, partnerships, etc., will be sent out no less than once per month
- Compete for national recognition at such annual events put on by NAWB, ETA, etc. through award applications and nominations.
- Compete for state level recognition at such annual events put on by Workforce Florida, etc. through award applications and nominations.

- Apply for competitive grants to increase funding resources over the previous fiscal year to ensure availability of training and education services necessary to develop the workforce required by regional businesses.
- Annual Meeting: meet in June to acknowledge volunteer efforts of committee members, deliver key workforce information (speaker) and hand out awards to top employers and job seekers (categories to be identified and voted on).
- Annual Report: create and post by end of September 2012 highlighting the year's accomplishments, events and outlook for the upcoming year.
- Community Presentations at local civic group meetings, local seminars and conferences to highlight successes with programs.
- Nametags & Business Cards: Staff will wear nametags to enhance visibility of Worknet Pinellas at community meetings and conferences. Staff will also maintain a supply of business cards on hand to pass out when necessary.
- Post all Board meetings in local media calendars, Worknet Pinellas website, etc.
- Business Seminars: continuation of series of seminars offered to employers covering hot topics in the business community.
- Business Forums: continuation of the committee of businesses and business associations that meet to discuss business needs and satisfaction, targeted by industry sector.
- Business and Education Summit: continue with the 5th Annual Summit (September 2012) promoting partnerships between education and business.
- Promote regional virtual job fair that will take place in January 2013. The VJF will be a regional partnership with other Workforce Boards.
- Promote the employer satisfaction survey on the Worknet Pinellas website to find out how we can improve service given to employers.
- Collaborate on joint advertising campaigns (television, radio and print) with Tampa Bay WorkForce Alliance to broaden our reach.

Goal Three: Increase awareness of Worknet Pinellas and its services to job seekers in the community; more specifically professional and experienced job seekers.

Objective: Maintain communication tools that enhance outreach to job seekers.

Objective: Increase the number of Business and Education Development Committee applicants using the One-Stop System to help in the match of employer needs of filling targeted occupations.

Objective: Promote Pinellas Professional Networking (PPN), Disability Navigator and Veteran's programs to eligible job seekers.

Objective: Effectively promote website and Virtual One-Stop system/Employ Florida Marketplace to increase website traffic.

Strategies:

- Newspaper advertising: continuation of Hot Jobs of the Week campaign with the Tampa Bay Times for a 52 week period, including opportunities for miscellaneous ads once a month, highlighting the job openings of employers. The ad will include the Worknet Pinellas logo.

Worknet Pinellas will also place hot job ads in the Tampa Tribune and will include the Worknet Pinellas logo.

- Television advertising: establish additional campaign with Bright House Networks covering various cable channels viewed by youth to promote technical education – sponsorship of Hillsborough Education Foundation where Bright House has contributed in-kind PSAs (youth focused).
- Website www.worknetpinellas.org: Update site to reflect current activities, accomplishments, calendar of events and helpful information (news, articles and funding opportunities). Keep consistent with new clean, smooth look.
- Promote PPN to job seekers using brochures, via the website and at unemployment seminars.
- Keep full supply of Job Seeker brochures at each One-Stop center and hand out at all attended events, such as job fairs, where appropriate.
- Expand the "We Want a 10" campaign to increase customer satisfaction by having the survey "pop-up" as customers are leaving the website.
- Maintain explosive media campaign currently used to promote Worknet Pinellas Wednesday Career Fairs to job seekers, employers and media outlets twice prior to the respective event. Ensure all employers and job seekers are given satisfaction surveys for future evaluation.
- Attendance at community meetings, including Pinellas County Small Business meetings.
- Promote regional youth Virtual Job Fair (VJF) that may take place each April. The VJF may be a regional partnership with other Workforce Boards.

Goal Four: Increase awareness of Worknet Pinellas and its programs on state and national levels.

Objective: Earn state and national recognition of Worknet Pinellas "Best Practices" programs.

Objective: Promote successful programs that should be replicated statewide and nationwide
Strategies:

- Annual Report: create and post by end of September the year's highlights, accomplishments, events and outlook for the upcoming year.
- Compete for national recognition at such annual events put on by NAWB, ETA, etc. through award applications and nominations.
- Compete for state level recognition at such annual events put on by Workforce Florida, etc. through award applications and nominations.
- Apply for competitive grants to increase funding resources over the previous fiscal year to ensure availability of training and education services necessary to develop the workforce required by regional businesses.
- Press releases covering positive accomplishments, events, partnerships, etc., will be sent out no less than once per month.
- Consistently use the "Employ Florida" brand name to earn recognition from their affiliations and image stability and continue to support the promotion of the Employ Florida Marketplace.

Goal Five: Increase communication among staff members.

Objective: Continue to provide staff members with information via the monthly Chairman's Report newsletter, In the News e-mail blasts and Press Releases.

Objective: Conduct regular staff meetings.

Strategies:

- E-mail monthly newsletters to staff members.
- E-mail In the News reports to staff members
- Continue to conduct regular staff meetings.
- Forward all newsworthy events and activities to Marketing to be distributed at Communications meetings or for positive press.

Goal Six: Create an integrated social media strategy utilizing popular channels such as Facebook, Twitter and LinkedIn for both employer and job seeker audiences.

Objective: To build awareness and increase visibility of Worknet Pinellas.

Objective: To increase outreach to employers and job seekers to develop new customer relationships.

Objective: To educate the public about Worknet Pinellas services.

Objective: To create new resources to assist employers with becoming competitive in the workforce and to provide job seekers with career planning tools.

Objective: To monitor conversations about Worknet Pinellas in social media outlets and to build an additional platform for listening to customer needs.

Objective: To increase search engine optimization.

Strategies:

- Monitor social media conversations about Worknet Pinellas and workforce issues.
- Utilize social media outlets to set up new communication channels, such as Facebook, Twitter, LinkedIn and Plaxo.
- Promote new Worknet Pinellas social media communication channels.
- Build media list with bloggers and increase Worknet Pinellas use of social media to find outside workforce experts.
- Determine tracking policy for providing new employer and job seeker services.
- Continue to monitor social media climate for additional opportunities and communication channels.
- Research best practices for utilizing LinkedIn to grow leads for business services.
- Continue to have recruiters use LinkedIn to target professional level job seekers. Have them also utilize the group feature already created for Worknet Pinellas.

- Continue to utilize LinkedIn group for employers and job seekers on topics related to workforce.
- Create Plaxo group for employers.
- Develop Plaxo status updates that may be posted by all Worknet Pinellas staff on personal profiles.
- Include permanent links to Facebook and Twitter on website, staff email signatures and Chairman's Reports.
- Continue to utilize the Twitter account to provide tweets about job leads, HR tips, events and job seeker tips. Tweets will include select retweets about job seeker and human resources / training articles from national sources.

Goal Seven: Expand the functionality of www.worknetpinellas.org **to offer more comprehensive information to employers and job seekers.**

Objective: To make www.worknetpinellas.org more comprehensive of valuable resources and information for employers and job seekers.

Strategies:

- Expand the 'Career Tools & Tips' page on www.worknetpinellas.org to offer more information to job seekers on employability skills.
- Reengineer the Youth page to attract youth and create appeal to programs.
- Create a 'Success Stories' page for employers, job seekers, networking groups and youth
- Upload informational videos / podcasts that provide tips and resources for employers and job seekers.
- Continue to publish links on the website to additional helpful articles.

Goal Eight: Achieve success in each of the above goals which, collectively, will lead to improved Performance Outcomes & Customer Satisfaction rates for both employers and job seekers.

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Regional Workforce Board Strategic and Operating Plan

Attachment 12

Youth Council Membership Listing

Attachment 12

Youth Council Membership Listing

- Sondra Cranford, CHAIR
- John Howell (Alt. Debra Killion)
- Larry Deisler
- Stephen Sarnoff
- Council Chair Wengay Newton
- Councilmember Jay Polglaze
- Gloria Campbell
- Mayor David Archie
- David Barnes (pTEC)
- Paul Runyon (Exec. Dir., CCC)

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Regional Workforce Board Strategic and Operating Plan

Standard Operating Procedures

1. Administrative Standard Operating Procedures
2. Business Services Standard Operating Procedures
3. Wagner Peyser Standard Operating Procedures
4. Welfare Transition Standard Operating Procedures
5. WIA Adult and Dislocated Worker Standard Operating Procedures
6. WIA Youth Standard Operating Procedures

Standard Operating Procedures

Administrative

Administrative

Procurement Policy and Procedures…….
Grievance Policy/Form……...
Monitoring Policy and Procedures……
Approval of Training Vendors……...

Administrative

Procurement Policy and Standard Operating Procedures

WORKNET PINELLAS

Procurement Standards & Procedures

I. Purpose - To establish in clear and detailed written form the standards and procedures that will be used by the WORKNET PINELLAS for procuring goods and services for the efficient operation, implementation and administration of programs.

II. Abbreviations

FD	Finance Director
PD	Program Director
ED	Executive Director
SOS	Senior Office Specialist

III. General Standards

1. All procurement transactions will be conducted in a manner that provides for full and open competition, unless it is determined, as provided for herein, that non-competitive, sole source selection or an emergency situation would be the only effective way to provide the goods or services sought.

2. The standards contained in OMB Circular A-110 may be relied on in the conduct of procurement activities.

3. Members and staff will avoid personal and organizational conflicts of interest, real or apparent, in procurement matters.

4. Members and staff will conduct themselves in accordance with WORKNET PINELLAS Code of Conduct and Ethics in procurement matters.

5. All procurement must be properly documented through purchase orders, contracts, leases, petty cash receipts, or other means dependent on the type of procurement being transacted and its objectives.

6. All procurement must be readily identifiable and traceable in the accounting records such that a clear audit trail between benefiting accounts is established.

7. Small, handicapped, minority and female-owned businesses will be utilized to the greatest extent possible when procuring goods and services.

IV. General Standards on Competition

1. All procurement transactions will be conducted in a manner providing full and open competition consistent with the standards contained in this Policy in order to fulfill the following objectives:

   a. To assure that prices paid are reasonable.

   b. To target open access and entry.

   c. To encourage innovation and quality.

   d. To support integrity and independence in selection.

2. Some of the situations considered to be restrictive of competition include but are not limited to :

   a. Placing unreasonable requirements on firms in order for them to qualify to do business.

   b. Requiring unnecessary experience and excessive bonding.

   c. Non-competitive pricing practices between firms or affiliated companies.

   d. Non-competitive awards to consultants that are on retainer contracts.

   e. Organizational conflicts of interest.

   f. Specifying only "brand name" products instead of allowing "an equal" product to be offered and describing the performance of other relevant requirements of the procurement.

   g. Overly restrictive specifications.

   h. Assisting firms in the program design.

   I. Any arbitrary action in the procurement process.

V. Code of Conduct and Ethics

Attachment A

VI. Definitions

Attachment B

VII. Procurement Methods and Procedures

1. Purchases from State Contracts - WORKNET PINELLAS is authorized to make necessary purchases from State Contracts as deemed appropriate.

2. Informal Procurement Procedures - Informal Procurement procedures shall apply to goods or services procured whose aggregate item cost is below $25,000. The aggregate item cost is the total cost for the number of identical single items procured. A single item must be able to operate or function without any additional single items. (For instance, a computer keyboard, monitor, and hard disk are not individual single items. They comprise one single item, as does the purchase of multiple computers comprise one single purchase).

   a. Need for services/goods defined - When a WORKNET PINELLAS staff member determines there is need for goods or services, that member will submit a written requisition explaining the nature of the goods or services sought, and, if known, an estimated single item price. A description of the goods or services should provide enough detail for procurement action to begin.

   b. Procurement review and solicitation

      1). For single needs with an aggregate cost of $2,500.00 or less, the staff member will accomplish a purchase order requisition or purchase order for that purchase, and will be responsible for attaining approval and insuring that funds are available for the proposed procurement. Procurement action must be approved by one of the following authorized positions; ED, FD, PD. The authorizing staff member will insure that the items have been budgeted for and funds are available. Once authorization has been given, the staff member can use the purchase order or purchase order requisition to order the item(s) required to the bidder or offeror whose bid or offer is responsive to the solicitation and is most advantageous, price, quality and other factors considered.

      2). For a need with a cost $2,500.01 - $25,000, that need should be forwarded to an authorized staff member for procurement action, with three quotes attached when possible. The FD will be responsible for insuring that funds are available for the proposed procurement action by coordinating the procurement with the ED. The FD will insure that the items have been budgeted for and funds are available. Once FD or ED approval has been given, if quotes were not provided, the SOS will begin to solicit quotes based upon the following informal procedures. If bids were given, the SOS will issue a purchase order to the bidder or offeror

whose bid or offer is responsive to the solicitation and is most advantageous, price, quality and other factors considered, for filling.

3). For a need with a cost $25,000.01 or more, that need should be forwarded to an authorized staff member for procurement action, with three quotes attached when possible. The FD will be responsible for insuring that funds are available for the proposed procurement action by coordinating the procurement with the ED. The FD will insure that the items have been budgeted for and funds are available. Once ED approval has been given, if quotes were not provided, the SOS will begin to solicit quotes based upon the following formal procedures. If bids were given, the SOS will issue a purchase order to the bidder or offeror whose bid or offer is responsive to the solicitation and is most advantageous, price, quality and other factors considered, for filling.

c. Handicapped, Minority and Female Business Solicitations - WORKNET PINELLAS is committed to involving handicapped, minority and female owned businesses in its procurement processes. To that extent it is WORKNET PINELLAS policy to solicit quotes, RFP responses or bids from an equal number of handicapped, minority, female and non-minority firms. If the minimum solicitation requirement listed is one (N/A), that means that one handicapped, minority or female firm shall be solicited in addition to the non-minority firm. The State of Florida's minority business guide, available in the FD's office, will be used to determine firms eligible for minority or female solicitation. In developing its solicitation process, the first solicitation priority with respect to handicapped, minority and female firms shall be those local (within the Region), and, if the minimum solicitation requirements are not met through this process, then statewide will be used. Businesses shall be considered small and/or minority owned as defined by the Florida Department of Management Services.

d. Solicitation Requirements

Estimated Cost	Type of Inquiry	Minimum # Solicited
$2,500 & under	Telephone/Written	3
$2,500.01 – 25,000.00	Written	3
$25,000.01 – 100,000.00	Formal Written Bids (RFQ/RFP Sealed Bids)	3
$100,000.01 & Above	RFQ/RFP Sealed Bids	3

* NOTE: All procurement actions in excess of $25,000 require a minimum of three (3) quotes or bids or a Sole Source/Proprietary Purchase justification on the appropriate form to finalize the procurement or purchased through State Contract.

e. Solicitation Procedures

1). Purchase order requisitions may be used for purchases of less than $2,500. These still require competitive procurement and appropriate approval.

2). Telephone/Internet quotes may be used when the services or supplies desired are easily defined. Quotes must include date and vendor. All efforts should be made to contact different vendors rather than relying on repeat quotes from the same vendors.

3). Written quotes for purchases between $25,000.01 and $100,000.00 may be solicited using the written "Request for Quotes" (RFQ) form (See Attached Form A). All written quotes for formal bids may be made on the RFQ form provided and returned sealed in an envelope marked "WRITTEN QUOTE FOR _____". The form will include the date/time of submittal requirement for the vendor. The Staff Member requesting quotes will complete the form. The RFQ will also include a formal opening date and time which should allow for mail delivery on the day of opening so that interested vendors may be present.
Written Quotes received on forms from vendors are acceptable as appropriate documentation when a quote to provide goods or services does not require an extensive or technical explanation. As in the case of procurement of Legal Services, a Request for Quotes may be accomplished through publication of a Legal Notice.

f. Procedures for Handling Written Quotes - All written quotes received, will be time stamped and held in a file related to the Solicitation by whomever is obtaining the quotes. Quotes not received by the published date and time of opening will be returned, unopened, to the vendor.

g. Review and Approval Procedures - Informal purchases shall be reviewed and approved in the following manner. Following receipt of the appropriate solicitation responses, approval can be accomplished as follows:

	Amount	Review Level	FPO/PO Approval/ Signature Level
POs / Contracts	$2500 & under	FD	ED, FD, PD
	$2500.01 - 25,000.00	FD	ED, FD
	$25,000 - $100,000	FD	ED/Exec Comm

$100,000.01 & Above	ED	Exec Comm

NOTE: The Purchase Order or Purchase order requisition will be used to document approval and must be accompanied by all information pertaining to the solicitation. These records are attached to the Finance Department's Purchase Order File Copy.

3. Formal Procurement Procedures.

   a. Any purchase of goods or services where the estimated aggregate single item cost or single purchase cost (as defined in the informal section) will exceed $25,000 requires formal procurement processes to be used.

   b. The procedures established in the informal area apply to the specification of need, except that such statement must be more detailed, and contain language that allows for "an equal substitution" if brand name products are used to define the need. Approval of the solicitation process is the same, except that prior to advertising, the ED will review and approve the bid specification.

      1). Advertisement of Bids - All formal purchases will be advertised on the WorkNet Pinellas website and, if deemed appropriate, in major local area newspapers for at least two days prior to closing date. Bid invitations will also be sent to all firms that have identified themselves to WORKNET PINELLAS as having an interest in providing that type of product or service. Handicapped, minority and female vendors, being listed in the State of Florida's Approved list of minority and female businesses are automatically considered to have identified themselves to WORKNET PINELLAS. For other local businesses, the yellow pages of Region County Telephone books or a specific request from the vendor will also be used to define interest.

      2). Handling of Quotes - All formal bids will be made on the form provided with the bid specification and returned, sealed in an envelope marked "WRITTEN QUOTE FOR _____". All responses must be received by the close of business the day prior to the bid opening. Any quote received after that time will be returned, unopened, to the vendor. Quotes will be date and time stamped by WORKNET PINELLAS upon receipt in the manner prescribed for informal written quotes.

      3). Minimum Number of Bids - Normally, a minimum of three bid responses are required for an award to be made. In cases where less than three responses are received, the FD will contact a sampling of the vendors not responding and document the reason(s) for their non-response. This information will be made available to the ED. The ED may either request that the bid be re-solicited or may, if the timing or other matters dictate,

ask the WORKNET PINELLAS to approve the award based upon the information received from the vendors.

4). Awarding Authority - For matters of less than $100,000, provided that three or more bids exist, the authority to approve is vested in the ED, FD or PD dependent upon the dollar amounts. If less than three bids are received, dependent upon the total cost amount, the ED may approve the purchase or submit the item to the WORKNET PINELLAS/Executive Committee for its review and approval. For items $100,000 or more, the awarding authority is the WORKNET PINELLAS Executive Committee.

5) Authority for Termination of Contracts - Contracts may be terminated by the ED, for any reason, after receiving the approval of the Executive Committee. The ED is authorized to suspend contract payments where evidence of Fraud, Waste or Abuse of Funds is brought to light. Final action to terminate or permanently suspend must be approved by the Executive Committee.

4. Sole Source Procurement/Non-Competitive Procurement

a. Sole source or other non-competitive procurement will only be used under the following conditions. Purchases under the sole source provision will not be made without completely documenting the reasons for the sole source/non-competitive procurement and approval of the ED, prior to procurement action. This will be accomplished using the Certification of Proprietary and Sole Source Purchases form (See Attached Form B).

b. In providing the above certification one of two elements must be established: Either that, only one brand of goods or kind of services will properly fulfill the intended need, or that, it is obtainable (practically) from only one source.

c. Emergency Purchasing Authority - There may arise from time to time, an emergency situation which may require action to prevent the disruption of essential services, the resolution of a dangerous situation, or a situation which arose out of totally unforeseen circumstances. When such an emergency exists, the ED is empowered to procure such goods or services, as necessary, to resolve the emergency, without regard to cost. Except that, to the best of his ability, the ED will attempt, situation permitting, to receive verbal quotes on the procured goods or services. The ED, will detail the circumstances of the emergency, the actions taken to procure a solution and the ultimate disposition, in writing, for attachment to the Purchase Order. Such information, on items where more than $25,000 is spent, will be presented to the Executive Committee at it next scheduled meeting for approval/sanction. The Executive Committee may, provide additional guidance to the ED on this matter.

5. Negotiation with Governmental Agencies and Institutions - A State or governmental agency or institution may respond to a Request for Proposal Solicitation (RFP) to be considered to provide the services sought. WORKNET PINELLAS may also enter into negotiations directly with that agency or institution without any formal procurement process, provided this process is approved by the Board.

6. Basis of Award for Informal and Formal Procurement Actions

   a. For both informal procurement and formal procurement actions, the basis of awarding contracts shall be: Awards will be made to the responsible firm, whose proposal is most advantageous to our program, with lowest price and other factors being considered.

   b. When there is a tie or identical bid from two or more conforming bidders, the award will be made to the local firm. In cases where there are two local firms, the decision will be made by drawing.

7. Professional Services Selection - Professional services are those services such as accounting (RFP), auditing (RFP) and legal services (Legal Notice RFQ only), where the quality of the services cannot be judged by price alone. Such services will be procured using a Request for Proposal Solicitation (RFP) or a Request for Quotes (RFQ), as indicated above.

   a. RFP Solicitation - A detailed solicitation will be prepared by the appropriate staff person and submitted to the ED for review and approval. The RFP may be forwarded to the WORKNET PINELLAS, at the discretion of the ED or the direction of the Board.

   b. The RFP will contain at least the following information:

      1). A detailed description of the professional services sought, including any time frame requirements, special reporting requirements, or other explicit instructions or requirements.

      2). A statement of what specific professional qualifications are required by WORKNET PINELLAS. These may be experience-based or other special qualification requirements of importance to the WORKNET PINELLAS.

      3). A format for the quote of rates, fees or charges associated with the services.

      4). Any specific areas that the respondent is required to address that will be the basis for the selection decision.

      5). The rating criteria that will be used.

6). The date and time responses are due.

c. Proposal Review Process - All proposals that are received on or before that closing date and time specified in the RFP will be evaluated using the criteria contained in the RFP. All proposals received after that date and time will be returned to the responding party unopened.

1). The staff member(s) preparing the RFP will review and rate all responses. This rating will be used to reduce the number of responses to a short list of no more than three.

2). The list of professionals will then be scheduled, at the option of the ED or the WORKNET PINELLAS, for interviews. This does not require that interviews be given, if in the opinion of the ED or the WORKNET PINELLAS the rating clearly establishes the most qualified professional to perform the work.

d. Approving Authority - For goods or services of less than $25,000, the ED, FD, is empowered to approve the selection. For all services in excess of $25,000 but less than $100,000 the ED is empowered to approve the selection. For all services in excess of $100,000 the WORKNET PINELLAS Executive Committee will be the approving authority. Any contract for audit services will be reviewed and approved by the Audit Committee, regardless of the value of the contract.

e. Contracting for Services - After obtaining approval of goods or services from a specific respondent, staff will enter into negotiations with the respondent. Such negotiations, the original RFP and the respondent's decision, as modified by the negotiations, will form the basis for the contract. <u>In no instance will delivery of any goods or services be authorized to begin prior to the execution of a contract by all parties</u>.

f. Contract Signatures - The WORKNET PINELLAS Chairman and the ED, are authorized signatories for contracts. (The ED is authorized by the WORKNET PINELLAS Board to sign contracts previously approved by the Board, and non-financial agreements.)

8. Procurement of WorkNet Pinellas Training Services - The selection of WorkNet Pinellas training service providers is similar to but not identical to the professional services process. It uses the same RFP process described above.

a. Development of the RFP

1). The staff will prepare draft outline(s) of the training needs it feels should be available in the Region. These needs will be presented to the

WORKNET PINELLAS. The Board will review, amend and approve the training needs outline.

2). A complete Cost/Price Estimate must be completed prior to release of the RFP.

3). Once the outline is approved, the staff will prepare a solicitation package which contains detailed RFP requirements for the training program(s) specified in the training outline. That full RFP solicitation will be presented to the Board for review and approval.

4). Once the RFP is approved, the staff can advertise to solicit responses.

b. Advertising/Notification of Interested Parties

1). The staff may, if time permits, advertise for potential providers to establish a list of interested respondents to which an RFP would be sent. This procedure can be implemented in the same manner as a specific RFP solicitation. It would establish, a list of "eligibles".

2). If such a list as mentioned above is not established, WORKNET PINELLAS will, or, in addition to the above list, WORKNET PINELLAS may, for at least one weekend, solicit responses to specific RFPs by advertising those RFPs in local area newspapers for one day. Such advertisements will be followed by a period of at least one month (30 calendar days) during which respondents may develop their proposals. This thirty day period may be waived/decreased by the WORKNET PINELLAS in instances where such a time would cause a lack of services to meet an immediate need. One example of such a situation, but not meant to be limiting or all inclusive, would be one involving a plant closing or layoff.

c. Review of Responses

1). Staff will be assigned by the ED to review and rate the proposals in accordance with criteria established in the RFP. Those individual ratings will be averaged and combined into a Committee report which will be made available to the appropriate WORKNET PINELLAS Committee for their review and selection of service providers to be recommended to the WORKNET PINELLAS for its final approval. A cost price analysis will be part of the staff review.

2). The Demonstrated Effectiveness of providers will be reviewed in accordance with WORKNET PINELLAS policy and the RFP requirements.

d. Approval of Training Services Proposals - All training services proposals, regardless of value, will be reviewed and approved by the WORKNET PINELLAS. Upon approval, staff will be charged with negotiation of the contract. The RFP and contract will contain a contractor certification in this regard.

e. Contract Approval - Staff will negotiate a final contract with the selected provider(s) based upon concerns reported in their review, WORKNET PINELLAS concerns, or other relevant issues. Once an acceptable contract has been negotiated, staff will have the contract executed by the Contractor and then by the WORKNET PINELLAS Chairman or the ED. In no event shall contract services be authorized to begin prior to the execution, by both parties of the full contract document.

f. Failure to Negotiate

1). If staff determine that negotiations are at an impasse, they will advise the contractor and schedule an appeal before the Executive Committee. The staff will notify the contractor, in writing of the impasse and the date of their appeal hearing. Staff will prepare a written report outlining the area(s) where they feel an impasse exists and the reason for the staff position. The contractor will have an opportunity to discuss its position during the appeal hearing.

2). The hearing will be scheduled within ten work days of the declaration of an impasse. The decision of the Executive Committee is final.

9. a. Appeal /Protest Procedures: Appeals/Protests may be submitted for Formal Procurements Only:

1) (Goods and Services) - At the time of Formal Sealed Bid Opening (as advertised in the RFQ/IFB/RFP) a tentative determination of the Apparent Low Bidder will be made and tentative selection of the Goods & Services provider(s) will be made. From that date/time of tentative selection of the apparent low bidder (bid opening), any bidder has 72 hours (3 business days) (unless otherwise specified in writing to all vendors at the time of Sealed bid opening) in which to file a written appeal/protest with the ED. At the Executive Committee meeting scheduled to review and approve the Staff Recommendations (date, time and location of meeting is included in the RFP Package), any Appeal(s)/Protest(s) will be heard. The decision of the Executive Committee is Final.

2) (WorkNet PInellas Training Services) - The WORKNET PINELLAS High Skill/High Wage Committee meeting, at which Staff Recommendations are presented, (date, time and location of meeting is included in the RFP

Package) Appeals/Protests may be submitted for Formal Procurements Only will result in the tentative selection of WorkNet Pinellas Training Services Provider(s). That meeting date/time will be considered the date/time of official bid opening. From that date/time, any bidder has 72 hours (3 business days) in which to file a written appeal/protest with the ED. At the scheduled meeting of the WORKNET PINELLAS in which final selection of Service Provider(s) is/are to be made (date, time and location of meeting is included in the RFP Package), the board will hear any Appeal(s)/Protest(s). The decision made by the WORKNET PINELLAS is Final.

10. Documentation of Procurement Actions

    a. All procurement actions will include documentation which will include the request for purchase, all telephone/written quotes received, in a writing, from the appropriate number of firms, an emergency or sole source/proprietary purchase approval (if applicable), and a purchase order. Receiving reports or other vendor related delivery documents will also be maintained to include a signature of the person receiving the goods or services. Copies of formal bid documents will also be made part of the procurement file. These will be held by the Finance Department.

    b. In the case of WorkNet Pinellas training services, originals and copies of the RFP's can be maintained separately from the procurement files and records in the Finance Office files.

    c. Contract Files will be maintained by the Board Administrative Assistant and will, as a minimum, contain the following: Original Signed Contract, Copy of Signed RFP Proposal, Copy of all correspondence concerning the contract to include monitoring reports, copy of all contract modifications, copy of all cost/price analyses, and reference to location of copy of RFP and any RFP supporting documentation.

    d. RFP Procurement Files will be maintained by the Secretary, and as a minimum, will contain the following: Original RFP; Bidder's List; copy RFP distribution letters; copy of Cost/Price Analysis; copy of request for Legal Notice, and copies of actual Legal Notices when received; original of each RFP Proposal received; copies of all correspondence transmitted or received regarding the RFP; and reference to all applicable files filed elsewhere.

11. Third Party Contracts / Subcontracts - No Third Party Contracts or Subcontracts will be allowed, unless specifically approved, in writing, by the WORKNET PINELLAS.

12. (Cost/Price Analysis) Cost Reasonableness Standards for Procurement of Employment and Training Services.

See Attachment C for Cost Reasonable Standards for Procurement of Employment and Training Services:

The Act and regulations require that WorkNet Pinellas Costs be necessary and reasonable for the proper and efficient administration of grant programs. In accordance with OMB Circular A-110, a cost or price analysis will be performed in connection with every procurement action, including contract modifications which affect the contract monetarily. Cost and price estimating is the process of determining, in advance, what the reasonable and fair asking price for goods and services should be. All costs will be reviewed for reasonableness.

a). The method and degree of analysis depends upon the facts surrounding the particular procurement and pricing situation, but at a minimum, WORKNET PINELLAS will perform an independent cost or price estimate before receiving bids or proposals (competitive procurements of a purchase in excess of $25,000) All procurements, regardless or the dollar amount being spent, must include an appropriate analysis of the reasonableness of costs and prices.

b). WORKNET PINELLAS will do whatever analysis is appropriate to the particular procurement action. A price analysis alone is allowed under limited circumstances (such as when the reasonableness of price can be established based upon a comparison of catalogue prices or a comparison of prices from an adequate number of suppliers of a commercially available off-the-shelf product.) A price analysis is required whenever a cost analysis is done.

c). An independent cost and/or price estimate will be performed for each and every procurement action whose costs exceed (or are expected to exceed) the $25,000 aggregate threshold for small purchases. This is not required for purchases which fall below the $25,000 aggregate level for small procurements.

d). Cost and price estimates must be documented, in writing, and must be performed by someone who has no financial interest in the outcome of the procurement. WORKNET PINELLAS staff may use the CERTIFICATE OF CURRENT COST OR PRICING DATA Form and the COST/PRICE ANALYSIS WORKSHEET Checklist included in this policy to document such cost and/or price estimates having been done.

PRICE ANALYSIS	Refers to the Total Price without regard to the individual specifics involved in assembling total price.
COST ANALYSIS	Refers to the Individual Elements that come together to make up the Total Price

13. Standard Contract Document

Cost-Reimbursement Boiler Plate Contract:

14. Types of Agreements and Usage

Purchase Order	-	All Goods and Services.
Purchase order requisition	-	Training Materials/Supplies and Budgeted Program Expenses $2,500 limit.
Formal Contract	-	WorkNet Pinellas Training Services and Professional Services.

15. AWI Prior Approval

All purchases of equipment costing $5,000 or more shall be submitted to the Agency for Workforce Innovation for Prior Approval in accordance with AWI Policy #AWI FG 05046.

WORKNET PINELLAS. FORM A

13805 58th Street, North, Suite 2-140Clearwater, FL 33760

Written Request For Quotes Form

Date of Issuance:	Date Quotes Will Be Opened At WORKNET PINELLAS:

(Submit Quotes No Later Than 5:00 P.M. The Day Prior To Bid Opening Date)

Items for Quotations:

A Separate List May Be Provided.

WORKNET PINELLAS Requesting Agent:

Telephone Number:

Vendor Name:

Address:

State: ____ Zip Code: _____ Phone:

Item Name	Quantity	Unit Cost	Total Cost

_____

Name of Person Submitting Quote Title

****

All quotations are understood to be valid for consideration for 45 days from the date of submittal and unless otherwise stated, quoted prices will remain unchanged for a period of one full year from the date of WORKNET PINELLAS acceptance of prices for any identical needs. WORKNET PINELLAS has 45 days to review quotes and make an award.

Form B

Certification As To Proprietary And Sole Source Purchases

TO: Edward Peachey, Executive Director

****

(CHECK A or B)

A. ___ Proprietary Purchase available from more than one source.

B. ___ Sole Source Purchase of a proprietary item available from only one source.

PROPRIETARY PURCHASE (Must be filled out if "A" or "B" is checked)

The undersigned certifies that the specific make, brand, model, or vendor specified on the accompanying Purchase Order # ____ is the ONLY make, brand, model or vendor which will fulfill the intended need for the following reasons:

SOLE SOURCE (Must be filled out only if "B" is checked)

The undersigned certifies that the specific make, brand, model or vendor specified on the accompanying Purchase Order # ____ is obtainable only from the following source, and for the following reason(s):

OTHER SOURCES CHECKED (List the companies contacted to provide purchase item)

****

Requestor Signature: _____ Date: _____

****

Finance Certification:	ED Certification:
Sign: _____	Sign:
Title: Finance Director	Title: Executive Director
Phone: 507-4300 x3003 Date: __/__/__	Phone: 507-4300 x3016 Date: __/__/

FORM C

Certificate of Current Cost or Pricing Data

This is to certify that, to the best of my knowledge and belief, the cost or pricing data, submitted, either actually or by specific identification in writing to WorkNet Pinellas, Inc. (WORKNET PINELLAS) in support of _____* are accurate, complete, and current as of this _____ day of 200___. This certification includes the cost or pricing data supporting any advance agreements between the offeror and WORKNET PINELLAS that are part of this proposal.**

Organization

Name

Title

Date of Execution_____*

* **Identify the proposal, quotation, modification proposal or other submission involved, giving the appropriate identifying number (RFP #, etc.)**

** **Insert the day, month, and year when price negotiations were concluded and price agreement was reached.**

*** **Insert the day, month, and year of signing, which should be as close as practicable to the date when the price negotiations were concluded and the contract price was agreed to.**

Cost/Price Analysis Worksheet

PART I - GENERAL

	YES	NO
1. Offeror computations check and verified? **Problems/Comments**		
2. All necessary cost elements included? **Problems/Comments**		
3. Offeror supporting documentation and justification complete? **Problems/Comments**		
4. WORKNET PINELLAS Categorization? (Training, Administration, Supportive Services) **Correctly categorized?** **Need More Information?** **Problems/Comments**		

PART II - SPECIFIC COSTS

Cost Element	Necessary/ Reasonable	Basis for Judgment (Check One or More)
1. Staff Costs	YES / NO	Independent Agency Estimate Compared/Other Current Offers Compared/Past Offers Verified Market Price or Quote Other (Specify) _____

Comments/Concerns/Problems:
(Explain in detail, salary differentials among respective instructors, if any, percentage of work time devoted to this program and each other program employee(s) is(are) working at the same time.)

2. Fringe Benefits (For tax-based elements, be sure that rates and bases are current.)	YES / NO	Independent Agency Estimate Compared/Other Current Offers Compared/Past Offers Verified Market Price or Quote Other (Specify) _____

Comments/Concerns/Problems:

3. Materials Training/ Program	YES / NO	Independent Agency Estimate Compared/Other Current Offers Compared/Past Offers Verified Market Price or Quote Other (Specify) _____

Cost Element	Necessary/ Reasonable	Basis for Judgment (Check One or More)
4. Materials, Office Supplies/ General (WORKNET PINELLAS Use Only)	YES / NO	Independent Agency Estimate Compared/Other Current Offers Compared/Past Offers Verified Market Price or Quote Other (Specify) _____
Materials/Office Supplies purchased with WORKNET PINELLAS funds may only be used to benefit WorkNet Pinellas participants.		
5. Equipment (WORKNET PINELLAS Use Only)	YES / NO YES/NO	Independent Agency Estimate Compared/Other Current Offers Compared/Past Offers Verified Market Price or Quote Other (Specify) _____
Unless offset funding is used and documented for this program, all equipment purchased with WORKNET PINELLAS funds may only be used to benefit WorkNet participants. Turn equipment over to WORKNET PINELLAS control at 4525 140th avenue north, Suite 906, Clearwater FL. 33762 as required, upon completion of program if this equipment is not currently in use for WORKNET PINELLAS Participant Training.		
6. Facilities	YES / NO	Independent Agency Estimate Compared/Other Current Offers Compared/Past Offers Verified Market Price or Quote Other (Specify) _____

Cost Element	Necessary/ Reasonable	Basis for Judgment (Check One or More)
7. Communications	YES / NO	Independent Agency Estimate Compared/Other Current Offers Compared/Past Offers Verified Market Price or Quote Other (Specify) _____
8. Insurance/ Bonding	YES / NO	Independent Agency Estimate Compared/Other Current Offers Compared/Past Offers Verified Market Price or Quote Other (Specify) _____
9. Staff Travel	YES / NO	Independent Agency Estimate Compared/Other Current Offers Compared/Past Offers Verified Market Price or Quote Other (Specify) _____

Cost Element	Necessary/ Reasonable	Basis for Judgment (Check One or More)
10. Consultants	**YES / NO**	**Independent Agency Estimate Compared/Other Current Offers Compared/Past Offers Verified Market Price or Quote Other (Specify) _____**
11. Accounting/ Audits	**YES / NO**	**Independent Agency Estimate Compared/Other Current Offers Compared/Past Offers Verified Market Price or Quote Other (Specify) _____**
12. Photocopying/ Printing	**YES / NO**	**Independent Agency Estimate Compared/Other Current Offers Compared/Past Offers Verified Market Price or Quote Other (Specify) _____**

Cost Element	Necessary/ Reasonable	Basis for Judgment (Check One or More)
13 Supportive Services	**YES / NO**	**Independent Agency Estimate** **Compared/Other Current Offers** **Compared/Past Offers** **Verified Market Price or Quote** **Other (Specify) _____**
14 Indirect Costs **(When proposed, be sure that audit agreement and proposal are attached; ensure that costs not duplicated in direct costs)**	**YES / NO**	**Independent Agency Estimate** **Compared/Other Current Offers** **Compared/Past Offers** **Verified Market Price or Quote** **Other (Specify) _____**
15 Subcontracts **(Review Subcontractor cost/price proposal)**	**YES / NO**	**Independent Agency Estimate** **Compared/Other Current Offers** **Compared/Past Offers** **Verified Market Price or Quote** **Other (Specify) _____**

Cost Element	Necessary/ Reasonable	Basis for Judgment (Check One or More)
16 Application Fees	YES / NO	Independent Agency Estimate Compared/Other Current Offers Compared/Past Offers Verified Market Price or Quote Other (Specify) _____
17 Registration Fees	YES / NO	Independent Agency Estimate Compared/Other Current Offers Compared/Past Offers Verified Market Price or Quote Other (Specify) _____
Give Specific REASON for Registration Fees, what is included with fees, and why fees vary per course, if applicable:		
18 Other (Specify)	YES / NO	Independent Agency Estimate Compared/Other Current Offers Compared/Past Offers Verified Market Price or Quote Other (Specify) _____
Cost	Necessary/	Basis for Judgment

Element	Reasonable	(Check One or More)
19. Other (Specify)	YES / NO	Independent Agency Estimate Compared/Other Current Offers Compared/Past Offers Verified Market Price or Quote Other (Specify) _____

PART III - PROFIT / FEE

1. Offeror is (Check One) Non-Profit _____ For Profit

2. If Non-Profit, No profit is allowable.

3. If For-Profit, Amount of profit proposed is: $

4. Profit is (Check One)
   Reasonable
   Not Reasonable/Excessive

5. If profit is deemed reasonable, describe basis for judgment: (e.g., agency profit guidelines; application of profit guidelines; other)

6. If profit is deemed excessive, list profit objective (dollar amount to be negotiated

PART IV - CONCLUSIONS
Prepare a brief narrative citing: **1) Specific additional cost justifications needed;** **2) Recommended adjustments to specific cost elements; and** **3) Any other comments about cost/price proposal.**
(Use another sheet of paper, if additional writing space is needed)
PART V - SIGNATURES OF EVALUATORS

OFFICIAL SIGNATURE

Edward Peachey
Executive Director

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Attachment A

Code of Conduct and Ethics

1. WORKNET PINELLAS Officers, Members, Employees or Agents shall neither solicit nor accept gratuities, favors or anything of monetary value in excess of $25.00 from each other or from vendors/contractors or potential vendors/contractors. Violations of this standard will result in disciplinary actions being taken. Appropriate disciplinary actions will be determined by a specially constituted committee of the WORKNET PINELLAS whose members will be devoid of any conflict of interest related to the party or parties involved.

2. Any Contractor or WORKNET PINELLAS Officer, Member, Employee or Agent that develops or drafts specifications, requirements, statements of work, invitations for bids, and/or requests for proposals shall be excluded from competing for such procurements. Further; Persons, Organizations, and Employers of such Officers, Members, Employees or Agents shall be excluded from competing for such procurements when a conflict of interest situation would be created by such competition.

3. No WORKNET PINELLAS Officer, Member, Employee or Agent shall participate in the selection, award, or administration of a contract where, to his knowledge, he or his immediate family, partners or organizations in which he or his immediate family has a financial interest, or with whom he is negotiating or has any arrangement concerning prospective employment.

4. No WORKNET PINELLAS Officer or Member shall discuss or vote on a proposal(s) which is in competition with a proposal submitted by any party with whom the member, or his immediate family, has business, organizational or family ties.

5. Arms length relationships will be maintained between contractors and WORKNET PINELLAS Officers, Members, Employees or Agents in the award and administration of contracts.

6. Meetings of the WORKNET PINELLAS, its committees, and between members, will comply with the Florida Government in the Sunshine Act, Florida Statutes, Section 286.011.

7. WORKNET PINELLAS Officers, Members and Employees shall maintain on file at the WORKNET PINELLAS Administrative Office, at all times, a current Conflict of Interest Disclosure Form on which they will certify abidance with the standards of this Code, with a signed copy of this Code of Conduct and Ethics attached.

8. WORKNET PINELLAS Officers, Members, Employees or Agents who serve on a Review and Rating Committee for RFPs shall sign a Conflict of Interest Disclosure Form declaring that they have no conflict of interest related to the particular

solicitation. This form will be filed with all documents related to the RFP. If it is disclosed that they have a conflict of interest, they will be removed from the Committee.

9. Upon discovery of an actual or potential conflict of interest, a WORKNET PINELLAS Officer, Member, Employee or Agent shall promptly file a written statement of disqualification and shall withdraw from further participation in the transaction involved. The Officer, Member, Employee or Agent may, at the same time, apply to WORKNET PINELLAS Legal Counsel for an advisory opinion as to what further participation, if any, the Officer, Member, Employee or Agent may have in the transaction.

10. No Employee shall:

    a. Accept any direct or indirect financial benefit from any source other than the WORKNET PINELLAS as a result of the performance of official duties.

    b. Accept any position, whether compensated or uncompensated, which will impair independence of judgment in the exercise of official duties.

    c. Accept any position or engage in any business which will require disclosure of information that could provide a competitive advantage to one party over another in procurement matters.

    d. Improperly disclose information acquired in the performance of official duties that could result in personal gain or provide a party a competitive advantage over another party in procurement matters.

    e. Use or attempt to use official position to secure unwarranted privileges or exemptions personally or on behalf of others or give the appearance of such action.

    f. By conduct, give reasonable basis for the impression that any person or organization can improperly influence the performance of official duties.

    g. Pursue a course of conduct which will raise suspicion among citizens that acts engaged in are in violation of public trust.

    h. Pursue a course of conduct which will give rise to a violation of conflict of interest standards.

    I. Take part in any prohibited political activities.

    j. Take part in any religious or anti-religious activity in the discharge of official responsibilities.

k. Promote or oppose unionization in the discharge of official duties.

l. Participate in any effort to violate any other applicable Federal, State and Local Laws and Regulations.

Violations of any provision of this Code may be cause for immediate dismissal or other disciplinary actions provided for under the WORKNET PINELLAS' Personnel Rules and Policies.

Attachment B

Definitions

"Aggregate" is a term used in procurement which means the total dollar amount of a proposed procurement after taking into account the individual amounts of a proposed purchase. Subrecipient shall not break down one purchase into several purchases merely to use small purchase procedures instead of formal bids or proposal solicitations. Subrecipients must determine the total amount of a proposed purchase over the period of the program year (12 months) to arrive at the aggregate amount of the purposed purchase.

"Award or Agreement" means a contract, grant, subcontract, subgrant or other type of legal instrument.

"Awardee" means any one of the entities receiving a WORKNET PINELLAS award (e.g. contractors, grantees).

"Commercially Available Off-The-Shelf Training Package" means a training package sold or traded to the general public in the course of normal business operations at prices based on established catalogue or market prices.

"Contract Management" means the process of administering a contract from the initial stages of deciding on the services needed, through the choosing of a provider of services, the negotiation of the actual contract documents, and the monitoring of the service until the contract ends.

"Cost-Reimbursement Contract" means a type of contract which pays for the actual costs of providing services reflected in a line-item budget which is included in the contract. Cost-Reimbursement contracts are used when the subrecipient reimburses the provider for actual allowable costs of providing services rather than a predetermined rate per unit of services provided or specific goods.

"Emergency" is any acquisition made without regard to budgeted cost items or amounts when an imminent threat exists that would

1) affect the life and/or health of the employees, clients or the public for which the Corporation could be held liable,

2) substantially impair the operations or performance of programs of the Corporation, or

3) destroy Corporate assets or records.

"Employment and Training Services" or "Services Delivery" means the acquisition of services to be provided to program clients.

"Employment Generating Activities" are activities designed to increase job opportunities for eligible individuals in the area and are STRICTLY PROHIBITED BY THE LAW as amended.

"Expendable Goods" is tangible property having an acquisition unit cost of less than $200 and a useful life of less than 1 year.

"Field Purchase Order" means a document authorizing a provider to deliver merchandise or services, to be rendered at a specified price. Upon acceptance by a provider, a field purchase order becomes a contract.

"Fixed-Price Contracts" means a type of contract which provides for a stated number of units of service, for which payment is made on a price per unit basis so that a determination of total contract price can be made.

"Individual Referral" means the referral of an individual participant to classroom training under the sole source exception to competitive procurement contained in the WORKNET PINELLAS regulations.

"Intangible Goods/Property" shall be considered cost items such as insurance, bonding, and employee benefits.

"Line-Item Budget" means a method of cost presentation which presents the total cost of the proposed services in detailed cost categories such as salaries, benefits, and expenses. It is always used in a cost-reimbursement contract.

"Non-Expendable Personal Property" is tangible property having a useful life of 1 year or more and an acquisition unit cost classified as one of the following:

Capitalized, Major	=	$5000 and Over
Non-Capitalized	=	$4999.99 or Less

"Offerer" means an individual or organization who submits proposals or bids following distribution of a Request for Proposal (RFP) or a Request for Quotes (RFQ), or who otherwise is considered a potential provider during the selection of the goods and services being procured.

"Offerer's List" means a list of potential providers of the contractual services for which you may contract.

"Personal Services" are those rendered by an individual or an outside entity on a non-professional temporary, periodic or on going basis. Costs of labor and materials are

included as specified by agreement. Examples include temporary help, janitorial services, pest control, routine prevention and maintenance services etc.

"Procurement" means the process which leads to any award of WORKNET PINELLAS funds.

"Professional Services" are those rendered by an individual or outside entity on behalf of the Corporation. Examples include legal, auditing, accounting, financial, consulting, etc., services.

"Provider" means an organization or individual providing contractual services in accordance with the terms of a contract.

"Purchase Order" means a document authorizing a provider to deliver merchandise or services, to be rendered at a specified price. Upon acceptance by a provider, a purchase order becomes a contract.

"Qualified Offerer or Responsible Offerer" means a person or organization who has submitted a bid or proposal which conforms in all material respects to the requirements specified in the procurement solicitation and which has the capability in all respects to perform fully the contract requirements and has the integrity and reliability which will assure good faith performance.

"Real Property, Land and Improvements" means land, land improvements, structures and appurtenances thereto acquired through purchase, lease, rent or otherwise excluding movable machinery and equipment. NOTE: The WIA Law prohibits the JEP Regions from Owning Land or Buildings and prohibits making Leasehold Improvements using WorkNet Pinellas Funds.

"Request for Proposal (RFP)" means a bid instrument which includes a statement of the services sought and all contractual terms and conditions as they apply to the procurement of contractual services. The RFP also contains a description and relative importance of the evaluation criteria which will be used to evaluate the proposals. Evaluation criteria must include but are not limited to price. The RFP must specify that more than one provider may be selected.

"Request for Quotes" means the bid instrument used for selecting a provider (or providers) of contractual services when the value is equal to or exceeds small purchase thresholds and the subrecipient intends to enter into a fixed price contract and intends to select the qualified responsible bidder primarily on the basis of price.

"Service Provider" means a public agency, private not-for-profit organization, or private for-profit entity that delivers educational, training, employment or supportive services to WORKNET PINELLAS participants.

Attachment C

Cost Reasonableness Standards for Procurement of
Employment and Training Services

A cost/price analysis shall be performed on each offer submitted under a procurement for employment and training services unless the offer is tuition or catalog based or is the lowest price submitted under the IFB method. All costs will be reviewed for reasonableness.

Price analysis shall be performed when it is possible to compare total price of the offer

1) with a similar contract to determine price is fair and reasonable provided that the contract compared with has been determined to be reasonable, or

2) with competing offers submitted under the same procurement.

Cost analysis shall be performed when competition is not the determinant of cost. Cost analysis is the analysis of each element of cost in the offer. Cost analysis may also be performed under competitive conditions to test reasonableness of all offers submitted. Such analysis may be performed on all cost elements or selected elements.

When cost analysis is used to determine reasonableness of cost, the standards found on the following pages will apply:

Cost Element	Standard
Salaries	Annual salaries generally do not exceed by more than 10% the higher of: 1) WORKNET PINELLAS salary ranges for comparable positions; or 2) Statewide Region averages for comparable positions; or 3) Salary ranges established by State Institutions for comparable positions.
FICA	Rates established by law for regular FICA and the Medicare tax.
Unemployment	Comp Rates established by law.
Worker's Comp	Rates established by insurer.

Cost Element	Standard
Leave Accrual	Proposer's rates if established in written policy using WORKNET PINELLAS'S rates as the reasonableness guide or WORKNET PINELLAS' S rates.
Health/Life/Dental	Rates established by insurer.
Utilities & Phone	Historical experience in the area, utility/phone company estimates, WORKNET PINELLAS comparative costs.
Equipment Maintenance	Historical experience, maintenance agreement costs, vendor estimates, WORKNET PINELLAS comparative costs.
Space	Historical experience in the area
Facility Maintenance	Historical experience, maintenance agreement costs, vendor estimates, WORKNET PINELLAS comparative costs.
In Region Travel	Maximum Cost Reimbursement Rates
Mileage Rate	Per mile pursuant to IRS regulations.
Total Miles	Historical experience, WORKNET PINELLAS comparative costs.
Meals	Pursuant to IRS regulations.
Out of Region Travel	WORKNET PINELLAS will pay from its funds for this cost on a case by case basis.
Liability & Business Insurance	Insurer rates/premiums
Training Materials & Supplies	Historical experience, vendor quotes based on per participant usage. If vendor is also the offeror, offeror must demonstrate that prices proposed are competitive.
Tuition	Published, catalog rates.
Cost Element	Standard

Fees	Published cost reimbursement rates provided fees are not cost plus in nature.
Tools	Vendor quotes.
Equipment	Vendor quotes.
Work Experience Wages	Pursuant to Work Site agreement.
Tryout Employment Compensation	Federal Minimum Wage or more.
Participant Support Services, Incentive Payments & Insurance	WORKNET PINELLAS'S adopted policies.
Audits	Vendor quotes.
Indirect Cost	Pursuant to approved indirect cost plans.
Profit	Up to a maximum of 10%, must be performance based.

Service Provider Procurement: The following is the WORKNET PINELLAS'S adopted policy for procuring service providers:

Procurement standards will conform to applicable Federal law and the standards identified in this policy.

A. Standards of Conduct Governing the Performance of Employees Engaged in the Award & Administration of Contracts: A written code of standards of conduct governing the performance of employees engaged in the award and administration of contracts will be maintained. No employee, officer, or agent of the grantee shall participate in selection, or in the award or administration of a contract supported by Federal funds if a conflict of interest, real or apparent, would be involved.

B. Process for Reviewing Services Within the Region: A review of proposed procurements to avoid purchase of unnecessary or duplicative items will be made on each procurement.

C. Bidding Process: Requirements and other Factors used in the Proposal Evaluation Process: Awards will be made only to responsible contractors possessing the ability

to perform successfully under the terms and conditions of a proposed procurement. Consideration will be given to such matters as contractor compliance with public policy, record of past performance, and financial and technical resources.

All procurement transactions will be conducted in a manner providing full and open competition consistent with standards identified in this policy. Some situations considered to be hindrances to competition in the awarding of contracts are:

a. placing unreasonable requirements on firms in order for them to qualify to do business;

b. requiring unnecessary experience and excessive bonding;

c. noncompetitive pricing practices between firms or between affiliated companies;

d. noncompetitive awards to consultants that are on retainer contracts;

e. organizational conflicts of interest;

f. any arbitrary action in the procurement process.

Selection procedures for procurement transactions. These procedures will ensure that all solicitations will be in written form:

a. incorporate a clear and accurate description of the technical requirements for the service to be procured, and

b. identify all requirements which the offerors must fulfill and all other factors to be used in evaluating proposals.

Services will be procured only by competitive proposals (except as provided in Noncompetitive Procurements below) and the following requirements will apply:

a. Requests for proposals will be publicized and identify all evaluation factors and their relative importance.

b. Proposals will be solicited from an adequate number of qualified sources.

c. A method for conducting technical evaluations of the proposals received and for selecting awardees will be specified.

d. Awards will be made to the offeror whose proposal is most advantageous to the program with consideration being given to price and other factors.

Noncompetitive procurements are allowable if the award of a contract is infeasible through competitive proposals, AND if one of the following circumstances apply:

a. The service is available only from a single source.

b. The public exigency or emergency for the service will not permit a delay resulting from competitive solicitation.

c. After solicitation of a number of sources, competition is determined inadequate.

A cost or price analysis will be performed in connection with every procurement action including contract modifications. To ensure a reasonable and fair price is negotiated for a service, consideration will be given to the complexity of the service to be performed, the risk borne by the contractor and the contractor's investment.

E. Records Maintenance: Records sufficient to detail the significant history of a procurement to include, at a minimum, rationale for the method of procurement, contractor selection or rejection, and, the basis for the contract price will be maintained.

F. Protest Procedures: Protest procedures to handle and resolve disputes relating to procurement will be the appeals mechanism of WORKNET PINELLAS'S Debt Collection Procedure.

Administrative

Grievance Policy/Form

WorkNet PINELLAS

GRIEVANCE/COMPLAINT HEARING APPEAL PROCESS

Participant Name(s)_____

Social Security #_____

Date of Hearing:_____ **Program:**_____

TO CUSTOMER:

The assigned Hearing Officer has heard your statements regarding your grievance/complaint. The Pinellas Workforce Board/WorkNet representative will review the information presented during this hearing and will provide a decision within sixty (60) calendar days of the original request for a hearing.

If the Hearing Officer has: 1) conducted a hearing but you are dissatisfied with or have been adversely affected by the decision; 2) not conducted a hearing within 60 calendar days from receipt of the grievance/complaint; or 3) conducted the hearing but has not issued a decision within the mandated 60 calendar day timeframe, you may file an appeal with the Agency for Workforce Innovation (AWI).

Agency for Workforce Innovation
Office of General Counsel
107 East Madison Street, MSC 110
Tallahassee, FL 32399-4128

Appeals should be concise (not to exceed five pages which does not include exhibits and attachments) and shall be sent by certified mail, return receipt to the address above. The appeal request shall state the facts, laws, procedures, etc. that you believe to be relevant for review. The appeal must be filed with AWI within thirty (30) calendar days of the hearing officer's decision or within thirty (30) after the required sixty (60)-calendar day timeframe for WorkNet to act has elapsed. Your request must include an address where official notices will be mailed. The grievant/complainant is advised that if they decide to appeal any decision, they will need a record of the proceedings, and for such purpose, they may need to ensure that a verbatim record of the proceedings is made at their expense, which record includes the testimony and evidence upon which the appeal is to be based.

Please note: the state can remand the grievance/complaint back to WorkNet to hold a hearing or impose other remedies to resolve the grievance/complaint.

If you have any questions, please contact the WorkNet Pinellas Administrative Office at 507-4300.

REGARDING THE GRIEVANCE/COMPLAINT REQUEST OF:

Complainant/Grievant Name

Social Security: XXXXXXXX

Cc: ***Applicable Parties***

NOTICE OF GRIEVANCE / COMPLAINT HEARING

You are hereby notified that a hearing has been scheduled for you at **13805 58th Street North Suite 2-140 Clearwater, Fl 33760** at (Date and Time).

This hearing has been scheduled for you because you requested a Grievance/Complaint hearing regarding services provided to you by WorkNet Pinellas. A decision will be made with sixty (60) days from the receipt of your grievance/complaint.

You *and/or* your Authorized Representative are required to attend the hearing and bring any and all witnesses/ evidence to support your grievance/complaint. Any documentation you provide must be an original and you must also bring three (3) copies for the review of the hearing officer(s). Please ensure that child-care arrangements are made in advance of the hearing, as there is no childcare facility at the hearing location.

If you or your Authorized Representative ***do not appear*** to this hearing, the Pinellas Workforce Board/WorkNet will reject your request for a Grievance/Complaint hearing.

If you are unable to attend the hearing and re-scheduling is necessary, you must notify us at the address and phone number below at least three business days before the set appointment. If you fail to attend the hearing you will have ten days following your hearing in which to contact this office **in writing** at the address below to provide your good cause explanation and request a new hearing. If your request is rejected, and you choose to appeal, a written request must be made to the Agency for Workforce Innovation within thirty calendar days of the local hearing officer's decision. The grievant/complainant is advised that if they decide to appeal any decision, they will need a record of the proceedings, and for such purpose, they may need to ensure that a verbatim record of the proceedings is made at their expense, which record includes the testimony and evidence upon which the appeal is to be based. You may obtain the appropriate information at the address below:

WorkNet Pinellas
13805 58th Street North Suite 2-140
Clearwater, Fl 33760
Attn: Hearing Officer
Fax: (727) 524-4350
Phone: (727) 524-4344 ext. 3039

CERTIFICATE OF SERVICE

I HEREBY CERTIFY that the original has been forwarded via certified mail to the participant's address as indicated in the WAGES computer system, and a copy was provided to the **Welfare Transition Program** Associate, this ___ day of _____, 200__.

WorkNet Pinellas

_____
XXXXXXXXXXXXXXXXXXXXXXXX
Hearing Officer

Should you require transportation, interpreter/translation services, or special accommodations due to disabilities, you must advise us of this request AT LEAST SEVEN (7) DAYS BEFORE THE HEARING. Please arrange for childcare prior to the hearing, as facilities for childcare are not available at the hearing location.

Directive Title: **One Stop Grievance Procedure**

Purpose:

To ensure that all customers who receive services through the One Stop system have a pathway and an opportunity to express their concerns in order to reach resolution in a variety of situations.

Background:

Per State and Federal policy, the Workforce Investment Act (WIA), Welfare Transition (WT)/TANF Program, and the Welfare –to-Work (WtW) Grant Program require the State, the local areas, and direct recipient of program funds to establish and maintain grievance/complaint and hearing/appeal procedures for handling program related complaints.

Directive:

1. Any participant or other interested party adversely affected by a decision or action by WorkNet Pinellas, including the decisions of the One Stop partners and service providers, has the right to file a grievance/complaint with the local Regional Workforce Board known as WorkNet Pinellas.

2. WorkNet Pinellas, in order to remain in compliance with state guidelines, shall follow direction provided in the Final Guidance paper distributed August 19, 2002, on Grievance procedures.

3. Welfare Transition work activity and support service grievances/complaints shall be filed with WorkNet. TANF cash assistance eligibility or benefit entitlement grievances/complaints shall be filed directly with the Department of Children and Families office, which is responsible for administering this part of TANF (20 CFR 662.280).

4. After WorkNet has received and reviewed the complaint, the Director shall designate a Hearing Officer, schedule a hearing, and notify the grievant/complainant by certified mail, return receipt at a minimum of fifteen (15) calendar days prior to the hearing. The hearing notice shall advise the following:

    - The date, time, and location of the hearing;
    - The pertinent sections of the WIA, WT (TANF), and WTW, or any other federal regulation involved;
    - Affected parties may present witnesses or documentary evidence at the hearing;
    - Affected parties may be represented at the hearing by an attorney or other representative; and

- The parties will receive the WorkNet Hearing Officer's decision within sixty (60) days from the receipt of the grievance or complaint.

5. Per guidance, if WorkNet has conducted a hearing but the grievant/complainant is dissatisfied with or has been adversely affected by the Hearing Officer's decision; or has not conducted the hearing within 60 days from the receipt of the complaint; or conducted the hearing but did not issue a decision within the mandated 60 calendar day timeframe, the grievant/complainant may file an appeal with the Agency for Workforce Innovation (AWI). The grievant/complainant is advised that if they decide to appeal any decision, they will need a record of the proceedings, and for such purpose, they may need to ensure that a verbatim record of the proceedings is made at their expense, which record includes the testimony and evidence upon which the appeal is to be based.

6. See attached Grievance Notification and Grievance/Complaint Appeal Process forms.

Rationale:

WorkNet Pinellas' grievance/complaint process applies to all customers who utilize the services of WorkNet's One Stop Centers or satellites, including but not limited to, Welfare Transition, Wagner Peyser, Workforce Investment Act, Welfare to Work, and non-programmatic "universal" customers.

Legal Reference**:**

Final Guidance **–** WPDG 00-004
Date of Issue: August 19, 2002
WFI/ AWI and RWB Grievance/Complaint and Hearing/Appeal Procedures

Adopted**:** June 2, 2004
Reviewed: May 11, 2007 – Form updated as per new AWI guidance
Reviewed Sept 2007 – no changes

Administrative

Compliance Monitoring Policies and Procedures

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Director of Finance

Last Revised

July 31, 2012

Perform Preliminary Procedures

Preliminary procedures include all the necessary preparation for monitoring a subrecipient. Preparation would include reviewing pertinent documents like grant/contract agreements, audit reports, past monitoring reports, corrective action reports, regulations, and correspondence; interviewing appropriate individuals, such as, program and fiscal personnel, as necessary; communicating with the subrecipient's director or designated person; developing or assembling work documents to be used in collecting and documenting information; and doing any other activity that prepares the staff for the monitoring of the subrecipient. Through these discussions, the individual performing the subrecipient monitoring shall determine those compliance requirements which are direct and material to the program.

Monitoring: Monitoring activities normally occur throughout the year and may take various forms, such as (1) *Reporting* – Reviewing financial and performance reports submitted by the subrecipient (2) *Site Visits* – Performing site visits at the subrecipient to review financial and programmatic records and observe operations or (3) *Regular Contact* – Regular contacts with subrecipients and appropriate inquiries concerning program activities. In addition, establish a tracking system to assure timely submission of required reporting, such as: financial reports, performance reports, audit reports, onsite monitoring reviews of subrecipients, and timely resolution of audit findings. Supervisory reviews will be performed to determine the adequacy of subrecipient monitoring.

Determine the extent of the monitoring to be performed by considering:

- *Program complexity* – Programs with complex compliance requirements have a higher risk of non-compliance.

- *Percentage passed through* – The larger the percentage of program awards passed through the greater the need for subrecipient monitoring.

- *Amount of awards* – Larger dollar awards are of greater risk.

- *Subrecipient risk* – Subrecipients may be evaluated as higher risk or lower risk to determine the need for closer monitoring. Generally, new subrecipients would require closer monitoring. For existing subrecipients, based on results of during-the-award monitoring and subrecipient audits, a subrecipient may warrant closer monitoring (e.g., the subrecipient has (1) a history of non-compliance as either a recipient or subrecipient, (2) new personnel, or (3) new or substantially changed systems).

Cognizant Agency Designation

The Board has not been assigned a cognizant agency other than DEO.

Administrative and Financial Monitoring Tool

Preface:

As a pass-through entity of Federal funds it is incumbent upon WorkNet Pinellas staff to perform administrative and financial monitoring for each subrecipient. The purpose of this tool is to provide a standard process to be followed in conducting comprehensive administrative and financial monitoring. The Finance Director (FD) shall be responsible for oversight of the monitoring process and will be assisted by the Internal Auditor (IA).

OMB Circular A-133 (A-133) places the following responsibilities on WorkNet Pinellas, as the pass-through entity:

1. Identify federal awards, including originating Agency, CFDA numbers, original award name and number and whether or not the award is Research & Development or American Recovery and Reinvestment Act (ARRA) funding.
2. Inform subrecipients of requirements imposed on them by federal laws, regulations and any particular program requirements or agency specific regulations. Note: WorkNet Pinellas is held responsible for the subrecipient by the granting agency.
3. Monitor the activities of the subrecipients as necessary to ensure that the funding is used for authorized purposes in compliance with A-133 requirements, pertinent laws, regulations and provisions of the agreement. Performance targets should also be monitored as part of the pass-through entity's responsibility. This may include requiring regular reports, site visits, regular contact in a manner that achieves "adequate monitoring" to ensure compliance and performance. The consideration of the size and complexity of the program is given.
4. Ensure that subrecipients expending $500K or more in federal funding (from ALL sources, not just WorkNet Pinellas) have met the audit requirements of Circular A-133 for their fiscal year.
5. Issue a management decision on any audit findings and ensure that the subrecipient takes appropriate and timely corrective action. Also, determine whether or not questioned and/or recommended for disallowed costs are allowed and corrective actions regarding any administrative findings are adequate. A statement will be included in the Management Decision that all findings are subject to State and Federal review.
6. Consider whether any of the subrecipient's findings necessitate an adjustment of WorkNet Pinellas's financial records.
7. Require that your subrecipient permits your organization and your auditors to have access to their records and financial statements as necessary for the pass-through entity to comply with Circular A-133.
8. Maintain subrecipient report submissions on file for at least 3 years from the date received.

The A-133 AICPA Audit Guide states that "it is more likely that the receipt and review of such audit results is only one tool used by the pass-through entity as part of a comprehensive subrecipient-monitoring process." It is on the pass-through organization to consider whether receipt and review of the subrecipient's

A-133 audit is sufficient to meet the subrecipient monitoring requirement and documenting that you performed this task adequately. Essentially, WorkNet Pinellas needs to do enough to be comfortable being held responsible for all of the subrecipient's activity.

Objective:

- To test the reliability of internal controls.
- To verify that program objectives are being met.
- To test the reliability of the subrecipient's financial and programmatic reports.
- To test if costs and services are allowable (Note: Eligibility procedures performed as part of programmatic monitoring)

Period of Subrecipient Monitoring:

Administrative and financial monitoring will be conducted at least semi-annually and will be completed by the end of the first quarter succeeding the prior six-month period. The Monitoring schedule will be as follows:

Period Covering:	**Reports Due:**
July – December	March 31
January – June	September 30

Testing sample:
Internal Auditor (IA) will, under guidance of FD, haphazardly select two months out of the 6 month period to review and will review general ledger for the entire period and obtain underlying source documents to ensure applicable activity appears reasonable.

A-133 procedures:

1) **Identify federal awards, including originating Agency, CFDA numbers, original award name and number and whether or not the award is Research & Development or American Recovery and Reinvestment Act (ARRA) funding.**

   Inform each subrecipient of CFDA title and number, award name and number, award year, if the award is R&D, and name of Federal agency. If the award contains ARRA funds, WorkNet Pinellas should notify subrecipients so required information is noted in the schedule of federal awards. When some of this information is not available, the pass-through entity shall provide the best information available to describe the Federal award.

   a. Although this information is contained within the contract itself, a schedule should be prepared for each monitoring report as follows:

Federal Agency/Pass Through	CFDA #/Program Name	Contract Budget Amount	Expenditure For monitoring Period	Contract Period

b. IA will gather the budget information from the most recent contract.

c. IA will provide the expenditure information for inclusion in this schedule.

d. FD will review for accuracy.

e. CFO will sign-off final monitoring report.

2) **Inform subrecipients of requirements imposed on them by federal laws, regulations and any particular program requirements or agency specific regulations.**

Advise subrecipients of requirements imposed on them by Federal laws, regulations, and the provisions of contracts or grant agreements as well as any supplemental requirements imposed by the pass-through entity.

a. Each subrecipient contract is assigned to a WorkNet Pinellas employee who serves as the Project manager. The project manager will review program and performance requirements with the subrecipient at the beginning of each program year. The review will be completed by July 31 and documentation of the meeting will be maintained in each subrecipient monitoring file. The FD will review administrative requirements with each subrecipient to be completed and documented by July 31. Many of these requirements are contained within the contract and are reviewed during contract negotiations.

b. IA & FD will review prior administrative monitoring and audit reports, as well as corrective action plans to determine if there are any prior or current compliance issues.

3) **Monitor the activities of the subrecipients as necessary to ensure that the funding is used for authorized purposes in compliance with A-133 requirements, pertinent laws, regulations and provisions of the agreement. Performance targets should also be monitored as part of the pass-through entity's responsibility. This may include requiring regular reports, site visits, regular contact in a manner that achieves "adequate monitoring" to ensure compliance and performance. The consideration of the size and complexity of the program is given.**

The administrative and financial activities of subrecipients are monitored as necessary to ensure that Federal awards are used for authorized purposes in compliance with laws, regulations, and the provisions of contracts or grant agreements and that performance goals are achieved.

a. Each contract contains performance measures related to payment of invoices submitted by the subrecipient. The IA will coordinate with each project manager to ensure that performance requirements are being met and provide documentation for the monitoring file.

b. An internal control questionnaire will be provided to each subrecipient to be completed prior to the monitoring engagement. The processes documented in the questionnaire will be reviewed as part of the test of transactions.

c. Tests of transactions will be conducted by the IA for invoices submitted by the subrecipient for the monitoring period. The invoices will be selected by the IA and/or FD based on judgment. The test of transaction forms will be completed and maintained in the monitoring file.

d. The IA will review subrecipient G/L for the related invoice periods to ensure that the G/L and amount invoiced/reported are the same. If differences are noted, the subrecipient must provide a reconciliation to explain the difference.

e. IA will review, on a test basis, subrecipient General Journal Entries to the G/L to ensure proper documentation exists to support the entry.

f. IA will review W-2's of subrecipient to ensure no employee earns more than the ETA as defined by DEO.

This portion of the monitoring engagement may be conducted in house or on site depending on the location of supporting documentation and degree of difficulty in the review of the documentation. The FD will decide the appropriate process for each subrecipient.

For- Profit Subrecipients operating Employed Worker Training Programs will be required to submit complete documentation to support the benchmarks for which they are billing with each invoice. This documentation will be reviewed by the program manager and IA and FD, constituting a 100% review. Therefore, no further monitoring of those contracts will be necessary.

4) Ensure that subrecipients expending $500K or more in federal funding (from ALL sources, not just WorkNet Pinellas) have met the audit requirements of Circular A-133 for their fiscal year.

a. The FD will make this determination by reviewing contract budgets, previous monitoring reports and subrecipient audit reports. The FD will send a letter of notification to each subrecipient to apprise them of the up- coming monitoring engagement. This notification letter will contain information as to the latest audit report that WorkNet Pinellas has on file and request a copy of any more recent audit reports that the subrecipient may have had completed since our prior monitoring engagement.

b. The FD will review the subrecipient audit report to ensure funds passed through WorkNet Pinellas are properly included in the schedule of awards and will reconcile the amounts included to WorkNet Pinellas's financial records. This process will be documented and included in the monitoring file.

5) Issue a management decision on any audit findings and ensure that the subrecipient takes appropriate and timely corrective action. Also determine whether or not questioned and/or recommended for disallowed costs are allowed and corrective actions regarding any administrative findings are adequate. A statement will be included in the Management Decision that all findings are subject to state and federal review.

a. WorkNet Pinellas will issue a management decision on audit findings within six months after receipt of the subrecipient's audit report and ensure that the subrecipient takes appropriate and timely corrective action.

b. The FD will review the audit report and any management letter comments to determine if any findings or questioned costs are included in the report. The FD will document this process and include in the monitoring file.

6) Consider whether any of the subrecipient's findings necessitate an adjustment of WorkNet Pinellas's financial records.

a. The FD will determine if any findings or questioned costs will have an effect on the financial records of WorkNet Pinellas. If such a situation occurs, the FD will immediately notify the Chief Financial Officer and Executive Director as well as WorkNet Pinellas's independent auditor and DEO authorities.

7) Require that your subrecipient permits your organization and your auditors to have access to their records and financial statements as necessary for the pass-through entity to comply with Circular A-133.

a. This requirement is incorporated into each subrecipient contract.

8) Maintain subrecipient report submissions on file for at least 3 years from the date received.

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Additional Procedures

American Recovery and Reinvestment Act (ARRA) Procedures: Additional requirements

Central Contractor Registration (CCR) – For ARRA subawards, identify to first-tier subrecipients the requirement to register in the Central Contractor Registration, including obtaining a DUNS number, and maintaining the currency of that information (Section 1512(h) of ARRA, and 2 CFR section 176.50(c)). This requirement pertains to the ability to report pursuant to Section 1512 of ARRA and is not a pre-award eligibility requirement. Note that subrecipients of non-ARRA funds are not required to register in CCR prior to or after award.

Award Identification – At the time of the subaward, identify to the subrecipient the Federal award information (i.e., CFDA title and number; award name and number; if the award is research and development; and name of Federal awarding agency) and applicable compliance requirements. For ARRA subawards, identifying to the subrecipient the amount of ARRA funds provided by the subaward and advising the subrecipient of the requirement to identify ARRA funds in the Schedule of Expenditures of Federal Awards (SEFA) and the SF-SAC (see also N, Special Tests and Provisions in this Part).- Pass-through entities are responsible for:

- informing first-tier subrecipients of the requirement to register in the Central Contractor Registration (CCR), including obtaining a Dun and Bradstreet Data Universal Numbering System (DUNS) number;
- keeping this information current (including performing periodic checks)
- Advises auditors to test the pass-through entity's subaward review and approval documents to determine whether, before the award, the pass-through entity checked CCR to determine whether subrecipients were registered

For *ARRA-Related Disbursement* items, perform the following additional testing tasks:

- Verify the following disallowed costs are not incurred:
    - Casino or other gambling
    - Aquariums
    - Zoos
    - Golf Courses
    - Swimming Pools
- Verify the following requirements are met (if applicable):
    - Buy American Provisions
    - Prevailing Wages Paid
    - Equal Opportunity Laws Followed
    - Priority Services Provided to Vets

- Verify that the ARRA awards are accounted for separately from expenditures funded by non-ARRA award.

Monitoring Subrecipients Not Requiring Audits

1) Issue timely management decisions for audit and monitoring findings to inform the Subrecipient whether the corrective action planned is acceptable;

2) Maintain a system to track and follow-up on reported deficiencies to ensure that timely corrective action is taken;

3) Contact Subrecipients regularly and making appropriate inquiries concerning the program;

4) Review Subrecipients reports and following-up on areas of concern

5) Compare of actual accomplishments with the goals and objectives established for the period;

6) Monitor Subrecipients' budgets;

7) Perform site visits to Subrecipients to review financial and programmatic records and to observe operations; and

8) Offer Subrecipients technical assistance as needed.

Procedures for Audit Coverage in the Event a Subrecipient Goes Out Of Business or Unilaterally Cancels a Contract

In the event a Subrecipient, that requires audit, goes out of business or unilaterally cancels a contract, the Board shall become custodian of all program related records where federal financial assistance has been provided. Upon notification of the possibility of such an occurrence, the Board will arrange for immediate audit, which could be a grant specific audit, of the Subrecipient.

Subrecipient Audit Report Review Checklist

Purpose of Review: This checklist is intended to assist WorkNet Pinellas in determining if the audit of WorkNet Pinellas's subrecipient (auditee) has complied with both federal and state audit requirements. The questions contained herein are based on requirements included in OMB Circular A-133, the Florida Single Audit Act (215.97) and applicable rules (Ch. 10.650, Rules of the Auditor General and Ch. 69I-5, Rule of the Financial Services – effective November 1, 2005), the DEO Guidance Document on Audits and Audit Resolution, generally accepted government auditing standards (GAGAS), generally accepted accounting principles (GAAP), and other Agency policy applicable to the recipient or subrecipient. The checklist applies only to recipients or subrecipients that expend either federal funds or state financial assistance (or both) of at least $500,000 during their fiscal year and are required to have an audit in accordance with A-133 and/or the Florida Single Audit Act.

Overall Conclusions

1. The auditor's report(s) and Schedule of Findings and Questioned Costs are:

[ ] Acceptable	Contains no deficiencies or only minor deficiencies not requiring any changes or corrective action for the current audit.
[ ] Technically Deficient	Contains deficiencies that may justify changes to the audit report, but which do not make the report unusable for fulfilling one or more objectives of the audit. Comment: _____
[ ] Substandard	Contains significant deficiencies that make the report unusable for fulfilling one or more objectives of the audit. Comment:

2. The auditee's Schedule of Expenditures of Federal Awards and State Financial Assistance and the corrective action plan and response to the findings are:

[ ] Acceptable	Contain no deficiencies or only minor deficiencies not requiring any changes or corrective action for the current audit.
[ ] Unacceptable	Contain deficiencies requiring correction. Comment: _____ _____

3. Issues that should be brought to the attention of WorkNet Pinellas's Finance Director, Chief Financial Officer and Chief Executive Officer . (If none, enter Not Applicable.)

_____

The following questions have been designed to show "Yes" or "N/A" (not applicable) answers as favorable responses. A "No" response could indicate a possible auditor or auditee deficiency that

might require an explanation in the Comments section at the end of the checklist. The reviewer must exercise professional judgment when answering the questions and reaching specific and overall conclusions on any topic.

Review Item	Yes	No	N/A	Ref
A. General				
1. Verified the 180 day due date mandated by OMB Circular A-133 by reviewing the file and determining the earliest date the report was received. The reviewer calculated due date is _____.	_____	_____	_____	_____
2. Were the required reports submitted the earlier of : (a) no later than 9 months from the end of the audit period; or (b) no later than 30 days after the receipt of the auditor's report by the auditee? (According to SAS No 1, section 530, the auditor's report should not be dated earlier than the date on which the auditor has obtained the sufficient appropriate audit evidence to support the opinion The reviewer may have determined that we received the report within 30 days from the entities receipt, and no more than 9 months from the end of the audit period based on the date of the report.	_____	_____	_____	_____
3. Does the audit cover only one year? If there was a biennial audit, have both years been audited and does the organization meet the restrictions contained in A-133, paragraph .220?	_____	_____	_____	_____
4. Is the report free of indications that the auditor is not independent, is not a licensed CPA, or is otherwise not qualified to perform the audit?	_____	_____	_____	_____

Review Item	Yes	No	N/A	Ref
5. Does the opinion on the financial statements contain the following required elements? (continued)				
(g) Separate explanatory paragraphs disclosing each substantive reason for withholding an unqualified opinion.	_____	_____	_____	_____
(h) The manual or printed signature of the auditor's firm	_____	_____	_____	_____
(i) The date of the audit report.	_____	_____	_____	_____
6. If letter (5e) is yes, does the Supplemental Information Paragraph/Report include the Schedule of Expenditures of Federal Awards and/or State Financial Assistance?	_____	_____	_____	_____
7. If letter (5e) is no, has the auditor included a report on the schedule of expenditures of federal awards in the report on compliance with requirements to each major program and internal control overapplicable compliance in accordance with OMB Circular A-133?	_____	_____	_____	_____
C. Schedule of Expenditures of Federal Awards and/or State Financial Assistance (Note: The Schedule of Expenditures is the responsibility of the auditee.)				
1. Does the audit report package contain a Schedule of Expenditures of Federal Awards and/or State Financial Assistance?	_____	_____	_____	_____
2. Does the Schedule of Expenditures of Federal and/or State Awards:	_____	_____	_____	_____
(a) List individual Federal programs and/or State projects by Awarding Entity?	_____	_____	_____	_____
(b) Provide total awards expended for each individual Federal Program and the CFDA number?	_____	_____	_____	_____
(c) Provide total State Financial Assistance expended for each State Project by Catalog of State Financial Assistance (CSFA) number?	_____	_____	_____	_____
(d) Are the CFDA and CSFA numbers correct for the appropriate grants?	_____	_____	_____	_____

Review Item	Yes	No	N/A	Ref
2. Does the Schedule of Expenditures of Federal and/or State Awards: (continued)				
(e) Identify the name of the pass-through entity, total amount of Federal awards/State assistance funds provided to the entity as a subrecipient, and identify contract/grant number assigned by the pass through entity by State Project?	_____	_____	_____	_____
(f) Provide the total award/assistance transferred to subrecipients for each Federal program/State project.	_____	_____	_____	_____
(g) Notes that describe the significant accounting policies used in preparing the schedule.	_____	_____	_____	_____
(h) If ARRA funds were expended, ensure compliance with the following special conditions:				
(1) A separate identification of the expenditures for each grant award funded under ARRA on the Schedule of Expenditures of Federal Awards (SEFA); and	_____	_____	_____	_____
(2) A separate identification to each subrecipient and document at the time of subaward and at the time of disbursement of funds, the CFDA number and amount of ARRA funds.	_____	_____	_____	_____
D. Report on Compliance and on Internal Control over Financial Reporting Based on an Audit of Financial Statements Performed in Accordance with Government Auditing Standards (GAS)				
1. Does the report contain the following provisions?				
(a) A statement that the audit was conducted in accordance with generally accepted auditing standards and with applicable GAS.	_____	_____	_____	_____
(b) A statement that, as part of obtaining reasonable assurance about whether the financial statements are free of material misstatement, the auditor provisions of laws, regulations, contracts, andperformed tests of compliance with certain grants, noncompliance with which would have a direct and material effect on the determination of financial statement amounts.	_____	_____	_____	_____
(c) A statement that notes whether the results of tests disclosed instances of noncompliance or other matters, which are required to be reported under GAS and, if there are, there is a description of the instances or refers to the schedule of findings and questioned costs.	_____	_____	_____	_____

Review Item	Yes	No	N/A	Ref
1. Does the report contain the following provisions? (continued)				
(d) A statement that in planning and performing the audit, the auditor considered the auditee's internal control over financial reporting.	_____	_____	_____	_____
(e) If there is a deficiency (ies), is there a description of the deficiency (ies) or a reference to the schedule of findings and questioned costs and a statement in the report about whether the auditor believes any of the deficiencies are material weaknesses or significant deficiencies and, if so, identifies which one(s).	_____	_____	_____	_____
(f) If no deficiencies were noted, is there a statement that the auditor's consideration of the internal control over financial reporting would not necessarily disclose all deficiencies in the internal control that might be deficiencies, significant deficiencies, or material weaknesses and a statement that no material weaknesses were identified?				
(g) The manual or printed signature of the auditor's firm.	_____	_____	_____	_____
(h) The date of the report.	_____	_____	_____	_____
E. Report on Compliance with Requirements Applicable to Each Major Program and State Project and on Internal Control over Compliance in Accordance with Circular A-133 and Chapter 10.650 Rules of the Auditor General				
1. Does the audit report package contain a report on internal control and compliance related to major federal programs and/or major state projects?	_____	_____	_____	_____
2. Do these two reports contain the following elements?				
(a) A statement that the auditor has audited the compliance of the auditee with the types of compliance requirements described in the OMB Circular A-133 Compliance Supplement the requirements described in the Department of Financial Services' State Project Compliance Supplement, that are applicable to each of its major Federal programs and/or State projects.	_____	_____	_____	_____

Review Item	Yes	No	N/A	Ref
2. Do these two reports contain the following elements? (continued)				
(b) A statement that the audit was conducted in accordance with generally accepted auditing standards, applicable GAS, OMB Circular A-133, Chapter 10.650 Rules of the Auditor General, and special audit guidance provided by the Agency for Workforce Innovation.	_____	_____	_____	_____
(c) If instances of noncompliance are noted that resulted in an opinion modification, is there a reference to a description of the related findings in the accompanying schedule of findings and questioned costs, including reference number(s) of the finding(s), identification of the type(s) of compliance requirements, and the related major program(s)?	_____	_____	_____	_____
(d) An opinion (or disclaimer of opinion) on the auditee compliance whether the auditee complied, in all material respects, with the types of compliance requirements that apply to each of its major federal programs and/or state projects.	_____	_____	_____	_____
(e) If applicable, a statement that instances of noncompliance that are required to be reported in accordance with OMB Circular A-133 and/or Chapter 10.650, Rule of the Auditor General were disclosed. If so, is there a reference to the schedule of findings and questioned costs is made.	_____	_____	_____	_____
(f) A statement that in planning and performing the audit, the auditor considered the auditee's internal control over compliance with requirements that could have a direct and material effect on a major federal program and/or state project, to determine the auditing procedures for expressing an opinion on compliance and to test and report on the internal control over compliance.	_____	_____	_____	_____
(g) There a statement that the auditor's consideration of the internal control over compliance would not necessarily identify all deficiencies in internal control over compliance that might be deficiencies, significant deficiencies, or material weaknesses.	_____	_____	_____	_____

Review Item	Yes	No	N/A	Ref
2. Do these two reports contain the following elements? (continued)				
(h) If there is a significant deficiency (ies), is there a description of the deficiency (ies) or a reference to the schedule of findings and questioned costs, including the reference no. of the finding(s).	_____	_____	_____	_____
(i) If there is a deficiencies for major federal programs and/or major state projects, a statement whether the auditor believes any of the deficiencies noted are material weaknesses and, if there are, a reference to a description of the material weakness in the schedule of findings and question cost, including the reference no. of the finding(s).	_____	_____	_____	_____
(j) If there are no deficiencies, a statement that no material weaknesses were identified.	_____	_____	_____	_____
(k) The manual or printed signature of the auditor's firm.	_____	_____	_____	_____
(l) The date of the audit report.	_____	_____	_____	_____
F. Schedule Findings and Questioned Costs				
1. Does the summary of audit results includes the following elements:				
(a) Identification of the auditee's major federal programs and state projects?	_____	_____	_____	_____
(b) Dollar threshold used to distinguish between A and B programs/projects	_____	_____	_____	_____
(c) The dollar threshold to distinguish between a Type A and Type B projects is calculated correctly.	_____	_____	_____	_____
(d) If A-133 audit, whether the auditee qualified as a low-risk auditee?	_____	_____	_____	_____
(e) Does the reviewer agree with the designation of low risk? (If no, provide an explanation of circumstances that might conflict with the auditor’s classification?)	_____	_____	_____	_____

Review Item	Yes	No	N/A	Ref
2. Does the Schedule of Audit Findings and Questioned Costs include?				
(a) All of the significant deficiency and material weaknesses mentioned in the auditor's reports.	_____	_____	_____	_____
(b) The circumstances explaining why the auditor's report on compliance for major programs is other than an unqualified opinion, unless reported elsewhere.	_____	_____	_____	_____
(c) Findings are presented in sufficient detail to properly understand the Condition, Criteria, Cause, and Effect.	_____	_____	_____	_____
(d) Findings affecting Federal awards contain specific Federal award identification, including the Catalog of Federal Domestic Assistance (CFDA) title and number, Federal award number and year, name of Federal agency and name of applicable pass-through entity or other information that best describe the Federal award.	_____	_____	_____	_____
(e) The same information is present for findings that affect State Projects/State Financial Assistance.	_____	_____	_____	_____
(f) How questioned costs were computed.	_____	_____	_____	_____
(g) Information sufficient to provide proper perspective for judging the prevalence and consequences of the audit findings, such as whether the findings represent an isolated instance or a systemic problem? Where appropriate, the findings identify universe and the number of cases examined and are quantified in terms of dollar value.	_____	_____	_____	_____
3. If the reviewer is aware of any reportable instances of noncompliance or internal control reportable conditions, were these instances disclosed (if disclosed in Management Letter, consider if this is sufficient)?	_____	_____	_____	_____
G. Corrective Action Plan				
1. Has the auditee prepared a corrective action plan (CAP) to address each audit finding?	_____	_____	_____	_____
2. Does the CAP provide details of the corrective actions, including the anticipated completion dates?	_____	_____	_____	_____

Review Item	Yes	No	N/A	Ref
3. If the auditee disagrees with an audit finding or sufficient explanation and reason?	_____	_____	_____	_____
H. Summary Schedule of Prior Audit Findings				
1. Does the Summary Schedule of Prior Audit Findings (SSPAF) report the status of all findings (This should include those findings from the prior year's SSPAF that were not reported as corrected plus the findings reported in the prior year's report)? Include a copy of PY Management Decision.	_____	_____	_____	_____
2. Are any of the SSPAF repeated in the current years' audit report? If yes, have actions been taken to resolve the finding(s)?	_____	_____	_____	_____
I. Management Letter				
1. In regards to the federal single audit, does the GAS report or the Schedule of Findings and Questioned Costs indicate the existence of a separate management letter? (If yes, obtain a copy if not provided. Also, conduct a resolution of the issues included.)	_____	_____	_____	_____
2. In regards to the Florida Single Audit, is there a management letter as defined in Auditor General Rule 10.654(1) General Rule 10.654(1)(e), and, if applicable, a written statement of explanation or rebuttal concerning the deficiencies cited in the management letter (see AG Rule 10.656(3)(e))?	_____	_____	_____	_____
NOTE: If a management letter is not presented because there are no items related to State financial assistance required to be reported in the management letter, this should be stated in the Schedule of Findings and Questioned Costs.				
3. If a management letter was not provided and the Schedule of Findings and Questioned Costs does not state "there were no items related to the federal awards and/or state financial assistance required to be reported in the management letter", confirm whether a management letter was issued. (Obtain a copy of the management letter if one was issued.)	_____	_____	_____	_____

Review Item	Yes	No	N/A	Ref
4. If a management letter was issued, has a resolution been conducted?	_____	_____	_____	_____
J. Other Issues				
1. Are there any uncorrected issues in the Summary Schedule of Prior Audit Findings (SSPAF) that were not repeated as a current year findings? If yes, should these issues be included in the Management Decision?	_____	_____	_____	_____
2. Did the auditor include a statement in the audit report confirming whether the RWB reconciled its financial records to the One Stop Management Information System (OSMIS) in a timely and satisfactory manner or the ELC reconciled its financial records to the statewide School Readiness data and reporting system?	_____	_____	_____	_____
3. If capital improvements (such as leasehold improvements) or building purchases were made, was prior approval received in accordance with OMB Circulars and AWI policy statements (In addition to property assets, check long-term debt.)?	_____	_____	_____	_____
4. If the subrecipient has paid in advance for services that did not benefit the grant period from which the payment was made, did the subrecipient follow AWI policy regarding advance payments, such as rent?	_____	_____	_____	_____
5. If there is an account for Deferred Revenue, is it within reasonable amounts (include in the comments section how the reviewer determined/calculated reasonableness)?	_____	_____	_____	_____
6. Do cash or other liquid assets seem reasonable and not excessive?	_____	_____	_____	_____
(a) Follow-up on any net assets $500,000 or more.	_____	_____	_____	_____

Review Item	Yes	No	N/A	Ref
7. If applicable, has the Report of Open Projects been reviewed to determine if any of the projects relate to this entity? If so, has the assignee of the project been contacted and a determination made by the reviewer and management whether the project issue(s) should be considered in the issuance of the management decision?	_____	_____	_____	_____
8. Are there disallowed costs (the reviewer must attempt to resolve all disallowed costs)?	_____	_____	_____	_____
(a) If the audit report is one of an Early Learning Coalition with disallowed costs then copy the appropriate employee in OEL on the management decision.	_____	_____	_____	_____
(b) If a Florida Single Audit Act was performed, were other State departments or agencies affected by the disallowed costs? This determination should be made by reviewing the Schedule of Expenditures of State of Financial Assistance and finding.	_____	_____	_____	_____
(c) If a Florida Single Audit Act was performed, is Tampa Bay Workforce Alliance the Coordinating Agency? "Coordinating provides the predominant amount of state financial assistance expended by a recipient, as determined by the recipient's Schedule of Expenditures of State Financial Assistance. To provide continuity, the determination of the predominant amount of state financial assistance shall be based upon state financial assistance expended in the recipient's fiscal years ending in 2009, and 2012, and every third year thereafter.	_____	_____	_____	_____
(d) If Tampa Bay Workforce Alliance is the Coordinating Agency and other State departments or agencies were affected by the disallowed costs, have the departments or agencies been contacted (Reference the documentation that supports the contact)?	_____	_____	_____	_____
(e) For unresolved disallowed costs, has the appeal process been included in the management letter?	_____	_____	_____	_____

Review Item	Yes	No	N/A	Ref
10. Is there a separate related party transaction note included in the notes to the financial statements?	_____	_____	_____	_____
(a) If there is a related party transaction note, does it explain the type of transactions/contracts between the entity and related parties?	_____	_____	_____	_____
(b) Did the reviewer inquire about the transactions/contracts and obtain an understanding of the transactions/contracts?	_____	_____	_____	_____
(c) Were the transactions/contracts reasonable, i.e. School board and/or college are statutorily required to be on the board; and therefore, not considered a nonissue, per. F.S 411.10(5)(a)6. - Early Learning Coalitions Boards and per. F.S. 445.007 (1) - Regional Workforce Boards?	_____	_____	_____	_____

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Financial Closeout Procedures

I. Purpose

The purpose of this procedure is to document and provide guidance to Subrecipients and WorkNet Pinellas staff on the required process to close out contracts at the expiration or termination date.

II. Policy

A. Subcontractors shall complete and submit a Financial Closeout for each contract on or before thirty (30) calendar days after the contract expires, or upon termination of the contract. For example, if the contract expires June 30, the Financial Closeout will be due to WorkNet Pinellas on or before July 30.

B. The Final Contract Invoice shall be submitted with the Financial Closeout. All costs included with a late Financial Closeout shall be disallowed.

C. If the Subrecipient's Final Expenditure Report indicates that payments were made to the Subrecipient in excess of the actual costs of providing contracted services, the Subrecipient shall refund the difference to the WorkNet Pinellas, forthwith. If the Subrecipient does not repay the difference within thirty (30) calendar days following WorkNet Pinellas's, notification of overpayment, WorkNet Pinellas, will charge the Contractor the lawful rate of interest on the outstanding amount.

D. The following required Financial Closeout documents shall be submitted by the Subrecipient:

1. Final Expenditure Report (Enclosure 1)
2. Final Contract Invoice (Exhibit I of the Contract)

E. Upon the request of the Subrecipient, WorkNet Pinellas Finance Director will provide technical assistance on completing the Financial Closeout.

III. Procedure

A. Salaries /Wages

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

Staff persons may be paid for unused vacation time once they are terminated from the program. This payment shall be charged to staff salaries unless such payment, when added to the total salary, is such that it exceeds the maximum salary established in the operating budget.

B. Insurance

The Subrecipient shall keep in force all insurance policies, which are applicable to their program(s). If premium refunds are due to the Subrecipient, the Subrecipient shall request that the premium be returned with a credit invoice from the insurance company showing the adjustment. Any refunds received by the Subrecipient shall be returned to WorkNet Pinellas.

C. Professional Service, Sub-Contract & Rental Agreements

The Subrecipient shall cancel all of the following services, which will not be applicable to any future contract with WorkNet Pinellas:

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

D. Completion of Financial Closeout

1. **Final Expenditure Report (Enclosure 1)**:
   The Subrecipient shall submit an actual expenditure report within thirty (30) days following the end of the contract. This report shall reflect:

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

2. **Final Contract Invoice (Exhibit I of the Contract)**:
   The Final Contract Invoice shall reflect only those allowable expenses incurred and paid by the Subrecipient for which no prior reimbursement has been received. Upon satisfactory review and approval of the Final Contract Invoice and the required supporting documentation, WorkNet Pinellas shall make payment to the Subrecipient.

E. WorkNet Pinellas Accountant Responsibility

The WorkNet Pinellas Finance Director will provide technical assistance to complete the Financial Closeout upon request.

The WorkNet Pinellas, Finance Director will perform the following functions:

1. Verify that all required enclosures are completed, signed and dated.
2. Audit final payment request and update the financial record accordingly.
3. Verify Subrecipient's total expenditure against the financial record.

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Enclosure 1

FINAL EXPENDITURE REPORT

Subrecipient Name:		**Prepared By:**	
Program Name:		**Index Code:**	

CUMMULATIVE PROGRAM EXPENDITURES

Year to Date Expenditures Approved by WorkNet Pinellas,(from Reimbursement Requests)	$ -
Expenditures per Final Contract Invoice	$ -
Purchases made by WorkNet Pinellas on behalf of the Subrecipient	$ -
Less: Year to Date Late Invoicing Amount	$ -
Total Expenditures	$ -

CUMMULATIVE REIMBURSEMENTS

Year to Date Cash Payments Received from WorkNet Pinellas	$ -
Purchases made by WorkNet Pinellas on behalf of the Subrecipient	$ -
Total Reimbursements	$ -
BALANCE DUE TO / FROM SUBRECIPIENT	$ -

Pursuant to the terms of the Contractual Agreement between the Subrecipient listed above and WorkNet Pinellas., and in consideration of the total amounts paid to the Subrecipient, which equals $_____ the Subrecipient does remise, release, and discharge WorkNet Pinellas, its officers, agents, and employees, of and from all liabilities, obligations, claims, and demands whatsoever under or arising from the Contractual Agreement.

_____ _____

Name of Official Who Signed the Contract/Date Signature of Official Who Signed the Contract/Date

Program Monitoring Tool

Monitoring resources:

- EFM: Employ Florida Marketplace
- OSST: One-Stop Service Tracking
- TEGL: Training and Employment Guidance Letters
- Final guidance
- NFA: Notice of Grant Award/Funding Availability
- Grant agreement
- DEO Programmatic Monitoring Report
- Previous program monitoring report

Scheduling: The monitoring schedule is based upon the Board's fiscal year. The major programs (WIA, WT, SNAP) are monitored twice a year and the remaining programs/projects are monitored once a year unless findings are noted. Additional monitoring's are conducted, as needed

Obtaining Samples: Methods for obtaining a sample vary based upon the monitoring being performed (systems used, etc.). For EFM based cases, use candidate name and user name. For OSST based samples, use candidate name and case number. Under no circumstances are Social Security numbers to be transmitted through email, fax, etc.

Monitoring – 1st Round: The initial round of monitoring will be conducted during the first half of the fiscal year. When monitoring is due, the program monitoring will obtain required quantities of sample cases. The program monitor shall perform monitoring on the entire supplied samples; document findings, systemic issues, and/or observations. A draft of the monitoring reports is provided to the Finance Director for initial review and then to the Chief Financial Officer for final approval. After approval, the report is forwarded to the applicable individual (Director of Customer Service, Director of Business Services, Programs Director, Projects Director, etc.) to coordinate corrective actions responsibility/implementation (when applicable). File retention: The program monitor will create a folder identifying the monitoring being performed. This folder shall contain data as follows: 1) Complete Samples set list 2) Applicable tool with (100%) samples populated 3) Monitoring Report 4) Corrective Action Plan, if applicable

Monitoring – 2nd Round: A second round of monitoring will be conducted for the major programs and programs/projects with findings/systemic issues during the latter half of the fiscal year.

Corrective/Preventative Action Plan (CAPA)– A CAPA will be issued for each finding, systemic issue and observation. Upon receipt of the Monitoring Report and if corrective action is deemed necessary a corrective and preventive action (CAPA) form will be submitted for review by TBWA Internal Auditor. The applicable individual (Director of Customer Service, Director of Business Services, Programs Director, Projects Director, etc.) is responsible for implementing corrective actions and will notify the program monitor. The CAPA and additional support, if requested by the program monitor, is due within 10 business days of receipt of the monitoring report.

The program monitor will validate the corrective action has been implemented during the 2nd round of monitoring. If the 2nd round of monitoring identifies repetition of original issues, or identifies new issues resulting from corrective actions taken; the Director of Finance is notified for further direction.

One Stop Committee: The One-Stop Committee will be provided the monitoring schedule and will be informed of all monitoring reviews and outcomes.

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Administrative

Approval of Training Vendors

WORKNET PINELLAS
PROGRAM DIRECTIVES

BUSINESS & ECONOMIC DEVELOPMENT COMMITTEE
14.0510

PROCUREMENT, APPROVAL AND MAINTENANCE OF TRAINING VENDORS AND PROGRAMS

I. Purpose & Application:

To establish a process for the procurement, approval and maintenance of educational institutions for the provision of Occupational Skills Training Programs for Targeted Occupations available to customers enrolled in Workforce Investment Act & TANF programs managed by WorkNet Pinellas. This directive will serve as guidance for WorkNet Pinellas Administrative and Program staff, Board members, Partners, Training Vendors and Service Providers.

II. Background:

Pursuant to the 1998 Workforce Investment Act (WIA), section 134(d)(4)(D): Title I adult and dislocated worker training services must be acquired through the use of Individual Training Accounts, hereinafter referred to as "Individual Training Accounts" (ITA). ITA's can be used to access training from eligible training Providers who have been approved by the Board of Directors. Those providers that do not meet the above criteria can be utilized based on approval by the President & CEO or designee.

The Board of WorkNet Pinellas is responsible for approving providers of occupational skills training services and related training programs for the region's targeted occupations. The Board wishes to define a process for application, contracting, and maintaining a list of training providers that is consistent and impartial.

An "Eligible Training Vendors and Programs and Approved Course List" list for Region 14 will be maintained and updated throughout the program year. This list will be made available to customers and staff in the WorkNet Pinellas One Stop Centers and on-line at http://www.worknetpinellas.org

The Board reserves the right to withhold approval on any program applications deemed incomplete, or on programs considered unsuccessful based on cost, reported completion and outcome rates.

The Board reserves the right to allow the CEO & President or designee the right to suspend enrollment and/or terminate any relationship with an approved training institution based on failure to comply with the terms and conditions provided within this policy and/or training provider agreement. Suspension of enrollment may also be based on programs considered unsuccessful due to a significant number of students obtaining employment outside of the field of study and/or completion/outcome rates. This information will be presented to the Business & Economic Development Committee or the WorkNet Executive committee for final determination and action.

III. Directive:

1) In order for a training vendor to be determined eligible to provide training in targeted occupations it will first be established that the organization meets USDOL Employment and Training Administration's (ETA) definition of an organization recognized to issue educational credentials and certifications:
   a. A state educational agency or a state agency responsible for administering vocational and technical education within a state.
   b. An institution of higher education described in Section 102 of the Higher Education Act (20 USC 1002) that is qualified to participate in the student financial assistance programs authorized by Title IV of that Act. This includes community colleges, proprietary schools, and all other institutions of higher education that are eligible to participate in federal student financial aid programs.
   c. A professional, industry, or employer organization
   d. A registered apprenticeship program.
   e. A public regulatory agency, upon an individual's fulfillment of educational, work experience, or skill requirements that are legally necessary for an individual to use an occupational or professional title or to practice an occupation or profession.
   f. A program that has been approved by the Department of Veterans Affairs to offer education benefits to veterans and other eligible persons.
   g. Job Corps centers that issue certificates.
   h. Institutions of higher education which is formally controlled, or has been formally sanctioned, or chartered, by the governing body of an Indian tribe or tribes.
   i. A private educational institution licensed by the Florida Department of Education, Commission for Independent Education. Provider must have a current license and license must be for the approved regional campus.

2) Other requirements will also include:
   a. The provider shall not subcontract the delivery of the training and shall be directly responsible for provision of training.
   b. Unless approved, provider will not approach customers within any WorkNet Pinellas facility to solicit enrollment. Should unapproved solicitation occur, approved vendor status will be immediately revoked and enrollment suspended.
   c. The provider shall not be debarred or suspended as a training provider thru education programs offered by the U.S. Department of Veterans Affairs
   d. Be in business in the State of Florida for at least two years
   e. Propose only programs that are (1) on the regional targeted occupations list, (and (2) allow the issuance of credentials upon training completion (certificate, degree, diploma)
   f. Post all program costs on the institutional website for public view. These costs must clearly define tuition, fees and other associated costs.
   g. Be able to demonstrate fiscal solvency;
   h. Submit a training vendor application which is complete and accurate with all required attachments; and,
   i. Allow a site visit prior to final approval and meet ADA requirements
   j. Understand that WorkNet Pinellas does not cover the cost of long term degree programs.
   k. The price charged to WorkNet by the provider shall not be more than that charged to the general public or any other workforce region in Florida.

l. Unless requested, approved educational institutions will not create programs that target WorkNet Pinellas program participants.
m. Agree that all WorkNet Pinellas participants will be afforded the same information on financial aid options, scholarship opportunities and educational/tuition discounts.
n. Provide Pell Program Codes if applicable
o. Upon demand, supply program completion and placement rates.

3) For Continued Eligibility, Training Vendors must:
   a. Assist WorkNet in the verification of employment within 180 days from the end of training for enrolled students receiving funding from WorkNet Pinellas. Each program will maintain an 80% rate of employment for all students that received WorkNet funding assistance. This rate will be inclusive of those that did not complete training. Under this requirement both full and part time employment and employment outside the field of training will be considered as a positive outcome.
   b. Report out of state employment of students to WorkNet Pinellas.
   c. Understand that employment of students will be reviewed and analyzed by WorkNet to determine if gainful employment within the chosen field of study/program is occurring. Programs with an institution that are identified as being unsuccessful in resulting in employment within the defined occupation/industry will be subject to enrollment suspension.
   d. Maintain all required licensing standards and inform WorkNet within 7 business days of any changes.
   e. Remain in good standing with the requirements outlined in the Training Provider Agreement.
   f. Continue to supply student-based information to FETPIP, if required.
   g. Update training vendor renewal application and agreement annually.
   h. Post all program costs on the institutional website for public view. These costs must clearly define tuition, fees and other associated costs.
   i. Costs to WorkNet program participants will not vary from costs charged to any other student population.
   j. Unless requested, approved educational institutions will not create programs that target WorkNet Pinellas program participants.
   k. Upon demand, supply program completion and placement rates.
   l. Respond to renewal applications annually. A specific due date for completed applications will be included, and applications received after that due date will not be considered. The institution will be immediately suspended from the approved list by administrative staff and this information brought to the committee for review and formal action.

4) Addition of New Programs/Agreement Modifications:
   a. Submit complete course description and new fee schedule
   b. Submit a copy of license that includes the course or program being added.

5) Enrollments and Revenues:

   1. WorkNet will utilize the regional Target Occupations List to determine the number of students that will be enrolled within any specific program. This number will not exceed 25% of the listed annual openings for the region in each occupation. This

number can be modified by the President and & CEO based on industry/employer demand.

2. The provider shall maintain a 51% non-WorkNet Pinellas general public enrollment for each approved program. No more than 49% of the Providers revenues as a whole shall be received from WorkNet. Provider's compliance with either the enrollment or revenue requirement stated shall be evidenced by:

a. A written letter from a licensed Certified Public Accountant (CPA) firm stating that at the conclusion of the contract term June 30 the provider maintained a 51% non-WorkNet general public enrollment for each approved program; or
b. No more than 49% of the provider's revenue as a whole was received from WorkNet during the contract term.
c. In Lieu of the CPA firm letter, subject to the approval and at the sole discretion of the President/CEO of WorkNet. Provider may submit the Providers certified audit prepared and signed by a CPA firm Providers tax return prepared and signed by a CPA firm that clearly states the Provider met the 49% revenue requirement stated herein at the conclusion of the contract term June 30.
d. The CPA firm letter or certified audit or tax return shall be submitted to WorkNet no later than 90 days after the contract expiration or September 30. During the contract term WorkNet will verify compliance of the enrollment requirement through on site monitoring. Monitoring may include, but is not limited to, observation of classes, observation of attendance supported by the Providers documentation where applicable and Providers student files.

6) Program Cancelations

In the event a program or class is canceled the Provider shall notify WorkNet two weeks in advance of the date the program will no longer be available.

7) Training Vendor List:

a. Upon receipt of the annual "Preliminary Targeted Occupations" list for Region 14 provided by the Department of Economic Opportunity, WorkNet will disseminate the list to public educational institutions and interested private institutions, to solicit and receive comments as to possible additions or deletions using a prescribed format.
b. Actions related to the occupational list will be presented to the Business and Economic Development committee as an information item.

AUTHORITY:
Committee: Business & Economic Development Committee
Modified: 5/16/12
Legal Reference: 29 CFR 97.23
Approved: Business & Economic Development Committee 5/18/11, Approved: 6/15/11WorkNet Pinellas Board of Directors 6/20/12

Standard Operating Procedures

Business Services

Business

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Standard Operating Procedures

Title: Completing a Job Order

Date: November 2007, reviewed Aug 2012

To: All Worknet Pinellas Program Staff Members

Applicability:

- All staff involved in the delivery of labor exchange services to the employer customer.
    - Lead Recruiters
    - Veteran Representatives
    - Recruiters

Synopsis:

This Procedure provides a standard process for taking a complete job order.

Procedures:

Job orders are structured records of employer requirements for filling vacant positions with qualified candidates.

The taking of a complete job order is a crucial element in the basic labor exchange function. Taking a complete job order means ensuring potential candidates can understand the requirements and it contains sufficient detail to enable appropriate candidate sourcing/referral. A complete job order also means it is internally consistent and free of errors. A complete job order expedites the entire basic labor exchange process and ensures certainty of the employer's hiring need, allowing WorkNet to refer qualified candidates for the employer's consideration.

Centralized Recruitment Staff are responsible for placing job orders into WorkNet's system according to established policy and procedure. Centralized Recruitment Staff will contact the employer and thank them for choosing WorkNet, let them know their job order is "live" in our system. In those instances when a received job order does not contain sufficient detail, the Centralized Recruitment Staff ensure missing or incomplete information is obtained, including information regarding the hiring process. In seeking information regarding the hiring process, the recruiter shall probe the employer on interviewing, background checks and drug screening. A high degree of specificity is required to establish a clear understanding of the hiring process. We should know how many interviews will occur before a job offer is made. Does a projected hiring date exist? Tomorrow? In two weeks? A month? We should also know what the background check entails. Is it a criminal check or a credit check or both? If criminal, does it check local, state or on a federal basis? Does a finding in one's background automatically disqualify a candidate from consideration? Same considerations need to be made for Drug Free Work Place. Is a drug test mandatory? Do they have random testing for employees?

Information obtained regarding the employer's hiring process, environment, etc. shall be documented on the Job Order notes screen or the job order summary as is appropriate.

The job order must contain the qualifications and specific hiring requirements a worker must have to perform the duties of the position, information regarding pay, benefits and hours, and the referral instructions.

Centralized Recruitment Staff will advise the employer of the name of their assigned Lead Recruiter and let them know that they will receive a phone call within 24 hours.

Centralized Recruitment Staff will email the assigned Lead Recruiter the Job Order number and employer contact information.

Standard Operating Procedures

Title: Employer Contacts

Date: August 2012

To: All Worknet Pinellas Program Staff Members

Applicability:

- All staff involved in the delivery of labor exchange services to the job seeker customer.
  - Account Managers
  - Veteran's staff
  - Senior Management

Synopsis:

This Procedure provides a standard process for performing and annotating Employer Contacts. The purpose is to ensure that Employer Contacts are processed and annotated in accordance with Federal regulations. All screens referenced in this SOP are related to the Employ Florida Marketplace (EFM) system.

Procedures:

Employer Visits Definitions

- An employer visit should be reported when staff visits an employer at its place of business to promote the services provided by the one-stop centers.

- Employer visits should not be reported when a visit is made to drop off or pick up applications or just to follow up on a job order.

- Contacts and visits must be coordinated with Business Services' and Veterans' staff to facilitate the delivery of services and eliminate duplication and redundancy.

- Care should be given to target new and expanding businesses in an effort to effectively serve the employer customer population and improve employer penetration and market share

Recording an Employer Visit

- Select Manage Employer from the EFM menu.
- Select Assist an Employer.
- Using the Search Screen locate the Employer in Question.
- Select the Employer so that you are "Currently Managing"
- Click on "Activities" under the Case Management folder

- Click on Service Plan
- Click on the Add Services link
- Select E01 On-Site Visit from the Service Type drop-down menu.
- Enter an appropriate description in the Notes Field of the nature and scope of the visit.
- Click on “Save” at the bottom of the screen

Standard Operating Procedures

Title: Employer Entrance into the One-Stop System

Date: November 2007, reviewed Aug 2012

To: All Worknet Pinellas Program Staff Members

Applicability:

- All staff involved in the delivery of labor exchange services to the employer customer.
    - Lead Recruiters

Synopsis:

This Procedure provides a standard process for engaging all employers entering the One Stop system while also monitoring the follow-up activity of lead recruiters and vet reps to ensure customer satisfaction.

Procedures:

Employers entering the One Stop system will be acknowledged by Lead Recruiters who shall provide an orientation which covers the full spectrum of services and activities provided by Business Services including Talent Acquisition Solutions and the job order follow up process. The Lead Recruiters will be in contact within 24 business hours of a job order being posted. Lead Recruiters will set expectations and further explain WorkNet's sincere interest in providing superior customer service and advise the employer of the Customer Satisfaction Survey and the fact "We Want A 10!" Lead Recruiters will also advise the employer they will be checking back with them within 14 days to determine the level of service provided. During this contact, lead recruiters will discern the employer's satisfaction with services received and provide clarification as needed or attempt to rectify any problems the employer has encountered. Any complaints will require the lead Recruiter to devise a "game plan" designed to rectify the employer's concern.

All activity shall be fully documented in EFM. The Acknowledgement Call will be identified as AC in the subject line of the new Employers Registration under Case Management Case Notes. 14F will be used to identify the Lead Recruiters follow-up call made within 14 business days of the first contact.

Standard Operating Procedures

Title: Employer Registration

Date: November 2007, reviewed Aug 2012

To: All Worknet Pinellas Program Staff Members

Applicability:

- All staff involved in the delivery of labor exchange services to the employer customer.
    - Lead Recruiters
    - Veteran Representatives
    - Recruiters

Synopsis:

This Procedure provides a standard process for ensuring a single employer registration.

Procedures:

To ensure each new employer registration is captured, Centralized Recruitment staff will begin their day by doing a search of the previous days new employer registrations. This activity, along with EFM alerts, will ensure the identification of each new employer entering the One Stop system. In those instances where the employer is already registered in EFM, a new registration will not be accepted. It is the Centralized Recruitment staff's responsibility to ensure multiple registrations are not activated by taking the following steps:

1. Search EFM for duplicate registrations before enabling a new employer account.
2. If a duplicate account is discovered, the employer will be contacted and advised they are already registered. The employer will be given their User ID and password of the previous registration for access into the system
3. Document an AC and provide a note stating "Advise employer of duplicate registration. Duplicate merged into previously existing registration".
4. Merge duplicate into previously existing registration.

Standard Operating Procedures

Title: Job Development

Date: August 2012

To: All Worknet Pinellas Program Staff Members

Applicability:

- All staff involved in the delivery of labor exchange services to the job seeker customer.
  - Recruiters
  - Account Managers
  - Direct Placement Specialists
  - Veteran's staff
  - Senior Management

Synopsis:

This Procedure provides a standard process for providing job development (JD) services, posting, closing and placing a job development job order. The purpose is to ensure that job developments are processed and annotated in accordance with Federal regulations. All screens referenced in this SOP are related to the Employ Florida Marketplace (EFM) system.

Procedures:

Job Development Definitions

- According to the Code of Federal Regulations at Title 20 Part 651.10, job development means the process of securing a job interview with a public or private employer for a specific job seeker for whom the One-Stop Center has no suitable opening on file

- Specific job seeker means that the job seeker is at your desk or on the phone with you and there is no suitable job referral you can send the person out on. You know a company that has hired people with this job seeker's skills in the past, or get that information from FRED, or even read the newspaper want ads and see that "ABC" is hiring.
- Securing an interview with an employer means that a staff person actually speaks with a hiring authority at a business and is told that the employer would see that job seeker.

Recording a Job Development

- On the "Add Services" Screen, the job development should be inputted as a "Job Development Contact(s) (123)" and the name of the company should be typed in the Notes Screen of the Add Services Screen.
- If staff later learn that a job seeker was hired on a job to which a job development contact was made, staff should write a job order and take placement credit.

- View services in the EFM reporting system to ensure that the job development referral was entered timely and properly documented in the "Applicant Service Screen". Once a match is determined, a job order should be written

Recording a Job Development Hire

- Enter a job order per the standard Job Order Writing Process with the exception of the following:
    - Enter "1" in the "OPENINGS" field
    - Enter "1" in the "REFERRALS" field
    - In the summary section of the job order, write "job development hire" only.
    - Choose Job Development in the drop down under Job Development/Mandatory Listing
- Refer the Job Seeker to the Job Order
- Post the Job Referral as "Hired"
- Enter the verifying date and source on the job order Referral Notes Screen, IE: "09/09/06 -Verified by Peg Smith, Personnel Manager", or "09/09/06 Verified by jobseeker".

Standard Operating Procedures

Title: Job Order Follow-Up

Date: August 2012

To: All Worknet Pinellas Program Staff Members

Applicability:

- All staff involved in the development of job orders, business expansion or public relations as related to WorkNet Pinellas, including but not limited to:
  - Recruiters
  - Account Managers
  - Veteran's staff
  - Senior Management

Synopsis:

This Procedure provides a standard process for follow up activity on internal job orders. All screens referenced in this SOP are related to the Employ Florida Marketplace (EFM) system.

Procedures:

Performance Impact: Timely and effective "Follow-Up" is an important strategy for achieving WorkNet's Performance Standards. The Entered Employment Rate, Entered Employment Wage Rate, New Hire Involvement Rate, Job Openings Filled and Customer Satisfaction can all be positively impacted by a methodical approach to initially contacting employers and performing ongoing contact. Recruiters/ VETS shall review new job orders daily.

Policy Requirement: It is a policy requirement to follow-up on all job orders. "Follow-Up" consists of three phases:

- Initial Contact (within 24 business hours of job posting)
- First Follow-Up (within 10 business days of Initial Contact)
- Ongoing Follow-Up (contact which occurs on a monthly basis)

Initial Contact: The purpose of the initial contact is threefold:

1. First, is customer service. Thank the employer for choosing WorkNet, let them know their job order is "live" in our system and we will be sourcing candidates for their consideration.

2. Second, this contact provides the opportunity to ensure missing or incomplete information is obtained, including information regarding the hiring process. In seeking information regarding the hiring process, the recruiter shall probe the employer on interviewing, background checks and drug

screening. A high degree of specificity is required to establish a clear understanding of the hiring process. We should know how many interviews will occur before a job offer is made. Does a projected hiring date exist? Tomorrow? In two weeks? A month? We should also know what the background check entails. Is it a criminal check or a credit check or both? If criminal, does it check local, state or on a federal basis? Does a finding in one's background automatically disqualify a candidate from consideration? Same considerations need to be made for Drug Free Work Place. Is a drug test mandatory? Do they have random testing for employees? Information obtained regarding the employer's hiring process, environment, etc. shall be documented on the Job Order notes screen or the job order summary as is appropriate.

3. Third, the initial contact provides the opportunity to set employer expectations. Let the employer know you will be in further contact with them to verify any placements. Take this opportunity to explain how vital verification information is to WorkNet, that it is how we measure our return on investment and that you will be contacting the employer to obtain this important information. Also, utilize this time to make the employer aware of WorkNet's Talent Acquisition Solutions.

4. Upon completion of the initial call to the employer, schedule the "First Follow-Up" 10 business days out from that date unless an otherwise agreed upon time frame has been established. Proper documentation must be entered into the job order notes screen which, substantiates the new agreement. "Ongoing Follow-Up" shall occur on a monthly basis with any deviation being fully documented as well . Each of the three Follow-Up phases shall be documented beginning with the name of the phase.

First Follow-Up:
The purpose of the "First Follow-Up" contact is to discern the current status of the job order and determine if any WorkNet referrals were hired. If a WorkNet referral was hired, thank the employer for using WorkNet and obtain and document the necessary placement information including the start work date and the name/title of the individual verifying the placement. Also, verify the wage rate and inquire as to any other staffing needs, either current or planned. Verifying the wage at placement is an important consideration as the wage may be higher than the wage rate listed on the job order. Obtaining and documenting such information is one way WorkNet can raise its Entered Employment Wage Rate.

If the employer indicates the position is still open and WorkNet has made referrals, ask probing questions of the employer in an attempt to learn more about what the employer is looking for in an employee. Read the job description to the employer and inquire if there is something else we should be adding or looking for in a candidate. Also, ask if there's a requirement the employer feels can be reduced or eliminated as that may provide the opportunity for additional referrals.

Contact with the employer is also critical when there have been no referrals. Employer contact assuring your customer you are attempting to source candidates for their opening but simply have not found appropriate individuals is a sound customer service strategy. It is important for the employer to know you are concerned about their business and actively working their job order. When there is no contact, and no referrals, the employer is left to think WorkNet does not care about their business and has not worked their job order. Do not leave an employer with that impression.

Ongoing Follow-Up: Job orders that remain open beyond the "First Follow-Up" need "On-Going Follow-Up" which is defined as monthly contact. Again, any deviation from required monthly contact shall be fully documented in the job order notes screen. If you have multiple job orders for an employer account, it is acceptable to document the monthly contact in the Employer's Case Management Case Notes section as you will be verifying the status of all open job orders and all referrals at the same time.

Standard Operating Procedures

Title: Job Order Listing

Date: November 2007, reviewed Aug 2012

To: All Worknet Pinellas Program Staff Members

Applicability:

- All staff involved in the delivery of labor exchange services to the customer.
  - Lead Recruiters
  - Veteran Representatives
  - Recruiters

Synopsis:

This Procedure provides for a priority of service given limited resources and self-service nature of EFM.

Procedures:

Utilize the States self-service model and set criteria for assisted services.

- Step 1: Identify all new job postings and review and validate the information listed on Employ Florida Market Place.

- Step 2: Contact all employers listing jobs and inform them of the level of service associated with their job posting.

- Step 3: For all job postings below $12.00 per hour employers will be informed of the available self-service opportunities within EFM as well as other opportunities including WorkNet's Talent Acquisition Solutions.

- Step 4: For all job postings $12.00 or above employers will also be informed of the available self-service opportunities within EFM and those services available through WorkNet's Talent Acquisition Solutions. These employers will also be eligible for assisted recruiting services. Preferred employers (as determined by the administrative office) will receive these services regardless of the job posting wage.

Standard Operating Procedures

Title: Job Order Wage at Placement

Date: August 2012

To: All Worknet Pinellas Program Staff Members

Applicability:

- All staff involved in the development of job orders, business expansion or public relations as related to WorkNet Pinellas, including but not limited to:
  - Recruiters
  - Account Managers
  - Veteran's staff
  - Senior Management

Synopsis:

This Procedure provides a standard process for entering wage data at placement on job orders. All screens referenced in this SOP are related to the Employ Florida Marketplace (EFM) system.

Procedures:

Calculation

- The average WP hourly wage rate at placement is based on the hourly sum of all job order placements divided by the total job orders filled.
- The wage rate is collected from the "minimum wage" field only.

Wage Entry

- Before "posting" a placement out on a job order the WorkNet Associate must attempt to collect an accurate starting wage rate from the verification source.
- The minimum wage field must be changed to reflect the "actual starting wage" before annotating the job placement.
- In the event that the job is solely based on commission, every effort should be made to secure a best approximate earning potential from the verification source. Additional notes justifying the wage rate must be documented on the Job Order note screen.
- In the event that the verification source cannot or is unwilling to estimate earnings, the minimum wage rate field should be entered with zeros. A note justifying the zero wage rate must be documented on the Job Order note screen.

Standard Operating Procedures

Title: Posting, Closing and Filling Job Orders

Date: November 2007, reviewed Aug 2012

To: All Worknet Pinellas Program Staff Members

Applicability:

- All staff involved in the delivery of labor exchange services to the customer.
  - Lead Recruiters
  - Veteran Representatives
  - Recruiters

Synopsis:

This Procedure provides a standard process for posting, closing or placing a job order on hold. The purpose is to ensure that job orders are maintained in an efficient manner. All screens referenced in this SOP are related to the Employ Florida Marketplace (EFM) system.

Procedures:

Posting

- Filling a job order refers to the placement or hiring of an individual who was referred by WorkNet Pinellas.
- Individuals who are hired by the employer shall be coded as "Hired" on the Applicant Information Screen of the specific job order. When a hire is entered into the W-P Reporting System (EFM), the job order Notes Screen must be documented with (1)the date the job seeker started work, (2)the source of verification and (3)his/her position when applicable, i.e., Started work 12/12/08 as verified by M. Zaylor, Personnel Manager. Placements can be verified with the Job Seeker in the same format, but it is not the preferred method. This note will also be accessible from the master Employer Account page. Placements cannot be posted until the job seeker actually starts work.
- Staff is encouraged to first review the Internal Job Referrals for the potentially "placed" job seeker under Managing Individuals/Activities before posting a Hire for that job seeker on a specific Job Order. Reviewing this screen first, will remove the potential for posting placements for the same job seeker with the same employer more than once. If preferred the placement can be posted directly from that screen (rather than the Applicant Information Screen), but the Job Order Note Screen must still be documented as above.
- Individuals who refuse a job with the employer shall be coded as "Applicant Refused Job" on the Applicant Information Screen of the specific job order.
- Individuals who do not report to work after being "hired" shall be coded as "Other" on the Applicant Information Screen of the specific job order. The specific Referral Note Screen and the Job Seeker

Note screen will be annotated to reflect the situation relating to "Other." The verification source must also be documented.

- Individuals who are not hired shall be coded as "Not Hired" on the Applicant Information Screen of the specific job order.

Closing

- Orders are closed out by coding all referrals on the Applicant Information Screen. Closing an order implies that the employer no longer needs to list an opening and that no one from WorkNet Pinellas was hired.
- Change the status of the Staff Job Order Status field on the Job Order screen to "Closed by staff". Annotate the specifics for closure on the Job Order Notes Screen. This note will also be accessible from the master Employer Account page.

Hold

Orders placed on hold must have the reason documented on the Job Order Notes Screen. This note will also be accessible from the master Employer Account page.

- Orders may be placed on hold while waiting for verification.

Placement Definition

Federal definition 20 CFR 651.10 Placement" means the hiring by a public or private employer of an individual referred by the One-Stop Centers for a job or for an interview, provided that the employment office completed all of the following steps:

- Prepared a job order form prior to referral, except in case of job development.
- Made prior arrangements with the employer for the referral of an individual(s).
- Referred an individual who had not been specifically designated by the employer, except referrals on agricultural job orders for a specific crew leader or worker.
- Verified from a reliable source, preferably the employer that the individual had started to work.
- Appropriately recorded the placement.

Standard Operating Procedures

Title: Qualifying Candidates

Date: November 2007, reviewed Aug 2012

To: All Worknet Pinellas Program Staff Members

Applicability:

- All staff involved in the delivery of labor exchange services to the customer.
    - Lead Recruiters
    - Veteran Representatives
    - Recruiters
    - Any Worknet Pinellas staff that has the ability to make referrals.

Synopsis:

This Procedure provides a standard process for qualifying all candidates prior to referral.

Procedures:

To ensure appropriate referrals to employers, each job seeker shall be qualified by a recruiter prior to receiving a referral to a suppressed job order so that a determination can be made as to the applicant possessing the requirements set forth by the employer in the job order. Only those candidates meeting the prescribed requirements may be referred for employer consideration. Make sure to set expectations for the job seeker up front and ensure the integrity of our referrals. Additionally, each referral must be substantiated by a properly completed Background Wizard and/or Resume in EFM clearly showing the candidate possesses the skills, abilities, knowledge, education and any other requirements specified in the employer's job order.

Qualifying the job seeker involves an examination of the applicant's previous experience, skills, abilities, and educational/training background. It is essential that soft skills and the candidate's employment environment preference also be taken into consideration in determining the appropriateness of a referral. It is also important to fully disclose the nature of the position including the duties and responsibilities and everything known about the employer's environment. Simply reading the job order and asking the applicant if they have a certain requirement is not an acceptable method of qualifying. Open-ended questions provide for a better understanding of the applicant's background as it relates to a particular job opening.

Standard Operating Procedures

Title: Referrals

Date: November 2007

To: All Worknet Pinellas Program Staff Members

Applicability: Business Services staff including Recruiters and Vet Reps and other Worknet Pinellas associates and/or partners making referrals.

Synopsis: This Procedure provides a standard process for monitoring referrals pending review as well as qualifying all candidates prior to referral.

Procedures- SOP Posting:

The best way Worknet Pinellas can be of assistance to the job seeker is to ensure only qualified candidates receive referrals to our customers. Set the expectation at every meeting and let the candidate know that all requirements must be met as laid out by the employer. In referring only those job seekers who meet the expressed needs of the employer, Worknet Pinellas ensures a continued, positive relationship with the customer and, therefore, additional job opportunities for future job seekers.

As such, it will be standard operating procedure that only recruiters will make a referral to suppressed job orders. Business Services Recruiters, consistent with local policy, shall monitor referrals pending review each business day. The job seeker must have a resume or background information in EFM. When reviewing pending referrals recruiters will not be required to contact individuals who do not have resume or background information in EFM. Recruiters, within 24 hours of the job seekers request referral to a suppressed job order, will contact the job seeker to ensure that the minimum requirements of the job order are met and issue a referral as appropriate.

The recruiter shall first qualify the job seeker to ensure they meet the requirements set forth by the customer in the job order. Recruitment staff may, however, after appropriate consultation with, and approval from the customer, make a referral that does not exactly match all the employer's original requirements. An example would be the employer is seeking candidates with skills A, B and C plus a two-year degree. Your candidate, although they possess skills A, B and C, does not have the requisite two-year degree. However, they have several years' experience and it is clear they have been successful in performing this job in the past. Documentation citing such consultation and employer approval shall be entered into EFM to justify such referrals.

In those instances where the job seeker is insistent on receiving a referral for which they do not qualify, it shall be the policy of Worknet Pinellas to deny such a referral. A core value of Worknet Pinellas is to treat each individual with dignity and respect and every attempt shall be made to assist that job seeker in finding an appropriate employment opportunity given the skills currently possessed by that applicant

When considering a referral, it is extremely important candidates be fully counseled on every detail of the employer's expectations and all candidates should also be counseled regarding the following: punctuality, interview attire, handshake, appropriate grooming, eye contact, body language, attitude, conveying skills, company culture, and expressing a strong desire for the position. A well-prepared candidate is much more likely to succeed in an interview than the walk- in applicant who is uninformed. In addition, ensure the candidate understands the application process. If the employer is requesting candidates apply in person, furnish directions (mapquest.com) to the company location. If the application process involves faxing or e-mailing a resume to the employer, the appropriate contact information shall be furnished to the candidate. All activity shall be appropriately documented in EFM. Additionally, staff will ensure EFM is updated with new/missing information and ultimately contain information sufficient to justify the referral.

When presenting a candidate to an employer via fax or e-mail, always validate the name and contact information before sending a resume. Any correspondence between recruiter and employer should always be professional, which means all presentation materials should be type written and include a brief assessment of the candidate's skills and background. Such information may be detailed in a fax cover letter with resume included or in the body of an email with resume attached. Always check the resume for content, accuracy and quality as the product we send and the people we refer have our name attached to it. Whenever possible, speak personally with the employer prior to presenting a candidate. This is the recruiter's prime opportunity to sell the candidate, build a relationship, and establish rapport. Ask when it would be appropriate to follow up for a hiring decision, and whether the employer has any other additional needs or concerns. Remember to document the date and substance of any initial conversations with the employer in EFM. This information will assist other staff in providing better referrals, and also serve to record when the next follow up should occur if it differs from existing policy.

Lastly, inform the candidate you want a phone call to be briefed if they receive an interview and/or a job offer. This allows you the opportunity to probe for additional information regarding the interview, which may be of use with future referrals

Wagner Peyser

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Standard Operating Procedures

Title: EUC Re-Employment Services

Date: August 2012

To: All Worknet Pinellas Program Staff Members

Applicability: Middle Class Tax Relief and Job Creation Act of 2012 requires additional reemployment services to individuals receiving benefits under the act.

Synopsis: Individuals who enter either EUC Tier 1 or Tier 2 must receive:

1. Staff Assisted Orientation
2. Initial Assessment
3. Provision Of Labor Market Research
4. Receipt of EUC RES Eligibility Form

Procedures:

1. Staff will receive the count of those customers that have entered EUC Tier 1 or Tier 2 (and have not received like services in the last three months or RES services while entering Tier 1 EUC) in the same module created for PREP in Employ Florida Marketplace (EFM), each Monday.
2. Staff will then schedule events to accommodate the entire RES population pool. Events will be conducted in "group" settings.
3. The events will populate overnight and letters will be printed and mailed via bulk mail (200 pieces of mail or more) whenever possible on Tuesdays.
4. Events will be conducted in the South County One Stop Executive Center, the Cleveland Street Conference Room and the Tarpon Springs One Stop Center as times and days to be determined each week.
5. Attendees will receive an orientation of the services offered through the One Stop and a reiteration of their requirements to maintain continued unemployment insurance benefits, complete a written self-assessment, receive an overview of the current labor market and complete the EUC RES Eligibility form.
6. The facilitator will emphasis the importance of a full and accurate registration and ensure that each participant complete the Background Wizard, establish and post a valid email address, an active telephone number and create and/or post a resume in EFM to complete the RES process. The facilitator will further advise the participants that failure to do so may jeopardize their continued unemployment benefits eligibility.
7. The facilitator will then document the individual attendees file by entering and resulting the appropriate services (4 Pack) and providing case notes to support the individual self-assessment.
8. The facilitator will collect the completed EUC RES Eligibility forms and transmit them to adjudication for further review.
9. The facilitator will then result the scheduled attendees in the PREP Module in a positive or negative manner.

Standard Operating Procedures

Title: Interactive Voice Response- IVR

Date: August 2012

To: All Worknet Pinellas Program Staff Members

Applicability: All staff involved in assisting customers/unemployed with services as related to WorkNet Pinellas.

Synopsis: This Procedure provides a standard process for serving the unemployed with an IVR system. The IVR system provides an automated contact to the customers to obtain Return to Work details and information on WorkNet Services.

Purpose:

- To assist clients with career search and support them in all aspects of their career development and enhancement
- Educate unemployed to WorkNet Pinellas and the services that we offer
- Obtain return to work details

Procedures:

Greeting/Initial Contact:

- Initial Contact will be made with customers through the IVR.
- Customers are prompted to press "1" if they have returned to work; "2" if they would like to be added to do not call and "4" if they would like additional services from WorkNet Pinellas.
- Customers are then contacted based on their entry. Staff calls customers to obtain return to work information or provide assistance with job search.
- Customers are given details about our services at the Gulf to Bay, Tarpon Springs or South County/PTEC WorkNet Pinellas One Stop Work Career Centers.
- Face to Face consultations are by Appointment Only.
- Customers are Unemployment Compensation Claimants.
- Customers are identified though Ad Hoc Query on EFM and/or Unemployment Compensation Office.

Services Offered:

- Orientation to WorkNet Pinellas
- Initial One on One Assessment Interview – formal & informal
- Labor Market Information
- On-line job searching/matching
- Pre-screening for job referrals – give job leads when applicable

- Job Search Assistance
- Career exploration and interest inventories – refer to Echoices/Re-training
- Resume Writing seminar
- Job Power Seminar
- Interviewing Skills Seminar
- Computer Skills Seminar
- GED preparation software – refer to multiple locations
- Identify Veterans – Refer to Veteran services
- Challenges – go over any barriers and challenges
- Refer to Job Search Social Media Network -LinkedIn
- Pinellas Professional Network – PPN
- Disability Navigator
- Job Fairs

All contacts, services, assessments and follow up must be documented in EFM in the case notes under claimant profile

Follow-Up:

- Document any return to work.
- Maintain IVR Database spreadsheet with customer's information for follow up and success of IVR program.

Standard Operating Procedures

Title: WP Placement Performance and Entry

Date: May 23, 2012, revised August 19, 2012

To: All Worknet Pinellas Program Staff Members

Purpose: To provide guidance and local procedures to direct staff on definition of WP Placement, Placement Performance and Employ Florida Market Place (EFM) Mandatory Entry Requirements under DEO Policy Guidance FG 03-035 revised May 2012 and Federal guidance 20 CFR 652.2.

BASIC PURPOSE OF EMPLOYMENT SERVICES UNDER WAGNER-PEYSER OR CORE:
The basic purpose of WorkNet's One Stop employment services is to improve the functioning of the Pinellas labor market bringing together job-seeking individuals and employers who are seeking job candidates for hire. Additionally, the Pinellas labor exchange system will support the following:

a. To assist job seekers in finding employment;
b. To assist employers in filing job vacancies;
c. To support a system which promotes the match between the job seeker and the employer; and
d. To meet the work test requirements of the State of Florida Unemployment Compensation (UC) system.

PRINCIPLES GOVERNING PINELLAS JOB SEEKER REGISTRATION AND SERVICE ENTRY INTO EFM:

1. Job seekers receiving self services are encouraged to register within EFM completing a full registration to include contact information containing an email address and a valid phone number, the EFM background wizard and an active EFM resume.
2. Job seekers receiving UC benefits are required to register within EFM completing a full registration to include contact information containing an email address and a valid phone number, the EFM background wizard and an active EFM resume.
3. Job seekers receiving staff-assisted services are required to register within EFM completing a full registration to include contact information containing an email address and a valid phone number, the EFM background wizard and an active EFM resume.
4. Staff-assisted services are provided to enhance the job seeker's ability to obtain employment. Generally, EFM service entry should be captured on the day that service was provided and staff will avoid back-dating.

DEFINITION OF WP PLACEMENT AND GUIDANCE ON EFM ENTRY:
DIRECT PLACEMENT also referred to as Job Order Fill:

A <u>direct placement</u> results from the hiring by a public or private employer of a job seeker referred by a WorkNet office or staff member to a job opening or an interview for a job opening by completing the following steps:

a. Prepare a job order form or entry prior to referral of a job seeker;
b. Make a Job Development contact on behalf of a specific job seeker;
c. Make prior arrangements with an employer for the referral of a job seeker(s);
d. Refer the job seeker who was not specifically designated prior to referral by the employer;
e. Verify through a reliable source (preferably the employer) that the job seeker has started to work;
f. Enter the direct placement in the EFM MIS.

EFM ENTRY OF A DIRECT PLACEMENT:
Staff will post the direct placement by completing the EFM Referral Results screen within the EFM Job Order's Candidate screen or the Individual's EFM Internal Referrals screen. The entry screen below will be completed fully by including the following:

- the Employer name (auto-populates from referral);
- Referral results status of "HIRED" is selected and will post an EFM transaction or placement code of 750-850;
- Wage rate at which the job seeker was hired;
- The start date once verified through an allowable reliable source;
- Optional: any comment needed to appropriately document the hire.

EFM CASE NOTE REQUIRED TO SUPPORT A DIRECT PLACEMENT:
Once WorkNet staff have verified the direct placement through a reliable source (preferably the employer), then a supporting EFM case note must be entered which includes the following information:

1. Job Seeker's name,
2. Employer's name,
3. Source of Verification,
4. The actual employment start date confirming hire information or reporting,
5. Wage at hire, if available
6. Job Title of hire, and
7. EFM Case note entry with the following required subject line

Subject Line: DP – Bay Care Health System

A DIRECT PLACEMENT RESULTING FROM A JOB DEVELOPMENT SERVICE:
Under Federal guidance Title 20 Part 651.10, a job development means the process of securing a specified job seeker an interview with a public or private employer for whom the local office has no suitable job opening or open job order. Staff will complete an EFM file search to ensure the identified employer does not have an open and available EFM job order. If none is found, then an EFM job development contact (EFM service 123) also referred to as a JD service (JD Svc) will be entered under the identified job seeker's EFM WP Activity Service plan in a timely manner. JD Service case note within EFM must contain the name of employer/company.

EFM CASE NOTE REQUIRED TO SUPPORT A JD SERVICE:
An EFM case note under the job seeker's record is required to document the staff-assisted service. The JD Svc case note will require the following:

a. The employer's name
b. NOTE: employer's address and phone number is no longer a requirement but "Best Practice" to include as staff will generally have employer contact information readily available.
c. The job title, and
d. The date of JD Svc,
e. and contain the following subject line in the EFM case note

*Subject Line: JD Svc – Bay Care Health System

EFM ENTRY OF A JD DIRECT PLACEMENT:
When staff later learns that the job seeker was hired for the job to which a job development attempt was made, then staff will write a job order, refer the job seeker and record the direct placement within the EFM MIS. Special entry required for a JD direct placement is as follows:

a. The EFM Job Order entry and Job Seeker referral will occur on the same day and not be the day of the JD Svc. Staff will ensure that:
    - Job order date and placement post date must be the same; and
    - Number of openings and the number of referrals must be the same; and
b. The EFM Job Order must have "Job Development Job Order" in the Job Order Description field;
c. Select Job Order Status of "Job Development"; and
d. Staff should pay close attention if using the "COPY Job Order" function within EFM to accurately update as per the above;
e. Staff must follow the other requirements noted above under Direct Placement in terms of entry and verification; and
f. the required EFM Case Note must contain the following subject line.

*Subject Line: JD DP – Bay Care Health System

OBTAINED EMPLOYMENT:
Obtained Employment (OE) is defined as those job seekers who secure employment within 180 calendar days of receipt of one or more One Stop service which are wholly or partially funded through the One Stop system but the resulting placement or employment does not meet the definition of a direct placement or JD direct placement. Performance for an Obtain Employment may be entered into the EFM MIS under the following conditions:

- The Job Seeker is an active WP participant within the EFM MIS system at point of receipt of service or the reportable service (noted as ***) creates participation under the WP program within EFM. See examples below:

114 - ***Staff assisted job search	WP #25843156		4/18/2012	Successful Completion	View Delete
115 - ***Resume Preparation Assistance	WP #25843156	2/24/2012 9:00:00 AM	2/24/2012	Successful Completion	View Delete
104 - ***Job Search Workshop	WP #25843156	2/24/2012 10:00:00 AM	2/24/2012	Successful Completion	View Delete
005 - ***Self Service Labor Market Research	WP #25843156	2/16/2012 2:34:00 PM	2/16/2012 2:34:00 PM	Successful Completion	View Delete
205 - ***Develop Service Strategies (IEP/ISS/EDP)	WP #25843156	2/16/2012	2/16/2012	Successful Completion	View Delete
107 - ***Provision Of Labor Market Research	WP #25843156	2/16/2012 1:30:00 PM	2/16/2012	Successful Completion	View Delete
102 - ***Initial Assessment	WP #25843156	2/16/2012 1:30:00 PM	2/16/2012	Successful Completion	View Delete
101 - ***Orientation, Staff Assisted	WP #25843156	2/16/2012	2/16/2012	Successful Completion	View Delete

- The WP reportable service (***) occurs within a 180 days of the hire date.
- The hire date occurs within 180 days of the EFM entry of the Obtained Employment

- NEW TIME STANDARD: Staff **must** ensure that the reportable service and the hire date occur within 180 days of the EFM entry or recording of the OE.

EFM ENTRY OF AN OBTAINED EMPLOYMENT (OE):
Once WorkNet staff have verified the actual start of employment from a reliable source (preferably the employer), then the following information must be recorded in the EFM OE entry screen to support the OE performance:

a. Employer's name (must be longer than 3 characters);
b. Source of Verification;
c. Statement or verification that OE is not duplicative to any previous DP, JD DP or OE for the same job seeker, same employer;
d. Job Title and Occupational Code – No longer required per DEO guidance received on May 21, 2012 from Tom Clendenning, DEO, but may be included when available;
e. ACTUAL START DATE;
f. Required (*) Regional and office information contained on the EFM entry screen;
g. Revised guidance received through DEO, May 23, 2012 states that due to new OE entry form capturing required information to support the OE performance, the same information is no longer required in an EFM case note,
h. An abbreviated EFM case note, only, will now be required indicating that an "OE has been entered" with the following required EFM Case Note subject line.

*Subject Line: OE – Bay Care Health System

Other OE Information or guidance:

- Verification source may be obtained or sited using the BH10 in the UC MIS system where the start date is defined.
- Verification may be started or derived through the quarterly earnings posted on the job seeker's BD01 screen within the UC MIS system but does not in itself verify or document the **ACTUAL START DATE**. The mere incidence of wages does not provide adequate support of the actual start date.
- WorkNet staff again must use due diligence to research and avoid duplicate placement entry for the same job seeker and same employer. Any duplication should be brought to the attention of the staffs' supervisor and deletion request forwarded to the appropriate RSO.

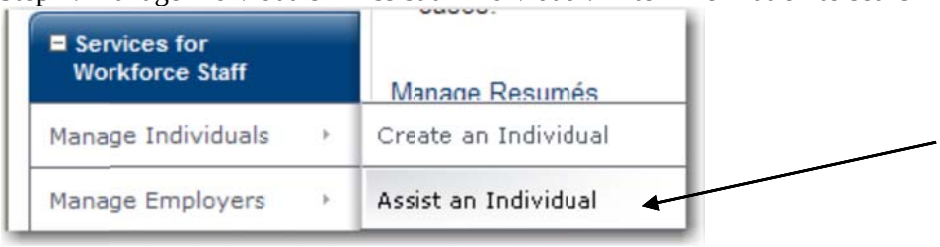
Added Clarification and Email guidance received through Cliff Atkinson with DEO Policy Unit:
==========
RESPONSE:
From: Atkinson, Clifftin [mailto:Clifftin.Atkinson@deo.myflorida.com]
Sent: Thursday, August 16, 2012 1:38 PM
To: Mark Douglass
Cc: Collins, Sam; McNeil, Danielle
Subject: RE: Follow Up - New Hire Report

I confirmed with our Wagner-Peyser experts just to make sure, but the answer to your question below is yes.
Staff are not required to conduct additional follow-up on obtained employments gathered from the New Hire list. The New Hire list is appropriate as a primary verification source in and of itself.
Please let me know if you have any further questions or if we can assist further!
Cliff Atkinson

QUESTION:
From: Mark Douglass [mailto:douglassm@workforcetampa.com]
Sent: Wednesday, August 15, 2012 6:44 PM
To: Atkinson, Clifftin
Subject: Follow Up - New Hire Report
Clifftin,
It was great to meet you yesterday, as a follow up to our discussion on the new hire report. Are we able to enter 880's using the new hire report as the sole verification source?
Mark Douglass
Chief Operating Officer
Tampa Bay WorkForce Alliance & WorkNet Pinellas
==========
WHAT EFM SERVICE SHOULD BE USED TO RECORD AN OBTAINED EMPLOYMENT (OE):

EFM TRANSACTION CODE – **880** OBTAINED EMPLOYMENT:
When staff have verified that the job seeker's current WP participation is active, an EFM service code 880 will be entered, following guidelines for OE entry above.

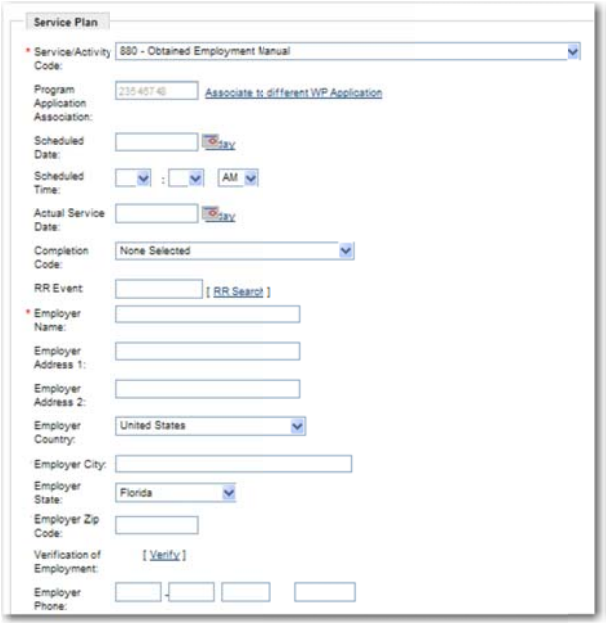
Step 1: Manage Individuals > Assist an Individual. Enter information to search for candidate.



Step 2: Select Activities from the Staff Profiles Menu > Click Activity History/Service Plan

Step 3: Click Add Service

Step 4: Complete all fields required by policy
NOTE: All fields required by DEO policy guidance (above) are not marked required by EFM but will be required staff entry.



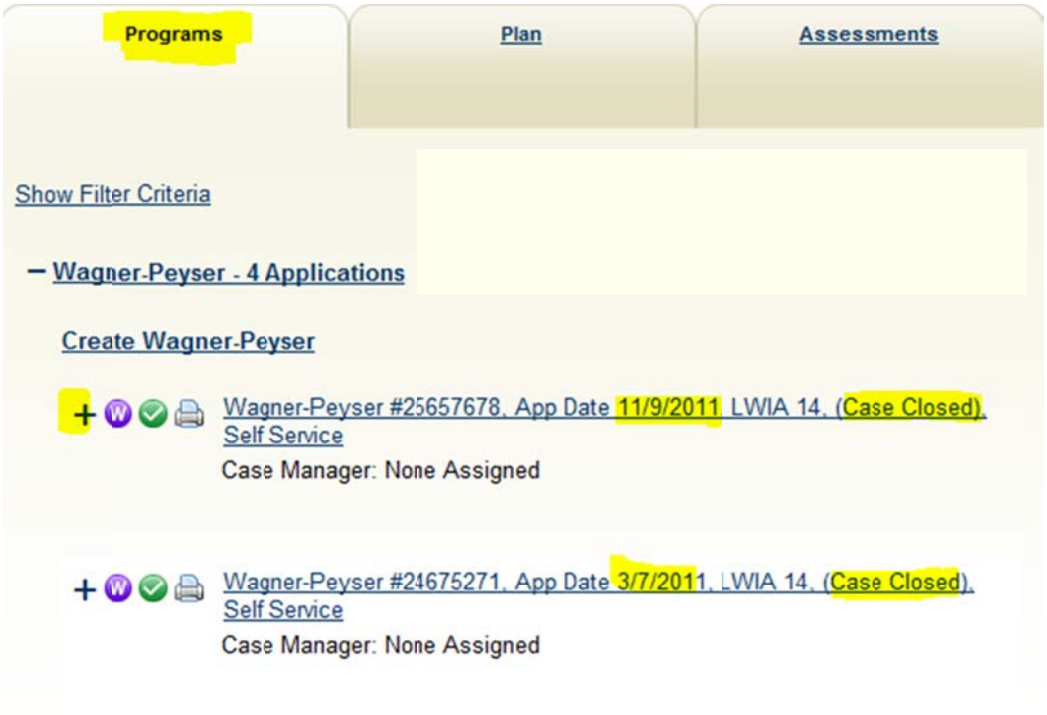
EFM TRANSACTION CODE – **882** OBTAINED EMPLOYMENT ON A SOFT-EXITED JOB SEEKER:
When staff have verified that the job seeker's current WP participation is inactive or soft exited due to a 90-day gap or period of no services, an EFM service code 882 will be entered, following guidelines for OE entry above.
NOTE: Inactive or Soft-Exited in EFM is signaled by a WP Outcome link line displayed at the bottom of the WP participation from the PROGRAMS tab or hitting the "Re-Enroll" screen when clicking to assist the job seeker within EFM. The application link line will also show "CASE CLOSED". Staff should NOT re-enroll a WP participant or job seeker to add an OE 882.

Additionally, when entering an OE 882, the following guidelines apply:

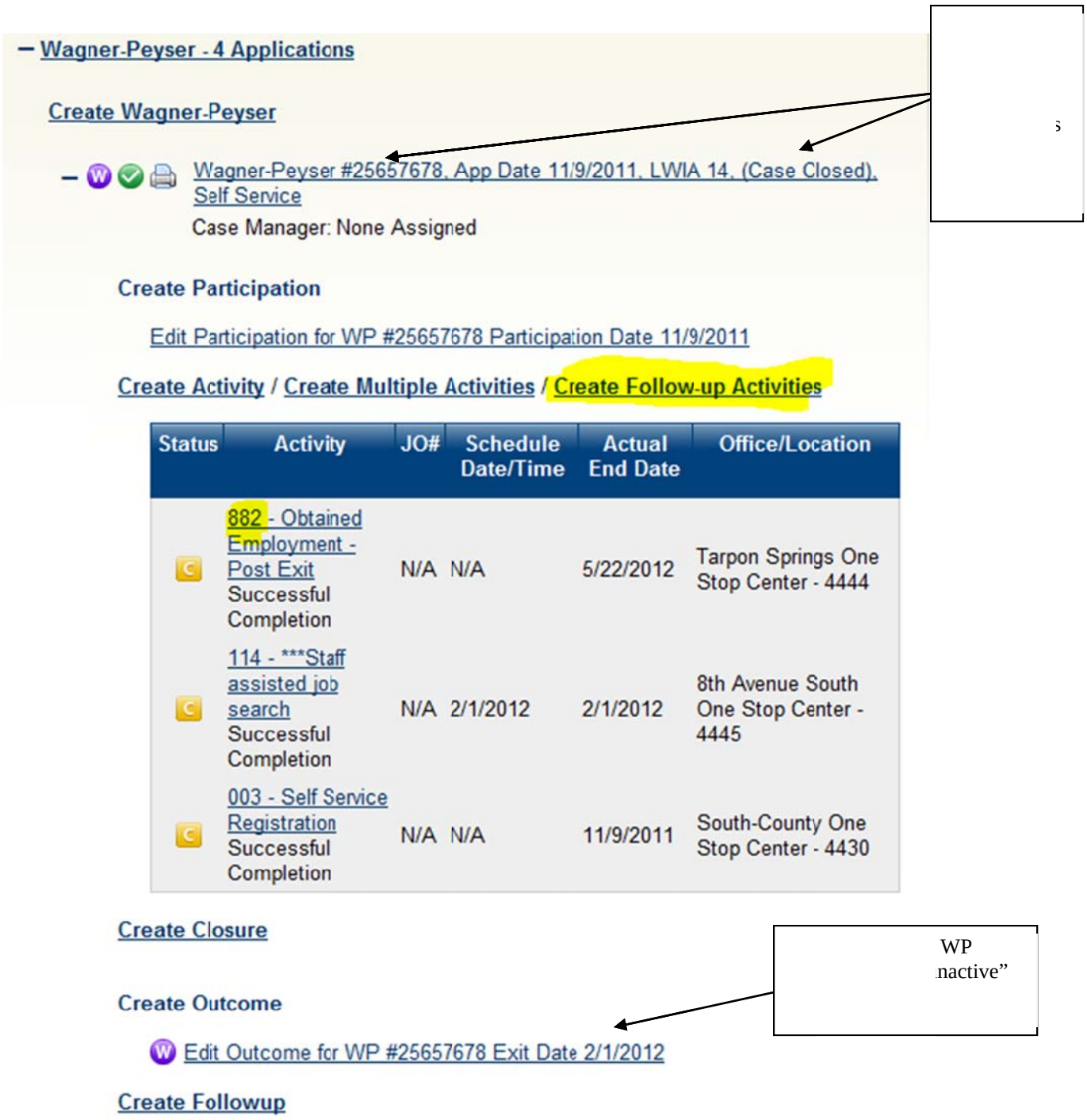
- WorkNet staff will be directed to complete the OE 882 Request form if not the designated staff member of such.
- Security privileges must be enabled to support ability of staff member to add the OE 882.
- Security will be restricted to this access.
- OE 882 entry must be completed from the EFM Programs tab accessing the link for the appropriate WP participation where the OE performance took place.

To add the OE 882 service:

- must go to the programs tab and locate correct WP participation
- click on the "plus sign" to left of selected WP participation link line to open history.



Once WP participation is open, look for the "CREATE FOLLOW UP ACTIVITIES" link line to open the entry form of only allowable WP follow up service; i.e., 882 Obtained Employment – post exit



COMING SOON > EFM TRANSACTION CODE – **881** AUTOMATED OBTAINED EMPLOYMENT:

- DEO will be re-instituting the automated obtained employment known from previous MIS systems.
- Stored procedures are being developed which will build a batch process of updating the EFM MIS with obtained employment credits.

Standard Operating Procedures

Title: Long Term Unemployed Employability Services

Date: August 2012

To: All Worknet Pinellas Program Staff Members

Applicability: All staff involved in Long Term Unemployed Employability Services Program and Resource Room activity as related to WorkNet Pinellas and the program.

Synopsis: This Procedure provides a standard process for serving the long term unemployed and offering employability services. All screens referenced in this SOP are related to the Employ Florida Marketplace (EFM) system.

Purpose:

- To assist clients with career search and support them in all aspects of their career development and enhancement
- Educate clients to WorkNet Pinellas and the services that we offer

Procedures:

Greeting/Initial Contact:

- Target customer population is defined as individuals who have at least exhausted Tier 1 EUC.
- Contact will be made with clients through mailings, email and/or phone calls.
- 200 mailers will be sent to clients each month via Bulk Mail.
- Clients are to call to schedule their one on one appointment with their designated WorkNet Pinellas contact.
- Appointments are to made at the Gulf to Bay, Tarpon Springs or South County/PTEC WorkNet Pinellas One Stop Work Career Center
- Appointments are to be scheduled at 8-9 appointments per day. Scheduling should allow for a maximum of 1 hour per client.
- Face to Face consultations are by Appointment Only.
- Clients are Unemployment Compensation Claimants.
- Clients are identified though Ad Hoc Query on EFM and/or Unemployment Compensation Office.

Services Offered:

- Orientation to WorkNet Pinellas
- Complete Employability Development Plan (EDP)
- Initial One on One Assessment Interview – formal & informal
- Labor Market Information

- On-line job searching/matching
- Pre-screening for job referrals – give job leads when applicable
- Job Search Assistance
- Career exploration and interest inventories – refer to Echoices- Re-training
- Resume Writing seminar
- Job Power Seminar
- Interviewing Skills Seminar
- Computer Skills Seminar
- GED preparation software – refer to multiple locations
- Identify Veterans –Refer to Veteran services
- Challenges – go over any barriers and challenges
- Refer to Job Search Social Media Network -LinkedIn
- Pinellas Professional Network – PPN
- Disability Navigator
- Job Fairs

All contacts, services, assessments and follow up must be documented in EFM in the case notes under claimant profile

Follow-up:

- Referral to WIA Partners for intensive or training services
- Confirm attendance to workshops/seminars
- Realistic Expectations – salary, benefits, quality positions, career change
- Outside referrals – PERC, 211, Senior Employment Programs
- Document any return to work
- Maintain spreadsheet with clients information for follow up and progress

Standard Operating Procedures

Title: REACT/Rapid Response

Date: August 2012

To: All Worknet Pinellas Program Staff Members

Applicability:

- All staff involved in the delivery of labor exchange services to the employer customer.
  - REACT Coordinator
  - TAA Coordinator

Synopsis:

This Procedure provides a standard process for REACT/Rapid Response.

Procedures:

Regional Workforce Boards are responsible for locally led rapid response activities. Funding has been provided to support these activities. RWBs may structure their programs largely at local discretion. The information that follows outlines the basic processes needed to meet regulatory and reporting requirements for Rapid Response.

Worker Adjustment and Retraining Notification (WARN) and Dislocation Events

WARN Notices will continue to be received by the State REACT unit. A copy of the WARN notice or other layoff notification will be forwarded to the RWBs and also entered into the Rapid Response Database with real time uploads of WARN notices to the REACT website. After receiving a WARN notice or other notice of a dislocation event:

Upon receiving the WARN notice (layoff announcement) or upon learning of an impending dislocation event for which a WARN has not [yet] been issued, the Regional Workforce Board's Rapid Response Coordinator will:

- Visit the worksite to assess the situation and to plan, with the employer and, if applicable, worker representatives, provision of services to the workers.
- Make the employer aware of resources, such as Short-Time Compensation, that may help reduce the size of the layoff or even make the layoff unnecessary.
- Assist the employer and/or workers in completing a Trade Act petition, where applicable.
- Prepare the rapid-response report and forward it to the State REACT staff.

- Provide rapid-response sessions for the affected associates, informing them about the reemployment services for which they are potentially eligible and answering their questions concerning Unemployment Compensation, placement assistance, retraining, and community services.
- Survey the workers to determine their specific service needs and forward a count to the State REACT.

In situations where notification of layoffs or plant closings are received after the workers have been terminated from employment, an attempt may be made to contact the dislocated workers and explain the services available to them at the One-Stop Career Center. Information on benefits and services, via mail-outs, may be sent to workers who were not afforded informational sessions prior to release from the worksite.

On-site Visits Reports

On-site employer visit reports should be completed after the initial visit with the employer. These reports will provide the One-Stop Career Center with: (1) the name and address of the employer, (2) the beginning and ending date of the layoff, (3) the date a WARN was received, (4) the number of affected employees, (5) whether the employer was impacted by foreign trade, (6) the dates and locations for the worker informational sessions, (7) identification of the RWB region(s) that serves the workers, (8) the name of any labor union(s) representing the affected workers, and (9) the contact person(s) and phone number(s) of the partners who participated in the on-site visit. REACT onsite visit report can be found on the DEO website at:

http://www.floridajobs.org/docs/workforce-professionals/rr-on-site-visit-report-with-logo-_p_-_3_.pdf

The RWB staff responsible for completing the visit report should send a copy of the report by mail or by e-mail to:

Department of Economic Opportunity
REACT
107 East Madison Street
Caldwell Building
MSC G229
Tallahassee, Florida 32399-4137

On-site Contact/Informational Sessions

On-site contact/Informational sessions for dislocated workers are required by federal regulations and should be planned in collaboration with other agency and community-based partners. If at all possible, the sessions should be scheduled with the dislocated workers prior to lay off. The sessions may provide such information as filing for unemployment compensation, dealing with change, services available at the One-Stop Career Centers, financial counseling, child care assistance, career change and training.

Dislocated Worker Transitional Reemployment Services Surveys should be distributed to the workers for completion. The surveys will provide valuable information to the One-Stop Centers regarding reemployment services needed for the dislocated workers. The survey form can be located on the DEO website at:

http://www.floridajobs.org/docs/workforce-professionals/react_dw_transempsurvey_120607.pdf

To comply with federal reporting requirements, RWBs should provide to the State REACT Unit, by the last day of each month, the number of worker surveys received.

REACT Coordinators were assigned the responsibility of contacting dislocated state workers and providing reemployment assistance information. Each week a list of dislocated state workers was e-mailed to the Coordinators. The Coordinators contacted the workers and assisted with job search, offered referral to supportive services, and provided labor market information. REACT Coordinators forwarded their weekly contact list to the state office for entry into the Workforce Transition Database.

REACT Materials and Handouts

One-Stop Center Career staff will be responsible for preparing, copying, and assembling all materials/handouts used in employer/informational sessions and mail outs. The Rapid Response funding provided to the RWBs is to be used to cover the cost of materials.

Standard Operating Procedures

Title: Resource Room Procedures

Date: August 2012

To: All Worknet Pinellas Program Staff Members

Applicability:

1. All staff involved in Resource Room activity as related to WorkNet Pinellas, including but not limited to:
    a. Resource Specialists
    b. Senior Management

Synopsis:

This Procedure provides a standard process for serving Resource Room Job Seeker Customers. All screens referenced in this SOP are related to the Employ Florida Marketplace (EFM) system.

Greeting/Initial Contact:

1. All customers will be verbally greeted as they enter the One Stop Center by WorkNet staff. The greeting may consist of a simple; "welcome to WorkNet" and individuals may be acknowledged more than once and by more than one staff member.

2. Individuals will be asked to "sign-in" at the service desk before being directed to the appropriate area.

3. The Resource Specialist will immediately check Employ Florida to determine if the job seeker customer is registered and the extent of previous services provided. This will prove to be an important tool in attempting to manage system exiter's.

4. The Resource Specialist will then attempt to set the job seekers expectations by providing a written list of services offered (to be designed) and then reemphasize to the customer the ultimate purpose of the One Stop Center.

5. The Resource Specialist will then base it on the job seekers visit frequency determine if it is appropriate to ask him/her to fill out a "We Want a 10" (to be redesigned) survey. At this juncture the Resource Specialist will inform the job seeker that he/she may be contacted and be asked similar questions about our service level in the near future by a contractor and therefore if there is some expectation that we did not meet, that we would appreciate knowing about it today so that we can correct this and receive a 10 rating when and if they are called.

EFM and Qualifying the Candidate:

1. Job Seekers will then be provided a brief overview of the Employ Florida Marketplace job search system. During this presentation the Resource Specialist will try and direct customers to "preferred" job listings. The Resource Specialist will explain the importance of creating and/or posting a resume in the system.
2. Resource Specialists will then "qualify" the job seeker customer against the employer "must haves" for those job openings selected.
3. If a job seeker is determined to be a good match, the Resource Specialist will provide the necessary information to the candidate to allow him/her to apply for the position.
4. If the job seeker is determined not to have the skill set for the selected position, the Resource Specialist will communicate that to the job seeker in a professional manner and attempt to direct the customer to those job listings that may prove to be more appropriate.
5. If the job seeker does not appear to be a direct match but the job seeker possesses some of the employer's requirements, the Resource Specialist may call the employer customer to discuss the candidate's skill set in an effort to determine if the employer desires to consider the candidate in spite of the deficiency in experience or/and education.
6. The Resource Specialist will document the customer's activity log with additional services rendered when appropriate.

Closing:

1. Each customer will be verbally surveyed as to whether their expectations have been met as they leave the One Stop Center.
2. Each customer will be thanked by at least one associate for utilizing the Center.
3. Each customer will be reminded that they may be contacted and asked to complete a survey over the phone regarding our service delivery.
4. Each customer will be encouraged to fill out the previously distributed We Want a 10 survey before departing the Center.

Referrals and Pending Review

1. In an effort to process the Referrals Pending Review report (see Referrals SOP) in a more timely and effective manner Resource Specialists will rotate on a daily basis this assignment rather than assigning portions to all Specialists each day by alpha split.
2. The report will be pulled and processed by One Stop Center.
3. The designated Resource Specialist in each Center will process the list exclusively from 8 AM until noon or sooner if the report's contents is depleted.

Standard Operating Procedures

Title: WP SAR I Access and Procedures

Date: August 2012

To: All Worknet Pinellas Program Staff Members

Applicability:

1. All staff involved in the delivery of services to jobseekers who enter EFM through the UI Interface system.
    a. Special Projects Coordinator
    b. Core Services Management
    c. Core Support Staff

Synopsis: This Procedure provides a standard operating process for providing services for job seekers entering the Employ Florida Marketplace (EFM) system through the Unemployment Compensation (UI) Fluid Interface

Procedures:

SAR I Access:

1. Sign in to RACF (type LES and enter, clear the screen and type in CESN and enter, type in USER ID and password and enter)
2. Type in SAR1
3. Type in REGIST-1 in the Report ID field
4. Type in R in the Select By field
5. Type in ALL in the Previous Copy No. field
6. Enter
7. Type S by the date of the report you are ready to open
8. In the Command Field Type 'Find Office Number' (Tarpon Springs = 3652-0, North County = 3643-0, Mid- County = 3651-0 and South County = 3647-0) ex: find 3651-0 and then enter

Providing Services:

1. Enter each individual's Social Security number in EFM to determine if that individual has been dual entered into both EFM and the UI systems.
2. Check the claimant's Benefit History (BH10) to determine if a viable email address is available and then update the individual's EFM record when appropriate.
3. Determine which individuals are coded as Veterans in EFM.
4. Check each individual's Social Security number via the BD01 (Unofficial Wage Determination) to determine those claimants with previous work history that seems to be at $12 an hour or more.

5. Provide a Labor Market Information (LMI) service in EFM (activity #107) for each individual in Step 3 and 4 above.
6. For those in Step 3 and 4 with valid email addresses send out Introductory Letter and LMI packet in electronic format.
7. Cross off or delete those individuals in Step 6 from the day's "label" file.

Printing Labels:

1. Highlight each individual on each page for the 4 cost centers associated with RWB14.
2. Copy and paste into a blank Word Document.
3. Save each file by date for 10 Business days
4. After 10 Business days have elapsed send that day's file to the Core Services Support Team via email so that the appropriate Labor Market Information can be mailed out to the customer.

Standard Operating Procedures

Title: TAA/TRA

Date: August 2012

To: All Worknet Pinellas Program Staff Members

Applicability: All staff involved in the delivery of services under the Trade Adjustment Act, including but not limited to: TAA Coordinator, WIA Program Specialist, WIA/TAA Career Specialist, Business Services staff

Synopsis: This Procedure provides a standard operating and referral process for prospective TRA/TAA customers interested in receiving training assistance under WIA/TAA program funding.

1. The WorkNet Pinellas TAA Coordinator will assist Pinellas County employers with information regarding the Trade Adjustment Act (TAA). When applicable the TAA Coordinator will provide technical support to those employers or employee groups that express a desire to file a TAA Petition for the purpose of determining program eligibility.
2. In the event that an employer qualifies under the Trade Readjustment Act, the TAA Coordinator will attempt to setup informational sessions with the cooperation of the employer for the dual purpose of educating affected employees and to potentially recruit interested individuals for WIA/TAA funded training.
3. All customers interested in submitting a request for training assistance under WIA/TAA will be referred to the AWI TAA Coordinator.
4. The TAA Coordinator will provide a brief orientation of covered services available under the Trade Adjustment Act to the affected individuals.
5. The TAA Coordinator will gather information based on a paper work registration form with a brief written narrative on the back of the form in order to identify the customer's Knowledge, Skills and Abilities (KSA's) as it pertains to re-employment in Targeted Occupations.
6. The TAA Coordinator will conduct an Assessment Interview to determine if the customer possesses the necessary skill set to return to work directly without the aid of additional training.
7. The TAA Coordinator will ensure that the customer is registered in the Employ Florida Marketplace (EFM) system with the appropriate TAA program designation.
8. The TAA Coordinator will provide additional services to the customer in concert with the Assessment Interview such as Specific Labor Market Information and EFM Orientation to ensure that the customer has a comprehensive understanding of the current and potential employment opportunities for the occupation(s) of interest to the customer.
9. If it is determined that the customer possesses the necessary skill set to return to a Target Occupation, then the TAA Coordinator will refer the customer to the Resource Room for Job Search assistance or the Business Services Recruiter for job referral and/or job development services.

10. If it is determined that the customer does not currently possess KSA's that will quickly return the individual to the work world and training appears to be appropriate the AWI TAA Coordinator will meet with the WIA Program Specialist to staff the customer in order to determine if any further steps should be taken.
11. The TAA Coordinator will then refer the customer to make arrangements on his/her own to take a TABE test.
12. If the results of the TABE are 8.0 or better in Reading, Math and Language, the TAA Coordinator will again request to staff the details of the customer for possible training assistance with the WIA Program Specialist. Prior to the staffing the TAA Coordinator will determine the training program the customer is interested in. Staffing the results and knowing the training program of interest will help determine if the individual will need to engage in remediation or can be considered for possible training assistance and be referred to the WIA TAA Career Specialist.
13. If the result of the staffing is to proceed to the intake process for possible training assistance, the TAA Coordinator will then relinquish any and all paperwork gathered on the individual to date to the WIA Program Specialist who will notify the WIA TAA Career Specialist to begin a one on one orientation with the customer and begin the WIA intake paperwork.
14. If during the initial process, the TAA Coordinator, finds that the customer lacks skills and/or education to proceed with training, the TAA Coordinator will advise the customer that if they are still interested in receiving training assistance, that the customer will need to remediate on their own as would any other WIA applicant and they would have to complete job search activities as required in order to receive their UC/TRA benefits.
15. In order to be eligible for TRA, an affected worker must be enrolled in an approved training program or on a waiver by the later of The last day of the 16th week following separation from the adversely affected employer: or, The last day of the 8th week after the week in which a certification is issued covering the worker.
16. If remediation is the course of action taken and the time requirement will not be met then the TAA Coordinator would initiate the waiver process. The TAA Coordinator will update the waiver every 30 days and send it to the TAA Unit in Tallahassee and the TRA unit in the liable state (not all TAA eligible participants are as a result of a Florida petition).
17. In order to remain in compliance with the waiver the TAA Coordinator will advise the customer to turn in progress reports regarding the raising their literacy levels to 8.0 or better, every 2 weeks.
18. Waiver allowable duration can only be 6 months and therefore if the prospective customer does not bring their literacy levels up to 8.0 or greater by their 22nd week or meet the necessary literacy levels to be considered for possible training assistance, then they stand the chance of not being in an approved TAA activity by time standards and therefore will not be considered for possible training assistance. The TAA Coordinator will also advise the customer that the training program of interest must be available and they would have to be approved to start on their 26th week of their waiver.
19. If the customer is deemed suitable for training and is then turned over to the WIA TAA Career Specialist, any waivers started and in process would also become the responsibility of WIA TAA Career Specialist for subsequent monthly updates.
20. The WIA TAA Career Specialist will develop all WIA forms and TAA training forms and staff the case with the WIA Program Specialist for approval, denial or pending status for corrections and or updates.
21. Once a case is approved for training, the WIA TAA Career Specialist will maintain all required WIA, TRA and TAA forms and notify the appropriate individuals of updated paperwork, forms, etc.
22. The WIA TAA Career Specialist will update the TAA monthly report by the 2nd business day of the following month and email it to the TAA Coordinator and Courtesy Copy the following: WIA Program Specialist and Intensive and Training Services Program Manager.
23. The TAA Coordinator will then complete any necessary updates on his/her part and email the finalized report to Kristin Griffin, Kris Rawson, the Director Primary Services Provider and all individuals cited in the previous above bullet by the 5th business day of the month.

Standard Operating Procedures

Title: Individual Skills Assessment

Date: August 2012

To: All Worknet Pinellas Program Staff Members

Applicability:

1. "Initial skills review" means an online education or training program, such as that established under s. 1004.99, that is approved by the Agency for Workforce Innovation and designed to measure an individual's mastery level of workplace skills.
2. The workforce board shall use the initial skills review to develop a plan for referring individuals to training and employment opportunities.

Synopsis: This Procedure provides a standard process for assisting unemployment claimants who have completed the Individual Skills Assessment (ISA)

UC Requirement:

1. Effective August 1, 2011, all new unemployment compensation (UC) claimants – those applying for benefits for the first time – are required to complete the Initial Skills Review
2. Estimate 20,000 new claimants per week (Statewide)
3. Exemptions: Claimants who "... affirmatively attest to being unable to complete such review due to illiteracy or a language impediment"
4. Available in English and Spanish, Creole expected by early 2012
5. Must "complete" to receive UC benefits, not required to "pass"

Purpose:

1. Initial Skills Review may assist with matching claimants to jobs or training
2. Results may be used to develop a plan for referring the claimant to training and employment opportunities by the individual's One-Stop Career Center.

Skills Assessed Defined:

Three parts focusing on the core foundational skills required for most jobs today from entry level to professional.

1. Applied Mathematics – Workplace math, using basic four functions of math to communicate, answer questions or solve problems i.e.: calculating percentage discounts and markups
2. Reading for Information – Workplace reading to answer questions or solve problems i.e. memos, letters, directions, signs, policies and regulations.
3. Locating Information – Use of workplace charts, graphs, tables, forms, flowcharts, diagrams, floor plans, maps and instrument gauges to communicate, answer questions or solve problems

Aligned with the state-sponsored Florida Ready to Work program

ISA Strategy:

WorkNet Pinellas, Inc. will post the files when received from the Department of Economic Opportunity (DEO) containing ISA results on the internal shared and secured “G” Drive.

1. Business Services Recruiters will utilize the files to cross reference potential candidates when sourcing job orders to determine skills readiness.
2. The Long Term Unemployed Specialists will contact claimants who completed Level 3 but did not answer 80 percent of questions correctly to provide individual work search assistance and to discuss additional foundational skills training.

Standard Operating Procedures

Title: Unemployment Eligibility Required Registration

Date: August 2012

To: All Worknet Pinellas Program Staff Members

Applicability:

While claiming unemployment benefits, you must be:

- Able to work
- Available for work
- Actively seeking suitable work
- Registered for work with a workforce office or local One Stop Center

Synopsis:

For a claimant to meet the local WorkNet Pinellas full registration policy they must do the following:

- Complete the Background Wizard and establish and post a valid email address in Employ Florida Marketplace (EFM) and
- Create and/or post a resume in EFM and
- Activate the Virtual Recruiter in EFM

Procedures:

- Customers who come into the One stop Center to utilize Resource Room computers to establish an Unemployment Compensation claim will be required to complete the Background Wizard and establish and post a valid email address in Employ Florida Marketplace (EFM), create and/or post a resume in EFM and activate the Virtual Recruiter in EFM in order to fulfill the local full registration policy.
    - Customers who enter the One Stop to establish a UC Claim will be identified via the sign-in kiosk.
    - Failure to fulfill the local registration policy will be reported to the State via the DEO communication to UC, http://intra.awi.state.fl.us/onestop/remserv.asp

- Customers who establish UC Claims outside of the One Stop Centers will be collected from the daily SAR Regist-1 file and notified via email or mail of their obligation to fully register in the State official database system; Employ Florida Marketplace. Customers will be informed in the correspondence that failure to do so may jeopardize their continued unemployment eligibility.

Standard Operating Procedures

Title:
Unemployment Eligibility Required Work Search Alternative Requirements

Date: July 26, 2011

To: All Worknet Pinellas Program Staff Members

Cc: Don Shepherd, Worknet Pinellas Program Director

Purpose:

1. To assist claimants with fulfilling the Required Work Search Alternative.
2. To educate customers to the myriad of re-employment services offered at the WorkNet Pinellas One-Stop Centers.

Applicability:

1. Effective August 1, 2011 claimants will be required to contact five potential employers each week and provide this information via the Internet (www.Fluidnow.com) during their bi-weekly certification for benefits.
2. Claimants who are unable to make at least five employer contacts in a week can as an alternative meet with a representative at a One Stop Center to satisfy the work search requirement.

Synopsis:
This Procedure provides a standard process for assisting unemployment claimants with meeting the Required Work Search Alternative. All screens referenced in this SOP are related to the Employ Florida Marketplace (EFM) system.

Policy:
Services Offered:
For a claimant to meet the work search alternative they must do the following:

A) Completion of all three below activities will substitute for five work searches for that week:

1. Complete the Background Wizard and establish and post a valid email address in EFM and
2. Create and/or post a resume in EFM and
3. Activate the Virtual Recruiter in EFM

B) If the Claimant has already completed all three steps in **A)** they may fulfill the Required Work Search activities (five work searches for one week) by attending one or more of the following:

1. REA
2. PREP
3. Job Power Seminar
4. PPN or TEN meeting
5. Job Club
6. Employability Classes to include any of the following; Resume Preparation, Interviewing Skills, Computer Basics, Introduction to Computers, Targeting Your Employment Transition, Social Networking or Professional Skills Interviewing.

Class or meeting attendance substitutes for the five work searches for the week in which one or more of these activities was completed **and documented in EFM.**

Standard Operating Procedures

Title:
Unemployment Eligibility Required Work Search Alternative Documentation

Date: July 26, 2011

To: All Worknet Pinellas Program Staff Members

Cc: Don Shepherd, Worknet Pinellas Program Director

Purpose:
To establish a procedure to provide UC claimants documentation for Required Work Search Alternative.

Applicability:
Claimants who are unable to make at least five employer contacts in a week can as an alternative meet with a representative at a One Stop Center to satisfy the work search requirement.

Synopsis:
This Procedure provides a standard process for documenting unemployment claimant activity to substantiate the Required Work Search Alternative. All screens referenced in this SOP are related to the Employ Florida Marketplace (EFM) system.

Policy:
Alternative Work Search Documentation

1. Claimants are ultimately responsible for identifying to staff the need to have documentation entered into Employ Florida Marketplace (EFM) to substantiate their visit for the purpose of meeting the Required Work Search Alternative.
2. However WorkNet Pinellas staff must still document activity in EFM.
3. As a courtesy WorkNet Pinellas staff will provide a printed summary of activity in EFM (see below) for meeting criteria "A" (see SOP- UCWS) or a certificate of completion if attending an Employability Class. Whereas the EFM activity will be specific to the individual customer, the certificate will be preprinted (in an effort to save time) and the name can and date be filled in at the completion of the session. The attendance must still be documented in EFM.

Creating Documentation in EFM:

A. Select the customer
B. Click on name under Currently Managing
C. Click on Activities
D. Click on Activity History/Service Plan
E. Click on Add Service

F. Fill in required fields to create service code 116 “Received Service From Staff Not Classified”
G. Scroll to the bottom and click “Add a new case note”
H. Document case note, for example; “UC Claimant in the One Stop completed Background Wizard and Virtual Recruiter in EFM Will return 9/1/11 to attend Resume Preparation Seminar to post in EFM”
I. Save
J. Save Changes on Service Plan screen
K. Click on name under Currently Managing
L. Click on Case Notes
M. Click on the applicable note under the Subject column, the case note will open
N. Click on Print, a print view window will pop up.
O. Click on Print Window

Standard Operating Procedures

Title: Veteran Priority of Service

Date: August 6, 2012

To: All Worknet Pinellas Program Staff Members

Cc: Don Shepherd, Worknet Pinellas Program Director

PY11-12 Local Operating Procedures

The priority of services requirement for veterans and eligible spouses is set forth in Florida's State Veterans' Program Plan of Service. In the basic labor exchange system, Florida ensures that all One-Stop Career Center Delivery System sites provide mandated preference and priority of services to veterans and other eligible persons. All veteran and other eligible persons are identified as veterans or eligible at the initial point of contact which includes physical locations, websites and other virtual service delivery resources. Veterans and other eligible persons are made aware of the types of services available under the priority of service and eligibility requirements for those USDOL-funded programs and/or services.

Examples of priority of services for Veterans' and eligible spouses include the following:

- Referral of qualified veterans to new job openings, especially federal contractor job orders, prior to all non-veteran job referral activity;
- Job Skills Workshops and Job Clubs for veterans;
- Job Fairs for veterans;

The state has instituted a "priority of service pop-up" to EFM. The pop-up targets newly registering veterans and other eligible persons. The purpose of the "pop-up" is to ensure that newly registered veterans and other eligible persons are aware of their entitlement to priority of services and the types of services available under priority of service at "point of entry" into the One-Stop Career Center system.

The state also incorporated a veteran's link which is delineated by an American flag. When the veterans' link is clicked, a veteran service page appears. The veterans' service page provides an array of veteran service resources and provides information on priority of service and types of services available under the priority of service. The state also implemented a special veteran's banner, on the EFM home page, for veterans and other eligible persons, which links them to the EFM veteran's micro portal with additional veteran specific information.

Veterans and eligible spouses, registering in the One-Stop Career Center, are briefed on priority of service, the types of services available under priority of service, and eligibility requirements for those programs and/ or services. An EFM service code ensures that veterans or eligible spouses are briefed on priority of services.

Florida supports a proactive, united-front, and well-coordinated seamless approach to serving the needs of returning veterans and military families in Florida. The program collaborates with federal and state agencies, and other veterans and military advocates in an effort to identify and serve Florida's returning veterans, military members and their families. This collaboration involves a sharing of information on returning veterans, injured/disabled veterans and military families to ensure they receive the services they need and deserve.

Local Veterans Employment Representative (LVER) and Disabled Veterans Outreach Specialist (DVOP) staff continues to be cross-oriented and trained in all One-Stop Career Center workforce programs as directed by the State Veterans' Services Program Guide. Additionally, the plan requires veteran's staff to provide veterans program training to all One-Stop Career Center staff. That training includes priority of service to veterans and eligible staff.

Currently the State Veterans Program Coordinator (SVPC) and Assistant SVPC conduct statewide veterans' program training to veteran program staff and regional management staff. The new requirements for priority of service to veterans and eligible spouses have been incorporated into the training. Additionally, the Work Opportunity Tax Credit (WOTC) is also discussed.

Veterans Training Workshops: State-level Veterans Roundtable forums are conducted quarterly to discuss programmatic issues.

Definitions

The term "veteran" means a person who served in the active military, naval, or air service, and who was discharged or released there from under conditions other than dishonorable, as specified in 38 U.S.C. 101(2).

The term "eligible veteran" means a person who;

- Served on active duty for a period of more than 180 days and was discharged or released there from with other than a dishonorable discharge;
- Was discharged or released from active duty because of a service connected disability; or
- As a member of a reserve component under an order to active duty pursuant to section 1230 (a), (d), or (g), 12302, or 12304 of title 10, 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 other than a dishonorable discharge.

The term "eligible person" means -

- The spouse of any person who died of a service-connected disability,
- The spouse of any member of the Armed Forces serving on active duty who, at the time of application for assistance under this chapter [38 USCS § 4101 et. seq.], is listed, pursuant to section 556 of title 37 and regulations issued there under, by the Secretary concerned in one or more of the following categories and has been listed for a total of more than ninety days: (i) missing in action, (ii) captured in the line of duty by a hostile force, or (iii) forcibly detained or interned in the line of duty by a foreign government or power, or
- The spouse of any person who has a total disability permanent in nature resulting from a service-connected disability or the spouse of a veteran who died while a disability so evaluated was in existence.

The term "priority of service" means -

- With respect to any qualified job training program, that a covered person shall be given priority over a non-covered person for the receipt of employment, training, and placement services provided under that program, notwithstanding any other provision of the law.
- Priority in the context of providing priority of service to veterans and other covered persons in qualified job training programs covered by this regulation means the right to take precedence over non-covered persons in obtaining services. Depending on the type of service or resource being provided, taking precedence may mean:

The covered person receives access to the service or resource earlier in time than the Veterans Training Workshops. State-level Veterans Roundtable forums are conducted quarterly to discuss programmatic issues.

The term "covered person" means - A veteran or eligible spouse. Eligible spouse means the spouse of any of the following:

- Any veteran who died of a service connected disability;
- Any 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:

  (1) Missing in action;

  (2) Captured in the line of duty by a hostile force; or

  (3) Forcibly detained or interned in line of duty by a foreign government power; or
- Any veteran who has a total disability resulting from a service connected disability, as evaluated by the Department of Veterans Affairs;
- Any veteran who died while a total disability, as indicated in Paragraph (3) of this definition, was in existence.

The term "qualified job training program" means - Any workforce preparation, or delivery program or service that is directly funded, in whole or in part, by the USDOL and includes the following:

- Any such programs or services that use technology to assist individuals to access workforce development programs (such as job and training opportunities, labor market information, career assessment tools, and related support services).
- Any such program or service under the public employment system, One-Stop Career Centers, the Workforce Investment Act of 1998, a demonstration or other temporary program, and those programs implemented by states or local Service Providers based on federal block grants administered by USDOL.
- Any such program that is a workforce program targeted to specific groups.

The term "service connected disability" means a disabling condition that has resulted from or was aggravated by an injury or illness while the veteran was serving on active duty in the military. To meet the specific needs of veterans, particularly veterans with barriers to employment, Veterans Employment Representatives are thoroughly familiar with the full range of job development services and training programs available at the One-Stop Career Centers and Department of Veterans' Affairs Vocational Rehabilitation and Employment Programs.

Role of DVOP and LVERs Staff in the One-Stop Delivery System

The state's Veterans Plan for Workforce Services outlines the state's strategies to promote and maximize the employment of Florida's veterans, especially veterans with barriers to employment, utilizing the complete menu of One-Stop Career Center resources. It is anticipated that Florida may receive additional funding to provide employment and training services to its veterans. To insure that expenditure of these funds maximizes the services offered to these veterans, Florida will utilize its Veterans Workgroup (consisting of representatives from Workforce Florida, the Department of Economic Opportunity, and the Regional Workforce Boards) as a forum to develop a plan and implementation strategy that will provide the best use of such resources for our veterans. Should this funding opportunity present itself, statewide strategies and plans for expenditure of such funds will be shown in the state's Veterans Plan for Workforce Services.

Disabled Veterans Outreach Specialist (DVOP) and Local Veterans Employment Representative (LVER) staff provides services to all eligible veterans under Title 38, but their efforts are concentrated, according to their respective roles and responsibilities, on outreach and the provision and facilitation of direct client services to those who have been identified as most in need of intensive employment and training assistance. DVOP and LVER staff, through outreach with employers, develops increased hiring opportunities within the local work force by raising the awareness of employers of the availability and the benefit of hiring veterans.

DVOP staff provides a wide range of workforce services to veterans and other eligible persons with their primary focus on identifying veterans requiring intensive services. The DVOP staff will facilitate services through the case management approach to veterans with barriers to employment and with special workforce needs.

The LVER ensures that veterans are provided the full range of priority workforce services in the One-Stop Career Center, providing functional oversight over the Veteran's Program and the service delivery strategies and services targeting veterans. The LVER is also responsible for ensuring that all Veterans' Program Performance Measurements in the One-Stop Career Center are met. They will also provide directly or facilitate a full range of workforce services for veterans, including newly separated veterans.

Florida ensures that all One-Stop Delivery System sites provide mandated preference and priority of services to veterans and other eligible persons. All veteran and other eligible persons are identified as veterans or eligible at the initial point of contact which includes physical locations, websites and other virtual service delivery resources. Veterans and other eligible persons will be made aware of types of services available under priority of service and eligibility requirements for those Department of Labor funded programs and/ or services.

Local workforce programs aim to align education and training programs with high-paying, high-demand occupations that advance individuals' careers, build a more skilled workforce, and enhance Florida's efforts to attract and expand job-creating business. Annually, occupations and associated training programs are reviewed to ensure continued growth and demand within each region, with declining occupations removed and emerging demand occupations added to the list of approved targeted occupations.

Standard Operating Procedures

Welfare Transition

Welfare Transition

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WT Standard Operating Procedures

Applicant Flow

1. DCF application process
2. Initial Contact
3. Work Registration Process
4. Referral Determination Guide Process
5. OSST Work Registration
6. Initial Assessment and Assessment Update
7. Assessment (Training)
8. Electronic Document Management System (EDMS)
9. Opt Not to Receive Cases
10. Walk-In and Appointment only process

WorkNet PINELLAS

Standard Operating Procedure - 1

Title: DCF Application Process

Date: May 25, 2010; Reviewed Aug. 16, 2012

To: All WorkNet Pinellas Program Staff Members

DCF Application Process:

Applicants can now apply for cash, food stamps and Medicaid through the new ACCESS (Automated Community Connection to Economic Self Sufficiency) website. To apply for cash assistance, applicants can go online to: www.myflorida.com/accessflorida and complete an online (Request for Assistance) application. Applicants are encouraged to apply for assistance online in any of the community access points that are available around Pinellas County. Applicants can also apply within their local Department of Children and Families offices. If customers have any questions, they can contact the DCF Change unit at 1-866-762-2237.

If the case is determined to be a "Green" track case, then the customer can submit any pended documentation through the mail or drop boxes now located in the DCF lobbies. If the case is a "Red" track, then the customer is informed of pended information or documentation and scheduled for the traditional, intensive, follow up face-to-face prior to opening any benefits.

To be eligible for cash assistance, families must allow DCF to obtain all documents deemed necessary for determining eligibility. The information provided by the family must be correct and complete and the person must update DCF when changes occur.

Areas of eligibility are:

1. Financial

The calculation of the amount of cash a family is eligible for is determined by the family's income less the applicable disregards. Income can be from a variety of sources including child support, earned income (example: a job), and unearned income (example: Social Security. The family is allowed to deduct the first $200 of income plus ½ of the remainder of their income from the calculation.) There are criteria for determining if someone is eligible for this disregard.

2. Resources

A family cannot have resources over $2,000. Resources include cars, cash, bank accounts, and other types of assets. Cars cannot be over $8,500. There are penalties for transferring assets in order to qualify for cash assistance.

3. Household member

Pregnant women are eligible in their last month of pregnancy or in their last trimester if restricted from work activities by their doctor. Families must cooperate with child support enforcement. Applicants must be citizens or qualified non-citizens.

4. Learn fare

All children 6-16 and non-exempt teen parents must be in school. Unexcused absences by the children will cause WT to be reduced for that child. All recipients will also be required to have conferences with the school during each grading period. Immunizations are required for all children pre-school and above.

5. Family Cap and Members in a grant

Most family members are required to be in the grant. These include parents, children for whom benefits are being sought, siblings and ½ siblings in the home. Some members of the family are not required to be in the grant. These include caretaker relatives.

6. Compliance with Child Support

All custodial parents will be referred to the Child Support department within DCF to comply with reporting and documenting issues related to the non-custodial parent. Compliance with Child Support is a condition of eligibility for benefits and failure to do so will close application for cash benefits or sanction any current cash benefits.

For any further information or clarification, please see the DCF Online manual. Go to: http://www.dcf.state.fl.us/programs/access/esspolicymanual.shtml
Click on 2600 Calculation of benefits.

Re-determination through periodic reviews by the DCF worker will occur on average every 6 months.

Applicants who are ineligible for WT:

- Any persons convicted of felony drug trafficking are permanently ineligible for cash assistance and Food Stamps.

- Any person convicted of controlled substance felonies can still get cash assistance unless the felony was for trafficking.
- Any illegal alien not properly registered with INS.

Applicants who will be eligible for cash assistance, but not mandatory to the Welfare Transition program. These applicants will be granted an exemption by the Department of Children and Families. A review of the customer's Work Registration referral status (AGPI screen) informs WorkNet of this DCF determination.

- Code 04 – Full-time students age 16-18, (or under 19)
- Code 09 – Individual who **receives** SSDI (pending individual must be referred)
- Code 12 – Minor children under the age of 16
- Code 64 – Individual responsible for the care of a disabled family member
- Code 65 – One custodial parent with a child under 3 months or age

Standard Operating Procedure – 2

Title: Initial Contact

Date: May 25, 2010; Updated 08/16/12

To: All WorkNet Pinellas Program Staff Members

WorkNet Applicant Process:

WorkNet's applicant process is developed with the idea of keeping in line with the DCF service delivery. If work ready, the cash applicants are informed of WorkNet's EFM (Employ Florida Marketplace), and are encouraged to job search and update their resume online using full functionality of the EFM system. If a customer is not work ready, they would continue through the work registration process to obtain the job skills needed to find suitable employment. Cash applicants are screened for diversion services, any potential community referrals needed to comply with work registration and scheduled for the remaining appointments or obligations to fulfill their WT work registration requirements. Resource Specialists educate and prepare the customer upfront for WorkNet opportunities and obligations for the Welfare Transition, WIA, or SNAP programs. Resource Specialists should also be experts on services and programs available within WorkNet to market and refer as appropriate interested customers.

Customer is in the WorkNet lobby to apply for assistance:

1. Customer walks in and states they are here to apply for assistance.
2. The customer is directed to the computer lab and the DCF ACCESS web site.
3. The RS has the customer apply for cash assistance (DCF ACCESS website). The RS will help the customers when needed.
4. After completion of their RFA application they can leave until pending status confirmed with DCF, or the customer can choose to complete online eSignature and orientation and meet with the RS to complete intake as long as they have proof of their application (like the print off confirmation from DCF ACCESS).

Customer walks into WorkNet to complete the online orientation (because they have nowhere else to complete it):

1. RS has the customer complete the eSignature and online orientation process.
2. The customer will begin by registering on the WorkNet Pinellas website

3. Once registered, the customer will log in and complete the eSignature acknowledgement form
4. Once the eSignature is accepted by the system, the customer will continue to the Programs tab and will enroll in the WT program.
5. Once enrolled, the customer will go to the Enroll in WT tab and complete the WT Intake Application and Assessment Documents:
    a. Demographic Information
    b. Household Information
    c. Benefit Information
    d. Personal Status Questionnaire
    e. Abilities Information
    f. Education Summary
    g. Job Skills Assessment
    h. Work History Information
6. Upon completing these forms, the WT Orientation video will unlock and be available for the customer to view the presentation
7. After viewing the orientation presentation, the customer will complete the WT Required Forms and Acknowledgement
    a. Opportunities and Obligations
    b. Grievance/Complaint Process
    c. Upfront Diversion/Relocation Screening
    d. Referral Determination Guide
    e. Good Cause
    f. View program and policy changes
8. When the customer completes the online forms and views the Orientation presentation, the RS will review the customer's file on the Electronic Document Management System (EDMS) for completeness and signatures. The RS will:
    a. Verify that all online forms are completed and electronically acknowledged by the customer.
    b. Provide the customer a review of the Up Front Diversion.
    c. Review the Referral Determination guide and refer all appropriate customers with "hits", and customers returning off a sanction to the ADM assessment. If a customer has hits and marks they are already working with an ADM provider a referral should not be completed.
    d. Hand the applicant the "What's next" letter.
    e. Makes a copy of the proof of RFA, or adds the confirmation # to their copy and paste case note.

Customer walks into WorkNet and has completed online orientation (at home or wherever):

9. The RS will review the customer's file on the Electronic Document Management System (EDMS) for completeness and signatures. The RS will:
    a. Verify that all online forms are completed and electronically acknowledged by the customer.
    b. Provide the customer a review of the Up Front Diversion.
    c. Review the Referral Determination guide and refer all appropriate customers with "hits", and customers returning off a sanction to the ADM assessment. If a customer has hits and marks they are already working with an ADM provider a referral should not be completed.
    d. Hand the applicant the "What's next" letter.
    a. Makes a copy of the proof of RFA, or adds the confirmation # to their copy and paste case note.

Reporting:

1) RS staff is to keep track of how many customers they see for WT work registration. These numbers are reported to Helen R on a monthly basis, by the 5th of the following month. If the 5th falls on a weekend, then the numbers are due the Friday before.

Data Entry into OSST:

1. Data entry will occur once the customer completes online orientation.
2. RS will need to upload the What's Next letter to the customers EDMS file.
3. RS will have until COB the same day to complete this data entry into OSST and electronic filing.

Reminder of the two customer tracks:

1. **Regular track** for all customers who are first timers, customers with emergency needs, medically deferred, returning sanction customers and any other customer who has NOT previously exited cash assistance with employment.
2. **Re-employment track** for customers who previously left cash assistance because of earned income (i.e. a job). Also for customers who report loss of Employment and assessment indicates customer is best served with minimal services to obtain replacement employment.

If at any time the customer does not feel they can participate in work activities, the customer can opt not to continue with their Cash application.

If the customer opts not to continue they should be told about upfront diversion. If they are uninterested in diversion services:

a. They may still receive employment search assistance in the resource room as a universal customer.
b. Have customer complete a formal customer statement of desire to Opt Out. Scan this opt out form to the "WT" scan button for MIS department to process.

c. They will also be referred to the DCF to inform them of their decision to decline cash assistance.

Upfront Diversion Screening and Appropriate Outcome:

1. It is prescribed by state law that each and every cash applicant is screened and informed of diversion services.
2. The form, **WT-2073 Comb Up Front Diversion Screening 091907,** Diversion Screening Tool must be completed as a part of the applicant paperwork when a cash applicant is screened and assessed by the Resource Specialist.

***This form can be found on the G Drive under: Intensive Services SOPs and forms – WT forms – Intake packet.

3. The Diversion Screening Tool must be signed and dated by applicant.

Standard Operating Procedure – 3

Title: Work Registration Process

Date: May 25, 2010; Updated 08/16/12

To: All WorkNet Pinellas Program Staff Members

Two paths should come out of Upfront Intake and Assessment:

1. Regular track for all customers who are first timers, customers with emergency needs, medically deferred, returning sanction customers and any other customer who has NOT previously exited cash assistance with employment.
2. Re-employment track for customers who previously left cash assistance because of earned income (i.e. a job). Also for customers who report loss of Employment and assessment indicates customer is best served with minimal services to obtain replacement employment.

Regular Track:

- Online orientation.
- Completion of eSignature acknowledgement and online Orientation process. to include: Grievance form, Release of Information form, O & O form, UFD screening form, ADM Referral Determination Guide, Good Cause Information Sheet
- RS – Provides referrals to community agencies, informs customer about EFM (as needed), and refers customer to our Resource Room for job searching (If customer is work ready).
- The RS will also sign these customers up for an ADM screening appointment (if they reported a hit on the referral determination guide, are a returning sanction, or are requesting ADM assistance) and provide customer with a Regular Track "What's next" letter, to describe which steps are next.
- If customer states they may have a medical issue, RS will schedule the customer for a medical screening and hand the customer an abilities appointment letter.
- ADM Screening must be completed and documented into OSST. If customer misses their ADM assessment as an applicant they will be rescheduled by the Career Counselor at the first face to face appointment.
- Must complete 4 hours of Job Smart Modules, but be informed to complete all of the modules (to keep them in compliance).

- RS will electronically sign off on 2097 after proof of completing 4 hours of Job Smart modules and orientation.
- RS is responsible for scheduling the face-to-face appointment with WT Career Counselor (CC) within the next 5 business days of signing 2097.

Sanctioned customers:

- All sanctioned customers are scheduled for ADM screening.
- Once the customer starts completing the modules, the RS will be responsible to meet with the customer for sanction counseling and to lift the sanction in OSST.

Re-employment track:

- This track is for customers who went off of cash assistance due to earned income any time after Oct 1996, and are in OSST.
- Remember – all medically deferred customers and sanctioned customers go through the Regular track.
- Online orientation.
- Completion of eSignature acknowledgement and online Orientation process. to include: Grievance form, Release of Information form, O & O form, UFD screening form, ADM Referral Determination Guide, Good Cause Information Sheet
- RS – Provides referrals to community agencies, informs customer about EFM (as needed), and refers customer to our Resource Room for job searching (If customer is work ready).
- The RS will also sign these customers up for an ADM screening appointment (if they reported a hit on the referral determination guide or are a returning sanction) and provide customer with a Re-Employment Track "What's next" letter, to describe which steps are next.
- If customer states they may have a medical issue, RS will schedule customer for a medical screening and hand the customer an abilities appointment letter.
- If a customer states they will be obtaining employment before orientation, RS will hand them a DCF employment verification form.
- ADM Screening must be completed and documented into OSST. If customer misses their ADM assessment as an applicant they will be rescheduled by the Career Counselor at the first face to face appointment.
- RS is responsible for signing the 2097 once customer has completed Orientation (if they have not previously completed in the last 6 months), 4 hours of Job Smart modules (to include the Re-employment workshop), ADM assessment (if applicable), and UC claim (if applicable).
- RS is responsible for scheduling the face-to-face appointment with the Career Counselor within the next 5 business days of signing 2097.

Once completed with the work registration requirements, the RS will no longer sign the 2097 referral form. Per DCF, the 2097 will be mailed to the applicant as informational form only. Staff is required to complete a CLRC case note and OSST case note, once the customer successfully completes orientation, ADM assessment (if applicable), and 4 hours of Job Smart modules.

Below is the copy and paste version on the CLRC and OSST case note. Make sure to only use this version and do not create your own. This is to be uniform across all centers.

OSST case note:

(WORKNET-2097) Customer completed orientation and work registration process. Customer has complied with WT requirements. Customer meets WT's eligibility for cash assistance. Any current sanction can be lifted as complied.

CLRC note:

WorkNet 2097 Customer completed work registration. Customer meets requirements to receive cash assistance under WT policy. Date of compliance _____. P Kebler P36526

***This date of compliance is the date you work registered the customer and they complied with any outstanding sanctions.

Always end CLRC with first initial, last name follow by Florida ID number. It identifies the individual who wrote CLRC note.

If a customer wants paper proof that they completed our work registration process, staff can print the OSST case note, if needed.

When completing the electronic signing of the 2097 on a two parent family, please make sure to clearly state both names of the parents in the CLRC note.

Ex: WorkNet 2097 Customer completed work registration. B Smith and L Thomas meet the requirements to receive cash assistance under WT policy. Date of compliance _____ PKebler P36526

Standard Operating Procedure - 4

Title: Referral Determination Guide Process

Date: May 25, 2010; Reviewed 08/16/12

To: All WorkNet Pinellas Program Staff Members

The Referral Determination guide will be completed at the point that the customer first meets with the WT Resource Specialist.

Here is how to assist a customer according to how they answer.

On the Referral Determination Guide, if they check the #'s:

1) Will provide a medical verification to complete and bring with them to orientation
2) Will be screened for a possibly need for care form. If appropriate, the customer will need to have the form completed and provide the original to DCF and a copy to WorkNet
3) This customer must bring in proof of enrollment to the orientation and will be eventually referred to the WT Training Specialist
4) Schedule an ADM assessment.
5) Schedule an ADM assessment and a possible referral to Bay Area Legal services.
6) Referral to TABE and then GED classes - done by the WT Career Counselor.
7) Schedule an ADM assessment.
8) Referral to ESOL classes - done by the WT Career Counselor
9) Schedule an ADM assessment.
10) Schedule an ADM assessment.
11) Referral to TABE then ABE/GED classes - done by the WT Career Counselor
12) Domestic violence referral - via referral form and verbally
13) Schedule an ADM assessment.
14) Schedule an ADM assessment.
15) Schedule an ADM assessment.
16) Do not schedule an ADM Assessment no matter how previous questions are answered
17) Referral to Lutheran Services - done by DCF and/or the WT Team lead

18) This question goes along with question #16

If any of the questions are marked, then the WT Resource Specialist will need to make the appropriate referrals as stated above.

If the customer has marked off an ADM or DV issue, this is where you may go into confidential information. Please make sure staff is in a private area to schedule them for an ADM assessment. Remember the Resource Specialist (RS) is not there to case manage, only to begin the referral process.

ADM assessments are schedule online through the Yahoo calendar. It is a secured website that is accessible with a User ID and password. There are two calendars set up. One for South County and the other for Clearwater. They all have different user Ids and passwords.

How to get to the website and schedule an ADM appointment:

1) Go to: http://mail.yahoo.com/

For the South County ADM schedule, the user id is: worknetsc

The password is: midtown

For the Clearwater ADM schedule, the user ID is: worknetnc

The password is: barryst

2) Log in.

3) On the top of the web page, click on calendar. This will bring you to the calendar where the RS will schedule the appointments. On the top, you can choose the different views, such as the daily view or the weekly view. You will be able to view/print your scheduled appointments 24 hours a day.

4) Click on the hour for which you would like to schedule the appointment (i.e. 1:00pm). Under "title", type the customers first and last name. Leave the event type as "appointment", leave the date, under the "time" category, please verify the appointment time is correct (i.e. 1:00pm), then change the "duration" from 1 hr. 00min to 0hr 15min. Under reminders, please make sure the button for "do not send reminder" is clicked.

***If you need to make an appointment for 1:30pm - from the regular calendar view, click on the 1:00pm link, then under "time" change it to 1:30pm, then proceed with the steps 1-5 on this email.

5) The Resource Specialist (RS) will schedule appointments on the same schedule they do now and schedule them one right after another, no spaces of vacant times. Appointments are made every 15 minutes. The RS will only use the customer's name, no SSNs since they are not needed. Staff is to enter their initials after the

customer's name, so it is known who scheduled the appointment, just in case an appointment needs to be rescheduled.

Once the RS has made the appropriate referrals, then they will notate at the bottom of the Referral Determination guide, where it says, "Provider use only - comments". The RS will write what referrals were made. Example: "ADM assessment scheduled".

When the Career Counselor first meets with the customer following orientation, it is the responsibility of the Career Counselor to follow up on any referrals that were given. This will be notated on the bottom of the Referral Determination guide.

Standard Operating Procedures - 5

Title: OSST Work Registration

Date: May 25, 2010

To: All WorkNet Pinellas Program Staff Members

OSST Work Registration:

The Resource Specialist (RS) will be responsible for work registering all applicants on the OSST system once the customer has completed the eSignature acknowledgement and online orientation process. This is done from the desktop by double clicking on the hyper-link for work registration.

A new work registration must be completed in OSST

Each applicant is provided a user name and password during work registration. The user name should be something the applicant will remember such as the applicant's last name and the first initial and the password should be the last four digits of their social.

OSST Skill Development Screen:

Service Plan:

- Any services provided with anticipated begin/actual start date and costs.

Skill Development:

- Orientation with anticipated begin/end date and actual begin/end date with an outcome of "completed" indicating successful completion.
- Job Search/Job Readiness activity with anticipated start date. Use the day after orientation as the anticipated start date.

Case Note:

- Recap any participation or employment barriers as observed in intake paperwork.
- Record that all orientation attendees were informed of diversion services to include Upfront Diversion, Relocation as well as availability of Transitional services and how to access.

<u>Here is a sample case note:</u>

ORIENTATION---REGULAR TRACK: Applicant attended orientation this date. Applicant was told about the WT program and a review of Opportunities and Obligations was completed. The policies of the program

were provided including: an explanation of countable activity options, required number of hours of participation, the sanction process, time limits, support services available, transitional services, relocation and upfront diversion, cash severance, hardships, ADM and domestic violence assistance, and medical situations. The grievance policy was also discussed as well as the applicant's rights and responsibilities. Applicant is assigned to Job Smart Workshops.

ORIENTATION---RE-EMPLOYMENT TRACK: Applicant attended orientation this date. Applicant was told about the WT program and a review of Opportunities and Obligations was completed. The policies of the program were provided including: an explanation of countable activity options, required number of hours of participation, the sanction process, time limits, support services available, transitional services, relocation and upfront diversion, cash severance, hardships, ADM and domestic violence assistance, and medical situations. The grievance policy was also discussed as well as the applicant's rights and responsibilities. Applicant is assigned to Job Smart Workshops.

***This is for someone who completed orientation within the last 6 months.

REGULAR TRACK: (RETURN CUSTOMER) Applicant is not in need of completing online orientation. Orientation video last completed on _____ per WorkNet Admin system, which is within the last six months. Applicant has also provided new intake packet completed on this date.

Applicant was told about the WT program and a review of Opportunities and Obligations was completed. The policies of the program were provided including: an explanation of countable activity options, required number of hours of participation, the sanction process, time limits, support services available, transitional services, relocation and upfront diversion, cash severance, hardships, ADM and domestic violence assistance, and medical situations. The grievance policy was also discussed as well as the applicant's rights and responsibilities. Applicant is assigned to Job Smart Workshops and was advised once she was engaged in Job Smart activity WorkNet would notify DCF of compliance so DCF could process TCA as long as all other pending items had been submitted to DCF by due date.

If the Resource Specialist data enters the customer's name or SSN incorrectly, here is how to correct it:

If it is a name correction, anyone can complete this prior to the Florida/DCF interchange, or the staff can wait until the Florida/DCF interchange occurs.

If the DOB or SSN is incorrect, only the alert receiver for that unit (Program Coordinator) or the Regional Security officer (WT MIS Coordinator, Lysandra Montijo) can correct this on the Case at a Glance screen.

If an error is noticed after the Florida/DCF interchange, then the Program Coordinator must go through the DCF case maintenance unit to get the error corrected.

Standard Operating Procedure – 6

Title: Initial Assessment and Assessment Update

Date: May 25, 2010; Updated 08/16/12

To: All WorkNet Pinellas Program Staff Members

Based on Federal Regulations (45 CFR 261.11), and initial assessment of the individuals skills, work history and employability often is completed during the Work Registration process, but must be completed within 30 days of being determined eligible for cash. This is determined by the date the case becomes mandatory in the OSST system. Here is a list of assessment tools included as Initial Assessment:

1. ADM Referral Determination Guide (SOP 1 – Referral Determination Guide Process)
2. Online Orientation Intake Assessment
3. Online orientation – WT questionnaire
4. Job Skills Assessment
5. E Choices
6. Work Readiness checklist (SOP 3 – Work Readiness Process)
7. TABE – Test of Adult Basic Education
8. Verbal Initial Case Manager Appointment checklist

Career Counselors are to complete or review these assessments within 30 days of a case opening or reopening for cash assistance. Career Counselors are to use this information from these initial assessments or assessment updates to offer needed support services, assign appropriate work activities (relevant to the customers employment goals) and develop the IRP. Based on the customer's barriers, skills, employability and goals, the customer is offered services and assigned to participate in countable/alternative work activities. These activities are used to help the customer move towards their goals. To help the customer understand both their goals and what they are required to do on a daily basis, the customer and Career Counselor develop an IRP.

Allowable methods to document and support review and update to initial assessment are:

1 ADM Referral Determination Guide (SOP 1 – Referral Determination Guide Process)

2. Online Orientation Intake Assessment
3. Job Skills Assessment
4. E Choices
5. Work Readiness checklist (SOP 3 – Work Readiness Process)
6. Verbal Initial Case Manager Appointment checklist
7. Completion of the Initial Assessment/Update section of a WorkNet IRP for WT (locally-created form)

Standard Operating Procedures – 7

Title: Assessment (Training)

Date: May 25, 2010; Reviewed 08/16/12

To: All WorkNet Pinellas Program Staff Members

- TABE is provided on a referral basis through Career Counselors. Some customers wanting to pursue training will be required to complete a TABE as prescreening tool for entry into training. The for a TABE is determined by the level of education the customer has attained thus far and by what training provider the customer is interested in attending.
- E-Choices is available in our resource rooms. Please instruct customer to obtain a printout for inclusion in his/her job search plan.
- Comprehensive Assessments are available through Vocational Rehabilitation. Any WT mandatory customer who states inability to fully participate defined as completion of 35 hours of weekly participation and whose inability to do is anticipated to last for 3 months or more should be referred for a Comprehensive assessment.

Standard Operating Procedures – 8

Subject: Electronic Document Management System (EDMS)

Date: May 25, 2010: Updated 08/16/12

To: All WorkNet Pinellas Program Staff Members

In order to streamline our processes, WorkNet has moved towards a "paperless" system and an Electronic Document Management System (EDMS) has been created. Hard case files will no longer be created for Welfare Transition cases.

The EDMS system can be accessed by authorized staff who have been provided administrative rights to the WorkNet Pinellas website. All staff can log into the system by entering their last name and last 4 of your SSN; click submit. Once logged into the WorkNet website, staff will access the EDMS system based on the security rights that they have been granted.

Once signed into the Admin site, staff will have access to the following:

- View documents that customers have submitted
- View all documents that have been uploaded to customer files
- Add documents to customer files
- View what customers have signed into the One Stop kiosks
- Assign electronic courses for customers

A Table of Contents has been created to assist staff with ensuring that all documentation is "filed" into the correct "folders" programmed into the E-File system.

Select WT in the first drop down

E filing System – Uniform "Description"

Under "Description" please make sure to use the following format when entering a description: All Centers will use this same format and description for each activity.

Communiqués:

Miscellaneous Letters:

Appointment letters: Letter description, date mailed and date the appt is set for. Example: APL 3-1-07/4-2-07.

Childcare Referrals:

Childcare referral valid (dates the referral is good for) Example: CC Referral 3-27-07 to 4-27-07

Sanctions/Pre-penalties:

Just enter the date requested in the description

Enrollment Information:

Intake/Orientation paperwork:

When entering completed intake paperwork (i.e.: DCF screening tool, Work Registration, Referral Determination guide, UFD screening tool): Intake Forms (date of completion) Example: IF (2-18-07)

When entering Orientation paperwork/Grievance pack (i.e.: Grievance, Release of info, O & O, Employment plan): Orientation packet (date of completion) Example: OP (2-18-07)

Assessment:

Assessment: TABE results (date taken) Work Readiness results (WRCL - date completed)

Career Plan:

IRP (date completed) Example: IRP 10/1/06.

Financial:

Support Service Requests:

When entering a Check or Voucher back up: List the request type and the request date. Example: Tuition request (3-2-07) or Rent request (2-27-07)

When entering a completed check or voucher: Date: Check #/Voucher # (Amount – What is was for) Example: 06/05/06: Ch# 124949 ($83.76 - Water)

Special Conditions:

Medical Verification (date signed by doctor) Example: MV (10/1/06)

Work Activities:

Community Service (Monday beginning week date - Sunday ending week date) Example: CS (11/01/06 - 11/07/06)
Work Experience (Monday beginning week date - Sunday ending week date) Example: WE (11/01/06 - 11/07/06)
Pay Stubs (beginning week date-ending week date) Example: PS (11/01/06 - 11/07/06 depending of pay period).

GCF Global Tutorials (date completed/session completed) Example: GCF (08/091/06 Quiz/Word 2000).
Job Smart Module (date completed/Workshop Title) Example: WC (6/28/06/Resume Development).
Job Search hours (Monday beginning week date - Sunday ending week date) Example: JS (11/01/06 - 11/07/06)
Vocational Training (Monday beginning week date - Sunday ending week date) Example: VT (11/01/06 - 11/07/06)
Employment Verification (Start date of employment-name of business) Example: EV (10/1/06 - WorkNet Pinellas)

Shortened Scanning Codes for "Description":

CC – Child Care Referral
CS – Community Service
WE – Work Experience

PS – Pay Stubs
EV – Employment Verification
MV – Medical Verification
IRP - Individual Responsibility Plan
GCF – GCF Tutorial
WC – Workshop Certificate
WH – Workshop Hours
JS – Job Search
VT – School Timesheet
SV – School Verification/schedule
PP – Pre-Penalty
SX – Sanction/Notice of Failure to Maintain Comp
IF – Intake Forms
OP – Orientation Packet
APL – Appointment letter
TL – Transitional Letter
WRCL – Work Readiness Checklist
WTSV – WT Services Agreement
RP – Retention Plan/Checklist
SEP – Self Employment Logs

When a customer completes orientation, the Resource Specialist will upload the online orientation forms and the intake packet into the E File.

All incoming paperwork will be case noted into the OSST system and then scanned into the E-file system by each customer. Hard copies will be shredded and disposed of.

Note: All files prior to 6/30/04 will be boxed separately and labeled "County". All files closed between 7/1/04 thru 6/30/06 will be boxed up and sent to the AE office for file archiving/scanning. All files closed after 7/1/06 and that have not reopened will be scanned into the E-File system by WT Staff.

PURGING APPLICANT OSST cases:

Periodically throughout a month, the status of the applicant's pending Request for Assistance (RFA) reviewed with appropriate action taken. The Resource Specialist or designee will review the OSST To-do's and the FLORIDA system to determine status of RFA. Any RFA that is denied or fully closed should have the OSST electronic case closed with solid case note of research.

Standard Operating Procedures – 9

Title: Opt Not to Receive Cash

Date: May 25, 2010; Reviewed 08/16/12

To: All WorkNet Pinellas Program Staff Members

If an applicant Opts Not to Receive cash assistance or Up-Front Diversion after the overview by the Resource Specialist, the Resource Specialist will notify DCF via CLRC and CLMM on Florida.

The applicant may not receive any support services, unless they decide to participate fully in the program or have elected upfront diversion.

Have applicant complete an applicant statement of their desire to "Opt out" retaining a copy and providing a copy to customer.

Standard Operating Procedures – 10

Subject: Walk-In and Appointment only process

Date: May 25, 2010; Updated 08/16/12

To: All WorkNet Pinellas Program Staff Members

In order to cultivate a stronger relationship between customers and their assigned career counselors, all WorkNet Pinellas offices will implement a Walk In schedule two days a week. The remaining three days in the week will be allotted for appointments with customers. During walk in days, customers will have the opportunity to come into office and meet with their assigned career counselor.

On walk in days, customers will be able to come into the office and see their assigned career manager. These walk in customers will be seen on a first come, first served basis. If customers cannot wait for their career counselor to see them on a walk in basis, customers will have the opportunity to schedule an appointment with their assigned career counselor.

WorkNet Pinellas offices will consider *customer satisfaction* a priority at all times. Reports by customers who arrived in WorkNet Pinellas offices that were not seen by their Assigned Career Counselor, the "Career Counselor on Deck" or the Program Coordinator will be investigated by the Management team. Substantiated claims of non-responsiveness will be grounds for initiation of disciplinary action.

WT Standard Operating Procedure

Child Abuse & Fraud Reporting

1. Child Abuse/Neglect Reporting
2. Indicators of Abuse
3. Identifying and Reporting Fraud

Standard Operating Procedure – 1

Title: Child Abuse/Neglect Reporting

Date: April 20, 2007, update August 23, 2012

To: All Worknet Pinellas Program Staff Members

What is child abuse or child neglect

Child Abuse is defined as: any non-accidental injury, sexual battery, financial or sexual exploitation or injury to the intellectual or psychological capacity of a person by the parents or other persons responsible for the child's welfare (including legal guardian's, foster, group or nursing home operators, baby-sitters, family day care home operators, and any public or private institution worker). In addition, abusers may be any people living in the home or having access to a child.

Child neglect is failure to provide adequate food, clothing, shelter, health care, or needed supervision.

Who Reports Abuse

WorkNet Staff who has reasonable cause to suspect child abuse or neglect is required to report that abuse or neglect. Any person failing to report, knowingly preventing another person from doing so, or making a false report is guilty of a second-degree misdemeanor and is subject to prosecution.

When to report abuse

Physical Abuse

When an injury is identified on a child that was inflicted during punishment that requires medical treatment, it is outside of the range of normal discipline.

Bruises on the face or bruises on a child less than one year of age suggest abuse.

Any punishment that involves hitting with a closed fist or an instrument, kicking, inflicting burns or throwing the child represents abuse regardless of the severity of the resulting injury.

Sexual Abuse

Sexual abuse is contact between a child and an adult or older child. It may or may not involve physical contact or be violent in nature. Non-physical abuse means fondling, touching sexual organs, sex play, indecent exposure or photography of nude children. Violent sexual abuse means forcible rape, sodomy, or oral sex.

Detecting sexual abuse is difficult because most abusers use threats, bribery or other persuasive methods to engage the child in participation. The child generally does not report the abuse.

Neglect

The failure or omission on the part of the caregiver to provide the care, supervision and services necessary to maintain the physical and mental health of the vulnerable adult. The failure of a caregiver to make reasonable efforts to protect a vulnerable adult from abuse, neglect or exploitation by others.

EXPLOITATION

Actions of deception or intimidation, for the purpose of personal gain or benefit by a person in a position of trust, that deprives a vulnerable adult of the use, benefit or possession of funds, assets or property. Exploitation also occurs when the Possible Responsible Person knows or should know that the vulnerable adult lacks the capacity to consent and who obtains or uses, or endeavors to obtain or use, their funds, assets or property for personal gain or benefit.

Notification of Report:

- Telephone reporters will always be told prior to concluding your conversation, whether the information provided has been accepted as a report.
- For faxed information, notification will be provided only when additional information is needed to accept a report, or when the report does not fall within the jurisdiction of Children & Families. Your fax number must be clearly indicated on your report. Although you may request confirmation, you can assume that your report was accepted if you provided your fax number and receive no response from the Hotline.

Notification Tips:

The following tips are provided to assist you in making reports of abuse, neglect, abandonment, and exploitation of children and/or vulnerable adults.

- Use the Department of Children and Families' form when possible. It is designed to help you provide the required information.

- If you cannot use the Department's of Children and Families form, please send a concise description of the situation. Be sure to include the following information:
    - Victim name, possible responsible person, or alleged perpetrator name(s).
    - Reporter name (required for mandatory reporters).
    - Complete addresses for subjects, including a numbered street address, apartment or lot number, city, state, and zip code.
    - Telephone numbers, including area code.
    - Dates of birth.
    - Social Security numbers, if available.
    - A brief, yet concise, description of the abuse, neglect, abandonment, or exploitation, including physical, mental or sexual injuries, if any.
    - Names and telephone numbers and/or addresses of witnesses and others involved.
    - A brief description of the victim's disability or infirmity (required for vulnerable adults).
    - The relationship of the alleged perpetrator to the victim.
- Please print or write in a legible manner. Type, if at all possible.
- Do not use profession-specific language; i.e., "fx" for fracture.
- Do NOT send copies of medical notes, case files, arrest reports, etc.
- Always call 1-800-96ABUSE in emergency or critical situations. The time required to process a fax may be longer than the time required to process information given in a telephone call. This could delay assistance to victims.

Standard Operating Procedure – 2

Title: Indicators of Abuse

Date: April 20, 2007, update August 23, 2012

To: All Worknet Pinellas Program Staff Members

	Physical Indicators	**Behavioral Indicators**
Physical Abuse	• Unexplained bruises & welts on face, lips, mouth, torso, back, buttocks, or thighs in various stages of healing that reflect the shape of article used to inflict injury (hand, belt, extension cord). These may be on several different surfaces and commonly appear after school absence, weekends or vacations. • Unexplained burns that may be from cigars or cigarettes (especially on soles, palms, back or buttocks), immersion burns (sock like, glove like, doughnut shaped on buttocks or genitalia), patterned like electric burner, iron, etc., or rope burns on arms, legs, neck or torso. • Unexplained lacerations or abrasions to mouth, lips, gums, eyes or external genitalia.	• Wary of adult contacts • Apprehensive when other children cry • Behavioral extremes such as aggressiveness or withdrawal • Frightened of parents • Afraid to go home • Reports injury by parents
Physical Neglect	• Consistent hunger, poor hygiene, inappropriate dress • Consistent lack of supervision, especially in dangerous activities • Unattended physical problems or medical problems • Abandonment	• Begging, stealing food • Extended stays at school (early arrival, late departure) • Constant fatigue, listlessness or falling asleep in class • Alcohol or drug abuse • Delinquency • States there is no caretaker
Sexual Abuse	• Difficulty walking or sitting • Torn, shredded or bloody underclothing • Bruises or bleeding in external genitalia, vaginal or anal areas • Venereal diseases, esp. preteens • Pregnancy	• Unwilling to change for gym or participate in physical Ed. • Class Withdrawal, fantasy or infantile behavior • Bizarre, sophisticated, or unusual sexual behavior or knowledge • Poor peer relationships • Delinquency or runaway • Reports sexual assault by caretaker

Emotional Neglect	• Speech disorders • Lags in physical development • Failure to thrive	• Habit disorders (sucking, biting, rocking, etc.) • Conduct disorders (antisocial, destructive, etc.) • Neurotic traits (sleep disorders, inhibition of play) • Psychoneurotic reactions (hysteria, obsession, compulsion, phobias) • Behavior extremes: • Compliant, passive, aggressive, demanding • Overly adaptive behavior: • Inappropriately adult or infant • Developmental lags (mental, emotional) • Attempted suicide

How to report the abuse

Remember that it is the responsibility of DCF to research the case. It is not necessary to have proof when making the report, just reasonable cause to suspect. Don't wait until the abuse has occurred three or four times before reporting the abuse or neglect.

TELEPHONE: 1 - 800 - 96ABUSE (1-800-962-2873)

TDD (Telephone Device for the Deaf): 1-800-453-5145

FAX: 1 (800) 914-0004

A written report with your name and contact telephone or FAX using this fax form (in PDF Format, use Adobe Acrobat to view and print) to: 1 - 800 - 914 - 0004

*** Go to http://www.dcf.state.fl.us/abuse/howtoreport.shtml to print of the forms listed above.

NOTIFICATION OF REPORT:

- Telephone reporters will always be told prior to concluding your conversation, whether the information provided has been accepted as a report.
- For faxed information, notification will be provided only when additional information is needed to accept a report, or when the report does not fall within the jurisdiction of Children & Families. Your fax number must be clearly indicated on your report. Although you may request confirmation, you can assume that your report was accepted if you provided your fax number and receive no response from the Hotline.

- Voice mail messages will not be confirmed unless you leave a fax number for a response as indicated above. The Hotline cannot provide telephone confirmations.

The following information should be provided:

Names and addresses of the child(ren), parent(s), guardian(s) or other person(s) responsible for the child(ren)'s welfare.

Child(ren)'s age, race, sex, and sibling(s) name(s).

Nature and extent of alleged abuse or neglect.

Identity of the abuser(s) if known.

Reporter's name, address and telephone number. (Reports are not confidential).

Other information the reporter believes would be helpful in establishing cause of injury or neglect.

Directions to the child's location at the time of the report.

What happens next?

The Department of Children and Families child protective investigator will conduct an investigation of the family situation and evaluate the immediate safety of the child(ren). The child(ren) may be removed if immediate danger is determined. A service counselor may be assigned to work with the family to teach parenting skills and coping mechanisms.

Standard Operating Procedure – 3

Title: Identifying and Reporting Public Assistance Fraud

Date: August 16, 2012

To: All Worknet Pinellas Program Staff Members

Purpose:

The purpose of this policy is to provide the local process for communication of legal ramifications as well as reporting of suspected Public Assistance or commonly referenced as welfare fraud. The process also guides WorkNet staff on the appropriate action to identify suspected instances of welfare fraud, to report and review suspected instances, and final reporting suspected allegations of fraud within the WT and SNAP Programs to the lead agency, Department of Children and Families (DCF). Cases of documented suspected fraud will be referred to the Public Assistance Fraud (PAF) unit for investigation. Official report will be supervised by the WT MIS Coordinator or designee.

Reference:

Florida Statute 414.39 defines Fraud as:

(1) Any person who knowingly:

(a) Fails, by false statement, misrepresentation, impersonation, or other fraudulent means, to disclose a material fact used in making a determination as to such person's qualification to receive public assistance under any state or federally funded assistance program;

(b) Fails to disclose a change in circumstances in order to obtain or continue to receive any such public assistance to which he or she is not entitled or in an amount larger than that to which he or she is entitled; or

(c) Aids and abets another person in the commission of any such act, is guilty of a crime and shall be punished as provided in subsection (5).

(2) Any person who knowingly:

(a) Uses, transfers, acquires, traffics, alters, forges, or possesses, or

(b) Attempts to use, transfer, acquire, traffic, alter, forge, or possess, or

(c) Aids and abets another person in the use, transfer, acquisition, traffic, alteration, forgery, or possession of, a food assistance identification card, an authorization, including, but not limited to, an electronic authorization, for the expenditure of food assistance benefits, a certificate of eligibility for medical services, or a Medicaid identification card in any manner not authorized by law commits a crime and shall be punished as provided in subsection (5).

(3) Any person having duties in the administration of a state or federally funded public assistance program or in the distribution of public assistance, or authorizations or identifications to obtain public assistance, under a state or federally funded public assistance program and who:

(a) Fraudulently misappropriates, attempts to misappropriate, or aids and abets in the misappropriation of, food assistance, an authorization for food assistance, a food assistance identification card, a certificate of eligibility for prescribed medicine, a Medicaid identification card, or public assistance from any other state or federally funded program with which he or she has been entrusted or of which he or she has gained possession by virtue of his or her position, or who knowingly fails to disclose any such fraudulent activity; or

(b) Knowingly misappropriates, attempts to misappropriate, or aids or abets in the misappropriation of, funds given in exchange for food assistance program benefits or for any form of food assistance benefits authorization, is guilty of a crime and shall be punished as provided in subsection (5).

(4) Any person who:

(a) Knowingly files, attempts to file, or aids and abets in the filing of, a claim for services to a recipient of public assistance under any state or federally funded public assistance program for services that were not rendered; knowingly files a false claim or a claim for non-authorized items or services under such a program; or knowingly bills the recipient of public assistance under such a program, or his or her family, for an amount in excess of that provided for by law or regulation;

(b) Knowingly fails to credit the state or its agent for payments received from social security, insurance, or other sources; or

(c) In any way knowingly receives, attempts to receive, or aids and abets in the receipt of, unauthorized payment or other unauthorized public assistance or authorization or identification to obtain public assistance as provided herein, is guilty of a crime and shall be punished as provided in subsection (5).

(5)(a) If the value of the public assistance or identification wrongfully received, retained, misappropriated, sought, or used is less than an aggregate value of $200 in any 12 consecutive months, such person commits a misdemeanor of the first degree, punishable as provided in s. 775.082 or s. 775.083.

(b) If the value of the public assistance or identification wrongfully received, retained, misappropriated, sought, or used is of an aggregate value of $200 or more in any 12 consecutive months, such person commits a felony of the third degree, punishable as provided in s. 775.082, s. 775.083, or s. 775.084.

(c) As used in this subsection, the value of a food assistance authorization benefit is the cash or exchange value unlawfully obtained by the fraudulent act committed in violation of this section.

(d) As used in this section, “fraud” includes the introduction of fraudulent records into a computer system, the unauthorized use of computer facilities, the intentional or deliberate alteration or destruction of computerized information or files, and the stealing of financial instruments, data, and other assets.

(6) Any person providing service for which compensation is paid under any state or federally funded public assistance program who solicits, requests, or receives, either actually or constructively, any payment or contribution through a payment, assessment, gift, devise, bequest or other means, whether directly or indirectly, from a recipient of public assistance from such public assistance program, or from the family of such a recipient, shall notify the Department of Children and Family Services, on a form provided by the department, of the amount of such payment or contribution and of such other information as specified by the department, within 10 days after the receipt of such payment or contribution or, if said payment or contribution is to become effective at some time in the future, within 10 days of the consummation of the agreement to make such payment or contribution. Failure to notify the department within the time prescribed is a misdemeanor of the first degree, punishable as provided in s. 775.082 or s. 775.083.

(7) Repayment of public assistance benefits or services or return of authorization or identification wrongfully obtained is not a defense to, or ground for dismissal of, criminal charges brought under this section.

(8)(a) The introduction into evidence of a paid state warrant made to the order of the defendant is prima facie evidence that the defendant did receive public assistance from the state.

(b) The introduction into evidence of a transaction history generated by a Personal Identification Number (PIN) establishing a purchase or withdrawal by electronic benefit transfer is prima facie evidence that the identified recipient received public assistance from the state.

(9) All records relating to investigations of public assistance fraud in the custody of the department and the Agency for Health Care Administration are available for examination by the Department of Financial

Services pursuant to s. 414.411 and are admissible into evidence in proceedings brought under this section as business records within the meaning of s. 90.803(6).

(10) The department shall create an error-prone or fraud-prone case profile within its public assistance information system and shall screen each application for public assistance, including food assistance, Medicaid, and temporary cash assistance, against the profile to identify cases that have a potential for error or fraud. Each case so identified shall be subjected to pre-eligibility fraud screening.

History.—s. 1, ch. 69-268; ss. 19, 35, ch. 69-106; s. 1, ch. 70-255; s. 354, ch. 71-136; s. 1, ch. 76-20; s. 2, ch. 92-125; s. 42, ch. 96-175; s. 218, ch. 97-101; s. 1037, ch. 97-103; s. 30, ch. 97-173; s. 9, ch. 99-333; s. 67, ch. 2000-153; s. 46, ch. 2000-165; s. 10, ch. 2010-144; s. 30, ch. 2010-209.

Note.—Former s. 409.325.

What is Fraud?

Fraud is defined as the act of deceiving or misleading something or someone to achieve an outcome of an undeserved gain.

What is Public Assistance Fraud?

Public Assistance Fraud is defined in Florida Statute 414.39 as any person, including the designated or authorized representative, who knowingly does not tell the truth, hides information, pretends to be someone else, does not give all the information needed about themselves or the person(s) for whom they are applying for benefits or assistance, or other persons within their home, or does anything else unlawful in order to get state or federal public assistance benefits is guilty of a crime and will be punished as state or federal law allows. Further, any person (including the designated or authorized representative) who knowingly does not report a change in circumstances in order to continue to receive such aid or benefits which they should not get, or more benefits than they should get, is guilty of a crime and will be punished as state or federal law allows. Any person who purposely helps another person to do any of the above acts is guilty of a crime, and will be punished as federal and state law allows.

The WT and SNAP programs are Federally-funded programs in which federal funds are allocated to Regional Workforce Boards (RWB's) to administer these programs. Some of the program services may include:

1. Referrals for subsidized childcare services,
2. Transportation assistance,
3. Financial assistance for training programs,
4. Ancillary or supported services to assist with program participation or barriers to participation,

5. Diversion or Relocation services, and/or
6. Payments for education/creation of activities (SNAP).

Identifying Potential Fraud

Career counselors are generally made aware of potential fraudulent activity conducting follow-ups with:

- Work site supervisors
- Employers
- Schools
- Doctor's offices
- Child Care partners
- Day-to-day Case management

Example: Brenda has been assigned to complete 25 hours a week of work experience since 6/4. Brenda has turned in signed timesheets every week since 6/4 showing 25 hours per week. The career counselor contacts the worksite supervisor on 7/2 to follow-up on Brenda's progress. The supervisor informs the career manager that Brenda has not been to the site since 6/8. The career counselor now realizes that it appears Brenda has not been to the site since 6/8, but she continued to submit in a signed timesheets thru 6/29 showing 25 hours of participation each week. This is a case of suspected welfare fraud.

What steps should the career counselor take to report this suspected fraud?

In instances where a career counselor suspect's fraud, the career counselor will review the case with their Program Coordinator. Once the determination is that there is bonified case of suspected fraud, the career counselor will take the following steps:

1) Review the documentation that has been submitted
2) Identify the Activity Start date
3) Determine the discovery date of the suspected fraud
4) Research who has been signing the time sheets
5) Begin the pre-penalty process and make an oral attempt to inform the customer of failure to meet program requirements.
    a. Follow the pre-penalty process to determine if the customer has good cause for missing the activity.

b. Staff is not able to sanction due to suspected fraud, but lack of compliance with program requirements or agreed to Opportunities and Obligations would be a sanctionable occurrence.

6) Enter a case note in OSST summarizing case findings. Case note will include statement that suspected fraud has been reported and escalated.
7) The career counselor will determine the time frame of the suspected fraudulent activity and needed information to be report to the PAF unit for their PAF investigation. The career counselor will also need to gather and calculate information regarding the monetary value associated with the requested investigation period. This may include or additional costs on a case-by-case basis:
    - Transportation assistance for the time period
    - Childcare assistance for the time period
    - Cash assistance and food stamp amounts received for the time period
    - Training funds provided during the requested investigation period.
    - Ancillary or supported services to assist with program participation or barriers to participation,
    - Diversion or Relocation services, and/or
    - Payments for education/creation of activities (SNAP)
8) Complete a Potential Fraud report. This report will be reviewed by the Program Coordinator or Senior Career Counselor for completion and correctness.
9) A copy of the Potential Fraud report will be retained in the customer's EDMS file.
10) Forward the Potential Fraud report to the WT MIS Coordinator with all supporting documents.
11) Enter a CLRC note in the FLORIDA MIS system

Once the suspected fraud has been identified and reported, the career counselor will continue to work with the customer in an attempt to bring the customer back into compliance. This will include completing outreach to the customer, reassigning to another activity, and providing services that will assist the customer to remain in compliance. The career counselor will advise the customer that a fraud referral has been reported to DCF and that customer can continue to participate and receive services as long as compliance is maintained and until a final determination is made by DCF on the fraud referral.

What happens once a case is referred for Public Assistance Fraud?

When a Potential Fraud Report is received by the WT MIS Coordinator, the report and supporting documentation will be reviewed for completion and accuracy before the information is entered directly

into the FLORIDA MIS system BVBR screen. Upon receipt of a suspected fraud referral, the Department of Children and Families will begin a Benefit Recovery Review. After the review is completed by the Benefit Recovery Review, the referral is then forwarded to the Public Assistance Unit Fraud Review. From here the referral is then sent to either a Disqualifications Hearing or referred to the State Attorney for Prosecution.

A Disqualifications Hearing conducts a review for an Intentional Program Violation, also known as IPV. Customers found to have committed an intentional program violation either through an administrative disqualification hearing or by a federal, state or local court, will be ineligible to participate in the program. There are 3 IPV Levels.

- Level 1 – 12 month disqualification if it is a first violation
- Level 2 – 24 months disqualification if it is a second violation
- Level 3 – Permanent disqualification if it is a third violation

Once a determination has been made by the PAF unit, DCF will update the case on the FLORIDA system. If the decision is not favorable and the customer is still participating in the WT program and receiving TANF, the FLORIDA interface will generate a case closure which will be received in OSST.

Notification to customers of Public Assistance Fraud

Customers will be advised of definition of Fraud and potential penalties with locally developed flyers posted within One Stop offices, information posted on our local website, and discussed by Career Counselors during regularly scheduled appointments.

Tracking of Suspected Fraud Cases

As suspected Fraud Cases are reported to the Department of Children and Families, the MIS Coordinator will maintain a tracking spreadsheet identifying the customer name, date suspected fraud was identified, time frame of suspected fraud, estimated monetary value of services provided during suspected fraud period, date suspected fraud was reported to DCF, and DCF outcome of suspected fraud referral.

Staff Position

WorkNet staff main responsibility in the Potential Fraud Referral process will be to review, research, and report incidents of suspected fraud. Staff will provide reports in an objective and neutral manner.

WT Standard Operating Procedures

Countable Work Activities

1. Level of Services with the Welfare Transition Program (WTP)
2. Work Requirements
3. Resource Room
4. Core and Core Plus Activities
5. Job Search and Job Readiness
6. Community Service
7. Community Service and Work Experience Site Development
8. Work Experience
9. On-the-Job-Training
10. Employment
11. Entrepreneurial Situations
12. Providing childcare for an individual participating in a community service program
13. Vocational Education and Training
14. Allowable Study Time
15. Excused Absences and Holidays
16. Teen Parents and Management of Their Cases
17. STARS Referral Procedure
18. Job Participation Rate (JPRs)
19. Employment Verification

Standard Operating Procedure – 1

Title: Level of Services with the Welfare Transition Program (WT)

Date: March 1, 2007, Updated 6-3-10, updated 05-27-11, Updated August 16, 2012

To: All WorkNet Pinellas Staff Members

Core Services:

Core services are designed for those customers in need of some job leads and are expected to obtain employment within 30 days. This includes a Universal Customer that needs and wants extra training, a Dislocated Worker or their spouse and a Welfare Transition Applicant. Business Services staff screen customers to determine if they meet possible eligibility requirements for training assistance. Business Services staff provides job leads and referrals. No services may be provided unless the customer is a Welfare Transition Applicant/Participant or they are enrolled in WIA.

Eligibility: Any universal customer is eligible for core services. However, for additional services under the Welfare Transition program, a core customer will become eligible by submission of a Request for Assistance (RFA) filed with the Department of Children and Families. Upon filing their RFA, the WT applicant or core customer will be referred to WorkNet Pinellas to begin their WT Work Registration process. The customer has 30 days to complete the work registration process and get their 2097 electronically signed via CLRC. Reverse referrals should occur from WorkNet Pinellas to the Department of Children and Families where the assessment by core services or Intensive Resource room staff indicates a need for financial aid and/or added WT services. Reverse referrals will include core customers requesting diversion services and/or assistance with a WT sanction.

Intensive Services:

Intensive services are designed to assist customers who are not expected to obtain employment within 30 days or who do not obtain employment within that period of time. This includes Welfare Transition Participants (receiving cash) and WIA customers. The following are activities that the WT Participant may be assigned to under Intensive Services. These are explained in more detail in this Standard Operating Procedure.

- Job Search/ Job Readiness
- Community Service

- Work Experience
- Unsubsidized Employment
- Subsidized Employment
- Entrepreneurial Employment
- Vocational Training

Eligibility: An Intensive Services customer within the WT program becomes and retains their eligibility only by the receipt of an ongoing retention of Temporary Cash Assistance (TCA) benefits as authorized by the Department of Children and Families (DCF). Additionally, an Intensive Services customer within the WT program must be referred with a "Mandatory Status" as determined by DCF. Non-mandatory recipients of TCA can be reverse referred to DCF for redetermination of their customer status or a change to Exempt Volunteer. WT sanctioned customers who have served their penalty period will be assisted by WorkNet to re-establish their Intensive Services eligibility, which will require the submission of a new RFA with DCF, verifying their penalty period is served, and compliance with the work requirements of the WT program. Eligibility can also be through the successful exit from ongoing TCA benefits to the transitional status period of up to 2 years when a customer becomes employed, stops receiving TCA and continues to participate with the WT program requirements of an employed customer.

Training Services:

Training services are for those customers who are unable to obtain employment due to the lack of vocational skills that are presently in demand in the marketplace.

Eligibility: Eligibility and suitability must be established before proceeding with training services for a WT customer. Eligibility will generally be the ongoing receipt of TCA and compliance with the work requirements of the WT program. Eligibility can also be through the successful exit from ongoing TCA benefits to the transitional status period of up to 2 years when a customer becomes employed, known as Transitional Education. Suitability requires WorkNet to complete a formal assessment to determine that the customer is "training ready". Where a customer is potentially assessed to be not suitability for training services, then the WorkNet staff will work with customer to establish their suitability and/or return customer to Intensive Services for obtaining or retaining a "Self Sufficient" wage.

Transitional Services:

Within the WT program, there are also transitional services and benefits available to an employed WT customer. These post-employment services are aimed at retention of earned income or the increase of earned

income through a higher "Self Sufficient" wage. Transitional services can fall under the category of Intensive and/or Training services.

Eligibility: An employed customer who exits positively with earned income and continues to comply with the requirements of the WT program will retain transitional eligibility. Additional requirements must be met such as household income falling below the 200% mark of current HHS poverty income standards and must have children under the age of 18 in the home.

Standard Operating Procedure – 2

Title: Work Requirements

Date: August 8, 2007, updated 5-24-10, updated 05-27-11, Updated August 16, 2012

To: All WorkNet Pinellas Staff Members

Each person who is receiving cash assistance must participate in work activities. The calculation will depend on what activity the person chooses and whether they are a one or two-parent household.

One Parent Families

Each adult receiving benefits and referred with a mandatory status by DCF must participate in countable work activities for a minimum of **130 hrs/month or 35 hrs/week** based on the Federal guidelines. Of the 130 hours per month, at least 87 hours must be in a Core Activity. The remaining 43 hours can be in a Core Plus activity. Core and Core plus activities will be defined later in this SOP. These activity hours should be addressed in each customer's IRP as 35 hours per week of participation is minimum required and encourage completion of 40 hours per week.

In some instances customers may be assigned to less than 35 hrs/week depending on community service or work experience calculations. If the calculation is less than 87 hours/month hours assigned per week should be adjusted accordingly.

All families participation rate: gages the successful, sustained engagement of a parent in their Individual Responsibility Plan and assigned activities across the month. It is a simple ratio with the numerator containing all WT participants who completed minimum hours for the month and the denominator containing all WT participants who received cash benefits for the entire month. The WT participants with children 6 and over must complete 130 hours per month of countable activity (87 hours of Core and 43 hours of Core plus) and those hours must be updated in the OSST system. The WT participants with children under 6 must complete 87 CORE hours and those hours must be updated in the OSST system.

Two-Parent Families

Household is comprised of two parents receiving benefits on behalf a mutual child(ren) and referred with a mandatory status by DCF must participate in countable work activities for a minimum number of hours based on receipt of federally-subsidized childcare by the household.

Two parent participation rate: In order for the two parent household to meet this participation rate, the following rules apply.

- If the 2-parent household is receiving childcare, then the household must comply with 238 hours per month (217 Core hours and 21 Core plus hours).
- If the 2-parent household is NOT receiving childcare, then the family must comply with 152 hours per week (130 Core hours and 22 Core plus hours).
- Remember if a 2-parent household contains incapacity for either parent, then the "participating parent" must comply with the Federal minimum standard of 35 hours per week. The incapacitated parent should be coded with an OSST deferral of 30 days or greater to remove the household from the Two-parent participation rate.
- Both parents are assigned 35 hours of activity as their minimum level of hours if able-bodied and encouraged to complete 40 hours per week.

It is a simple ratio with the numerator containing all 2-Parent households who completed minimum hours for the month and the denominator containing all 2-Parent households who received cash benefits for the entire month.

Two Parent Families and All Families Participation Rate

Two parent households fall under the All families participation rate as well as the two parent participation rate. In order to meet All Families participation, one parent must meet the 130 hours per month (87 core and 43 core/core plus).

Standard Operating Procedure – 3

Title: Resource Rooms

Date: August 8, 2007, Updated 6-3-10, updated 05-27-11, Updated August 16, 2012

To: All WorkNet Pinellas Staff Members

Each office will have a resource room which will include in it information pertinent to job searching such as information on resume and cover letter composition, job leads, applications for employment for various employers, information on various employers in the area and Employ Florida Marketplace (EFM) systems for job search. Customers will be directed to the EFM for job referrals or leads. "On Duty" resource staff will provide job search assistance. Customers must be screened and qualified against job order requirements prior to proceeding with formal referral. Resource staff may provide up to 3 referrals per day and should assess customers follow through with previous day's referrals before proceeding with new job referrals.

All Upfront Diversion customers and applicants "opting not to receive" will be informed about the WorkNet Pinellas website/EFM's online services to support their job search efforts. Any walk in applicants/customers may utilize this room in their job search research and will be provided any necessary assistance by the staff on duty. All WT staff must become versed and proficient in accessing job openings in the EFM systems as well as efficient in giving quality provision of referrals.

Standard Operating Procedure – 4

Title: Core and Core Plus Activities

Date: March 1, 2007, updated 5-24-10, updated 05-27-11, Updated August 16, 2012

To: All WorkNet Pinellas Staff Members

Core activities:

These are the nine activities that comprise the base hours. These are also referred to as "core" or "primary" hours. These count towards the first 87 hours per month (single parent), 130 hours per month (2-parent with no childcare) and 217 hours per month (2-parent with childcare). A customer may choose to complete all hours in a core activity when not in direct conflict with fair labor law or requires the customer to work for less than minimum wage.

They are:

1) Unsubsidized employment
2) Subsidized private sector employment
3) Subsidized public sector employment
4) On-the-job training
5) Work Experience
6) Job Search and Job Readiness assistance
7) Community Service
8) Vocational Training
9) Providing childcare for an individual participating in a community service program

****Each of these Core activities are defined below in their own SOP sections.*

Core Plus activities:

These are WT activities that are normally NOT countable by themselves, however may be counted toward customers' minimum requirements after 87 hours of a countable Core activity is established.

They are:

1) Job Skills Training (310)
2) Education directly related to employment (712)
3) Attendance in GED or Secondary program Adult (713)

4) ESOL English for Speakers of Other Languages – If needed for HS/GED (716).

***See WT Work Activities Cheat sheet on "G" Drive under Intensive Services SOPs and forms – WT forms

OSST Entries: Staff must ensure that they are selecting a "JPR-generating" value when assigning a Core or Core Plus activity. Drop Box values in OSST are color-coded to assist staff in selection of the correct option. Red "color-coded" flags that the activity will count towards Federal Participation Rates.

Job Skills training:

This work activity is education or training for job skills required by an employer to provide an individual with the ability to obtain employment or to advance or adapt to the changing demands of the workplace. It includes customized training to meet the needs of a specific employer or it can be general training that prepares an individual for employment. This activity may include literacy and language instruction, when such instruction is explicitly focused on skills needed for employment or combined in a unified whole with the job training. Post-secondary education that leads to a bachelor's or advanced degree may count as job skills training, if it is directly related to employment.

In addition to actual classroom hours, countable hours may include supervised time spent in curriculum-required labs and clinical settings, supervised study halls as well as up to one hour of unsupervised homework time for each hour of class time. Total homework time counted for participation cannot exceed the hours required or advised by the educational program/instructor.

Daily supervision of this activity is required. The time logs documenting hours of participation will be signed by a designated party, verified by an electronic logging function as established by the educational/distance learning institution or the staff may contact the institution directly.

Education Directly Related to Employment:

This is an educational activity for participants, regardless of age, who have not received a high school diploma or GED and need further education related to a job in a specific occupation, job, or job offer. However, on a case by case basis, staff may enroll individuals with high school credentials from other countries into this activity if assessment indicates the person cannot function at U.S. high school level. It may include the following activities: Adult Basic Education (ABE); English as a Second Language (ESL); and literacy skills. It may include classes to obtain a GED, supervised homework and study activities and testing to acquire GED certification where required as a prerequisite for employment.

In addition to actual classroom hours, countable hours may include supervised time spent in curriculum-required labs and clinical settings, supervised study halls as well as up to one hour of unsupervised

homework time for each hour of class time. Total homework time counted for participation cannot exceed the hours required or advised by the educational program/instructor.

Daily supervision of this activity is required. The time logs documenting hours of participation will be signed by a designated party, verified by an electronic logging function as established by the educational/distance learning institution or the staff may contact the institution directly.

Attendance in GED or Secondary Adult Education Program:

Florida restricts this educational work activity to participants without a high school diploma or GED. However, on a case by case basis, staff may enroll individuals with high school credentials from other countries into this activity if assessment indicates the person cannot function at U.S. high school level. The individual must regularly attend classes that are a part of a secondary diploma or an equivalent course of study. This may include other literacy education if related to securing a diploma or a GED. Any hours counted toward completing an adult basic education program must be directly related to obtaining a high school diploma or GED. Hours counted under this activity may include, in addition to supervised homework time, one hour of unsupervised homework time for each hour of classroom time if its need is documented by the instructor, website instructions or institution's description of the curriculum.

The staff verify hours of actual participation through documentation that includes time logs kept by participants and signed by a supervisor or other daily attendance records kept by the institution and signed by a designated supervisor.

Required Documentation apply to Core Plus training activities: Actual class room time and actual supervised study time if authorized and approved by a school/training representative will be used to update the Jobs Participation screen (JPR) and participation in this activity. School time sheets are to be completed by the participant, signed by teacher/school representative and must include a phone number for follow verification.

OSST Case note is required to document the school, Targeted Occupation, certificate program or AA/AS degree for enrolling participant as well as the projected completion date of training or certificate program.

Frequency of Submission: Core Plus activities are required to be mandatory and daily supervised. Daily supervision is completed by the training representative as supported by daily time sheets submitted weekly to the appropriate WorkNet contact. Staff should monitor weekly and obtain completed JPR documentation each week.

Some examples of how to coordinate Core and Core plus activities:

- Community Service for hours defined on the Benefit screen (may be deemed to 87 monthly hours) + GED (713) for 43 monthly hours.
- Vocational Training Primary for 87 monthly hours (731) + GED (713) for 43 hours.
- Unsubsidized (774) or Subsidized (775 or 776) Employment for 87 monthly hours + GED or Secondary Programs (713) for 43 monthly hours.

Standard Operating Procedure – 5

Title: Job Search and Job Readiness

Date: August 1, 2007, updated 5-24-10, updated 05-27-11, Updated August 16, 2012

To: All WorkNet Pinellas Staff Members

Job search and Job Readiness Activities – are those that include the act of seeking or obtaining employment in addition to learning how to seek employment. This activity must be documented and supervised daily. Job readiness assistance provides support for job-seeking activities, which may include:

1. Orientation to the world of work and basic job-seeking and job retention skills.
2. Instruction in completing an application for employment and writing a resume.
3. Instruction in conducting oneself during a job interview, including appropriate dress.
4. Instruction in how to retain a job, plan a career, and perform successfully in the workplace.

Job readiness assistance may also include providing a customer with access to our One Stop resource center that contains job listings, telephones, facsimile machines, typewriters, and word processors.

NOTE: Federal Limits apply to the use of this activity. Time limited to 4 consecutive weeks and 6 cumulative weeks in a rolling 12 month period OR 120 if single parent with child under 6, 180 hours for all other families in a rolling 12 months.

Job Smart Workshops

The purpose of this activity is to provide information on basic skills needed to obtain, maintain and retain employment. The topics include: Resume Development, Online job search, Interviewing Skills, Completing job applications, Career Development, Re-Employment and Retention.

All applicants will be assigned to the Job Smart workshops following completion of the orientation process, until such time as their cash has become active, with the following exceptions: deferred persons, teen parents, those working, or those persons currently enrolled in and attending vocational education. Job Smart workshops will be entered in the skill development section of the OSST system as Job Search & Job

Readiness with an "anticipated" begin date while the customer is an *applicant* and when the customer is *cash active,* the Supervisor will enter the "actual" begin date.

Once cash benefits becomes active, staff will review how many days the applicant has been in Job Search & Job Readiness. If the customer has completed the Job Smart workshops, they will be assigned to another activity. If the customer has not completed the Job Smart workshops, they may continue until they are completed. Not to exceed 4 consecutive weeks once mandatory.

The schedule for internal Job Smart workshops will be used at all offices and will repeat every week. See the G Drive under Intensive Services SOPs and forms – WT forms, for the schedule. In addition, the Resource Specialist may have persons in the class who are doing independent study or an individual assignment as part of their hours or to brush up on job-seeking skills.

The Resource Specialists along with the Remedial Skill Instructors will be responsible for providing "hands on" assistance and guidance to all Job Smart customers. Individual "one on one" time may be scheduled with the Remedial Skill Instructors. In addition, the customer may be assigned to complete daily job searches. Job Search time sheets will be used to track and document participation for the Assisted and Supervised Job Search component.

Documentation required: Fully completed and dated Job Search time sheets (external or internal) must be received daily supporting the WT customer's Job Search Activity. Travel and Application time must be tracked for each job contact or application. Actual times will be used to record the Job Participation hours (JPR). Job Smart Workshop will be documented on Job Smart workshop time sheets, completed and signed by the Resource Specialist.

Frequency of Submission: Job Search and Job Readiness is a mandatory daily supervised activity through the Resource Specialist staff. Staff should assign daily, monitor daily and obtain completed JPR documentation multiple times during the week.

Transitional (TS) Job Search:

When a customer experiences a loss in their employment, the newly, unemployed transitional customer may be assigned to TS job search for a period of 30 days from the date of employment loss if all other transitional eligibility requirements are maintained. Customers are required to submit 35 hours of Job searching per week for each of the 4 weeks during the 30-day period. Transitional staff can provide job

referral assistance and employment counseling to assist with quick re-employment during the 30-day period. After the 30-day period expires, then the customer is no longer eligible for transitional services.

OSST Entry: Staff will retain OSST in a TS or transitional status. An OSST activity entry will be made on the OSST Skill Development screen under the Skill Development section of Job Search and Job Readiness with an anticipated start date, and actual start date and an anticipated end date marking the last day of the 30-day period. JPRs will not generate due to TS status of case. Staff will case note and review the Activity ToDo at end of period taking appropriate action.

Standard Operating Procedure – 6

Title: Community Service

Date: August 8, 2007, updated 5-24-10, updated 05-27-11, Updated August 16, 2012

To: All WorkNet Pinellas Program Staff Members

Community Service (Comm Svc) are structured programs in which participants perform work for the direct benefit of the community at local not-for-profit or public work-sites. Comm Svc is designed for a participant who needs to increase employability by improving interpersonal skills, job retention skills, stress management, problem solving and/or balance between job, family and personal responsibilities. Community Service programs are limited to fields such as health, social service, environmental protection, urban and rural development, welfare, recreation, public facilities, public safety and child care.

Through the Comm Svc program, Welfare Transition customers are placed at a worksite at an approved, contracted not-for-profit agency in the Pinellas County area. Worksites are not required to pay an hourly wage to the participant, but are responsible for training them in duties described in the Comm Svc Training Outline and related soft skills. Worksite supervisors are responsible for monitoring attendance, participation, progress, and informing the Career Counselor of any problems with the placement. Customer progress and hours worked must be documented and supervised daily. Comm Svc time sheets must be turned into the Career Counselor weekly.

A community service placement may run up to 6 months. For our program, the placement should not exceed 3 months, except under special circumstances approved and case noted by a Supervisor.
The OSST benefit information screen or the Florida system will detail the level of DCF benefits used in the calculation of required hours for this activity. Community Service is defined as a core activity.

When looking at the formula or calculation for participation hours under the CS activity, staff should keep in mind that the Comm Svc calculation is a monthly calculation. The Career Counselor and participant may agree to how the customer will complete hours each given month based on DCF benefits for the month. Less hours may be assigned if combination with another core activity meets the participant's full

core requirements. More hours than the CAP based on monthly total DCF benefits may not be assigned. The calculation is based on minimum wage and more hours would mean the customer has been asked to work for less than minimum wage.

The following Comm Svc calculation is computed by adding 1) the monthly cash benefits to 2) the food stamps allotment and then 3) dividing by minimum wage for a monthly "required" number of hours. It is recommended that the Career Counselor divide the monthly hour amount by the number of weeks in the month to assign an average weekly amount. However, there is flexibility to accommodate the participant's schedule. Additional CS hours may be assigned later in the month if the participant misses days during the beginning.

Required Documentation: Actual time spent at a worksite will be used to update the Jobs Participation screen (JPR) and participation in this activity. Comm Svc time sheets are to be completed by the participant. Periodic progress is to be monitored through weekly time sheet and the worksite supervisor. The participant's "time in" and "time out" are recorded by the participant and approved by an authorized worksite supervisor as documented by supervisor signature. In addition, it is helpful if the worksite supervisor appears as an authorized signature as per the Community Service/Work Experience agreement.

Frequency of Submission: Community Service is a mandatory daily supervised activity. Daily supervision is completed by the worksite supervisor as supported by daily time sheets submitted weekly to the appropriate WorkNet contact. Staff should monitor weekly and obtain completed JPR documentation each week.

Example:

A customer gets $303 in Cash, $360 in food stamps.

The calculation would be: 303+360 = 663/7.31 = 90 hours for month. We would divide or apportion the monthly hours across each week by taking 90/4.33 = 20 hours per week.

This person would be required to complete 90 hours per month. In the example above, if the participation misses 8 hours in the first week of month, then the Career Counselor may assign the customer to complete an additional hours during weeks 2 and 3 of the month to complete their full required, monthly Comm Svc hours.

Once a customer has been identified as having a need for a community service or work experience activities, the referring WorkNet staff must contact the site supervisor to ensure availability of the community service or work experience position.

The customer should receive instruction that it is their obligation to forward their time sheets once every week for the duration of the Comm Svc or WE assignment. This information may be faxed, mailed or given to their Career Counselor.

If a customer is injured while completing Comm Srv, the State will cover the Worker's Compensation for the work site. The customer or work site supervisor should contact the Career Counselor immediately. If the injury is life threatening, 9-1-1 should be contacted first. Once the Career Counselor receives a call from the Comm Srv site, the Career Counselor will call:
OptaComp at 1-877-518-2583. Additional information on filing a claim is available at the following link:
http://intra.awi.state.fl.us/HRM/docs/NewClaimReporting.pdf
A form will be faxed to the Career Counselor with the FNOI Form. The Career Counselor will complete the form and return it to Opta Comp as soon as possible.

NOTE: The Career Counselor will also need to contact their Supervisor to advise of the situation and to obtain guidance prior to completing any type of forms received from Opta Comp.

Standard Operating Procedure – 7

Title: Community Service and Work Experience Site Development

Date: August 8, 2007, Updated 6-3-10, updated 05-27-11, Updated August 16, 2012

To: All WorkNet Pinellas Program Staff Members

Outreach Specialists have been tasked with taking the lead in ongoing development and expansion of available worksites. Partnership in development will occur when target is a "for profit" employer for Work Experience. This is a very important component in a customer's work readiness development and a well-rounded listing helps ease the referral process. All WorkNet staff should network and strive to utilize customers, local providers and partner agencies to market and open up more work sites. WorkNet staff should refer leads or agency names to their Outreach Specialists to assist in the establishment of new Community Service and/or Work Experience sites.

Community Service (Comm Srv) may only be completed at not-for-profit or public work-sites with the new exception of the Work Experience which allows the use of "for profit" employers. When developing Comm Srv and WE sites, each staff member must follow the procedure:

Upon contacting a potential Comm Srv and WE site, the WorkNet staff member will provide training to the supervisor of the site and assist the employer in completing the Community Service or Work Experience Agreement. This agreement will identify the following:

Name of the agency

Date on which the CS or WE will begin.

Name and address of the participating agency and authorized representative

Name, Title, Date and Signature of authorized representatives

The Outreach Specialist will assist the site supervisor to develop a Job description/Training Outline, see "G" Drive for the Comm Srv agreement to include the training outline. This Job description/Training Outline will specify each of the items listed on the forms including a detailed listing of the duties of the job, which customers will perform, any referral instructions specific to the site, the total number of positions available and the authorized signatures.

The Outreach Specialist will provide the partner-agency supervisor with an overview of the general intent of community service or work experience to provide the customer with a means to gain work experience and to establish job seeking and job keeping skills. In addition, the partner agency shall be advised that customers are to remain in the community service/work experience position for a maximum of three (3-6) months. The Outreach Specialist will obtain the signature of the partner-agency supervisor upon completion. The Outreach Specialist should also provide a brief orientation to include following items:

- Program Requirements
- Work Assignments
- Injury Reporting
- Drug-Free Workplace Requirements
- Work Skills Evaluation
- Supervisor Expectations
- Customer Expectations
- Customer Safety and Health
- Required Work Hours
- Community Service or Work Experience Time Sheet
- WorkNet Pinellas Staff Contact Information
- Anticipated Program Length

The original agreement should be forwarded to the MIS Director for signature. Once completed it will be entered into the Approved list of Community Service/Work Experience Sites and kept on file. The original will be forward to the Barry St office for record keeping. A copy will be sent back to the office by courier for the staff member to give to the Comm Srv or WE agency for their records. This agreement must be renewed at least once per year unless a different duration is specified on the agreement and job outline.

See "G" Drive for Community Service and Work Experience Agreements, Job Description/Training Outlines and Attendance Sheets.

Standard Operating Procedure – 7

Title: Work Experience

Date: August 8, 2007, Updated 6-3-10, updated 05-27-11, Updated August 16, 2012

To: All WorkNet Pinellas Program Staff Members

Work experience is structured and supervised work in exchange for benefits for individuals who lack preparation for or experience in the workforce. Work experience is placement of a participant at a worksite to gain experience at work to help the participant join the workforce. Work experience must provide an individual with an opportunity to gain general employability skills, job knowledge and work habits necessary to obtain and retain employment. Work experience may be at a for-profit or not-for-profit entity and must be developed by a contract with the worksite entity.

This is for customers who score 85% or higher on the Work Readiness assessment. The hope is for the customer to obtain a job right at that Work Experience site.

Work Experience formula - Cash Assistance plus food stamps divided by minimum wage giving the required number of hours for the given month. The number determined from this calculation is the number of hours the person must be in Work Experience. As with community service, deeming is allowed if customer meets the full, monthly required WE hours.

Required Documentation: Actual time spent at a worksite will be used to update the Jobs Participation screen (JPR) and participation in this activity. WE time sheets are to be completed by the participant. Periodic progress is to be monitored through the worksite supervisor. The participant's "time in" and "time out" are recorded by the participant and approved by an authorized worksite supervisor as documented by supervisor signature. In addition, the worksite supervisor should appear as an authorized signature as per the Community Service/Work Experience agreement.

Frequency of Submission: Work Experience is a mandatory daily supervised activity. Daily supervision is completed by the worksite supervisor as supported by daily time sheets submitted weekly to the appropriate WorkNet contact. Staff should monitor weekly and obtain completed JPR documentation each week.

Steps to follow when referring a customer to work experience:

- Confirm there is a signed Work Experience agreement on G drive.
- Make an appointment for the customer to meet with the Outreach Specialist to be screened and assessed prior to placing them at the Work Experience site.
- Make sure the customer has scored at least an 85% on the Work Readiness assessment tool.
- Outreach Specialist is to contact the Work Experience site and arrange a meeting between the site and the customer to complete a brief orientation to the expectations of WorkNet and the WE site. Refer the customer to the Work Experience site by completing the Work Experience Referral/Timesheet.
- When the customer is approved and starts WE, staff is to include this activity on the customer career plan.
- Enter the customer in Work Experience (220) with the WE site as the provider, on the Skill Development screen with an anticipated start date.
- They can stay in this countable activity (Work Experience) for up to 3 months. Then a full review of the case must be completed.
- The Worksite Representative would complete the bottom portion of the Referral/Timesheet.
- The customer would be responsible for turning these timesheets in weekly.
- When possible based on caseload size assign case to the Outreach Specialist for continued follow up.

Outreach Specialist are to follow up with the WE site on a daily basis for the first 3 days, then a weekly basis for the next 3 weeks, then monthly after that, or as needed.

Defining Level of Hours: please refer to guidance under Community Service activity. The same rules and guidance apply.

Standard Operating Procedure – 8

Title: On-the Job Training

Date: March 1, 2007, Updated 6-3-10, updated 05-27-11, Updated August 16, 2012

To: All WorkNet Pinellas Program Staff Members

On-the-Job Training (OJT) is paid employment provided by a public or private employer through a contractual arrangement in which the employer provides training and skills essential to perform the job, and WorkNet reimburses the employer for a portion of or all the added costs associated with training. An OJT position is distinguished from subsidized employment because it focuses on training and intensive education opportunities coupled with employment opportunities.

On-the-Job-training:

1. On-the-job training is full-time, paid employment in which the employer or an educational institution, in cooperation with the employer, provides training needed for the customer to perform the skills required for the position. The employer or the educational institution on behalf of the employer receives a subsidy to offset the cost of the training provided to the customer. Upon satisfactory completion of the training, the employer is expected to retain the customer as a regular employee without receiving a subsidy. An on-the-job training agreement may not be continued with any employer who exhibits a pattern of failing to provide customers with continued employment after the on-the-job training subsidy ends
2. On-the-Job training is an opportunity for customer's to learn by doing. An employer hires a customer and trains them on how to perform the duties of the job. The customer is paid the same salary as others in that job and is offered the same benefits. In exchange, Welfare Transition offsets part of the cost of training that customer by paying a portion (up to 50%) of the person's salary for a set period of time up to 10 weeks but no more than 6 months. The employer is obligated to keep that customer on as a permanent employee for 12 months. If the employer fires the customer without good cause, they are required to pay the monies back.
3. OJT cannot exceed 6 months.

4. When a customer has some skills but not enough to qualify for a position they want these options should be presented to the employer as mutually beneficial.

OJT contracts:

1. Can be completed by any staff member. Mainly OJT contracts are pursued and completed by the Business Services Unit.
2. The Business Services Unit will discuss the OJT contract fully with the employer and the customer and will ensure the position pays a competitive salary and meets the DOT criteria. In addition, if the customer already possesses the necessary skills for the position, these subsidizes will not be options.
3. The staff member will ensure the employer understands the documentation and when to complete it, the number of hours they will be reimbursed for, the minimum number of hours the customer must work per week (30), the training outline, and the program goals and how to contact that staff member.
4. The Business Services Unit will contact the employer and customer at the work site at least weekly during the contract period to ensure there are no problems and the training is being provided.
5. The Business Services Unit and Career Counselor will be responsible for ensuring the contract does not exceed the agreed upon length of time. The Career Counselor should enter a To-Do with an anticipated end date in the skill development screen.
6. All information will be conveyed to the Business Services Unit in order to keep open communication.
7. Any employer who has not kept an OJT individual in employment after the 6 months, without good reason, will be counseled by the Business Services Unit and informed that no future OJT individuals will be referred to that employer. The Business Services Unit will notify the MIS Director, in writing of this conversation.

How to complete the OJT contract: To be completed by the Business Services Unit

There are six (6) components that must be submitted with each OJT or must be given to the employer to forward when invoicing for reimbursement. Each form is mandatory and should not be modified in any way.

The Employer Agreement should be developed by Business Services when first agreeing with the employer that OJT is a viable means of placement. On-the-Job training is only available with for-profit and non-public entities.

The **Employer Agreement** requires that the following information be completed:

Section III.A	Effective Date: A begin and end date should be specified for the OJT not to exceed a 6-month period.
Section III.B.4	Name and Address of Employer. The contact person for the employer along with an address and telephone number must be included.
Authorizing Signatures	The contact person for the employer must sign, indicate their title, date of the signature and provide their FEID Number on the Agreement. The Director of Workforce Programs must sign the agreement. No other signature is authorized on this agreement.

The OJT Agreement (Attachment II) should accompany the Employer Agreement. The OJT Agreement specifies the services to be provided, the manner in which they are to be provided, the method of payment and the special provisions that the Employer must acknowledge having been advised. Attachments III through V must accompany this document as they are referenced within this document.

The **OJT Agreement** requires that the following information be completed:

Section C.1.	After calculating the full amount of reimbursement form the Training Outline (Attachment II), this amount will be transposed to this section.

The **Training Outline (Attachment II) should be completed which specifies the following:**

1	Job Title	The complete job title should be listed
2	Trainee Name	The trainee's full name should be listed in the same manner that it appears in the OSST system.
	SSN	The trainee's social security number should be listed to allow for consulting the OSST system.
3	Hourly Wage:	The wage at hire and that agreed to with the employer, as the basis for reimbursement should be listed.
4	Job Duties	A complete listing of job duties should be listed to identify the skills on which the trainee will focus during the OJT.
5	Occupational Title:	The title as it appears in the Dictionary of Occupational

		Titles should be listed if it varies from that which the company uses.
6	DOT Code:	The Code Number as identified in the Dictionary of Occupational Titles should be listed.
7	Length of Training	The Specific Vocational Preparation Level should be identified. The specific number of months that the training will last should be listed. The number of weeks that equates should be listed. The number of hours that equates should be listed.
8	Calculation of Reimbursement:	The wage rate should be multiplied by the total number of hours that the training will last equaling the total wages. The total wages should be multiplied by the percentage of reimbursement for the wages (not to exceed 50%) and then multiplied by the number of trainees' qualifying the total possible amount of the reimbursement for the total On-the-job training program.
9	Date of OJT	The date on which the OJT will conclude should be listed.
10		The contact person for the employer and the Director of Alternative Employment should sign the outline.

The **On-the-Job Training Invoice** should be submitted by the employer not to exceed monthly for reimbursement of training costs.

Standard Operating Procedures – 10

Title: Employment – all paid activities

Date: March 1, 2007, Updated 6-3-10, updated 05-27-11, Updated August 16, 2012

To: All WorkNet Pinellas Program Staff Members

1. *Unsubsidized employment*.--Unsubsidized employment is full-time employment or part-time employment that is not directly supplemented by federal or state funds. Paid apprenticeship and cooperative education activities are included in this activity.
2. *Subsidized private sector employment*.--Subsidized private sector employment is employment in a private for-profit enterprise or a private not-for-profit enterprise which is directly supplemented by federal or state funds. A subsidy may be provided in one or more of the forms listed in this paragraph.
    a) On-the-job-training – refer to SOP OJT under WIA program services
    b) Employer Retention Incentive Program – incentive program available to local Pinellas employers through WTP program to assist and cover the cost of hiring as well as initial training of a WTP participant. Employer's costs are reimbursed at 100% during the first 30 days and at 50% during the 31 to 90 day period. A formal agreement is executed and governs the terms of employer incentive. Unsubsidized hire is anticipated at close of agreement.
    c) Work Supplementation – arranged through DCF as lead agency and WT participant's monthly cash assistance is passed to the employer of hire for defined duration to not exceed 6 months. WT participant will receive direct wages from employer of hire.
3. *Subsidized public sector employment*.--Subsidized public sector employment is employment by an agency of the federal, state, or local government which is directly supplemented by federal or state funds. Public sector employment is distinguished from work experience in that the customer is paid wages and receives the same benefits as a non-subsidized employee who performs similar work. Work-study activities administered by educational institutions are included in this activity.

4. *Self-Employment* – is a form of unsubsidized employment in the form of full-time or part-time. Examples can be working providing childcare from their home, or independent painter, truck driver, landscaper, handywoman, etc. Customers would be required to track daily and weekly earnings and monthly expenses via a DCF Self Employment log for submission as their allowable hours of participation. Customers should provide receipts for gross earnings reported. Credit for hours of participation is arrived at taking the total weekly gross earnings minus expenses and dividing by minimum wage.

   Example: Sally Sue care for her sister's two children in her home. Her sister pays her $192.00 per week and reports $15 in expenses = $175 for week. Taking $175.00/minimum wage yields 23.93 or rounds to 24 hours. Sally Sue would be given credit for 24 hours of participation for self-employment on the JPR screen.

   In-Kind – form of self employment where the participant is exchanging labor for in-kind services such monthly rent or utilities. Monthly employment verification or the WorkNet In-Kind verification is required to support. Hours are calculated by the monthly gross services received by the participant/minimum wage. Hours are added into the last JPR week only for the entire, given month.

<u>How to report employment:</u>

1. All customers can report employment via DCF employment verification form signed by a representative of the employer, may submit a pay check stub and complete a Worknet EV form, or may request Worknet staff members to access verification via the Work Number for all employers who participate with the Work Number.
2. Once employment verification is received and reviewed, the staff must verify and enter the job into OSST immediately. 24-hour turnaround time on all data entry. If customer submitted a pay check stub, the check stub can be used as verification and no outreach to the employer is required.
3. A copy of the employment verification form must be faxed to the DCF change line, following this procedure:
   a) Collect all employment verification for the day and fax them daily to the DCF change line.
   b) Must use the approved DCF fax cover sheet, attention: Case Maintenance/Call center.

<u>Importance of Monitoring DCF update of Employment and Impact to Customer's TCA:</u>

Local procedures require the immediate distribution (same day) generally through fax of all employment verification received by WorkNet staff. In order to ensure timely entry and resulting impact to the newly, employed customer, follow up is also needed by WorkNet staff. DCF policy requires a 10-day delay in any adverse action such as loss or reduction of benefits due to reporting earnings. With WT time limits,

each WT customer has a bank of months of benefits and timely reporting will allow customer to save their remaining months of time-limited benefits for future need.

Cash Severance Benefit: did the job not close the cash assistance, then take your case to an exit.

Where level of earnings fail to close the customer's total cash assistance (TCA), then WorkNet staff must review customer's eligibility and suitability for Cash Severance or ability in customer's new personal budget to "Opt Out" or request voluntary closure of their reduced cash assistance (TCA) to save remaining months of benefits.

Required Documentation: All paid activities as per DEO guidance must be supported by third party verification and verification authorized by a signature from an employer representative. The WORK NUMBER verification is also allowed using the printout returned from the Work Number. All third party verification must contained the following; employer name, employee name/last 4 SSN, start date (if new job), total time/hours for JPR period, job title, rate of pay, average hours (if new job).

Frequency of Submission: Employment is a mandatory supervised activity. Daily supervision is completed by the worksite supervisor as supported by pay stub, payroll printout, Work Number verification, employment verification, or a copy of a time card. Staff should monitor per employee pay period and obtain completed JPR documentation based on pay period.

Projecting Employment Hours: AWI guidance allows project hours under a "paid" employment activity based on federal criteria. A full pay cycle must be documented with third party verification as required for all "paid" activities. This documentation is used to enter JPR hours of participation through the last day of the last month of cash, not to exceed 6 months. Staff must review any subsequent pay stubs or third party verification and if variances are noted, then correction must be made to the originally-projected employment hours.

Standard Operating Procedures – 11

Title: Entrepreneurial Situations or Starting own Business

Date: March 1, 2007, Updated 6-3-10, updated 05-27-11, Updated August 16, 2012

To: All WorkNet Pinellas Program Staff Members

Some customers are interested in starting their own business, have started their own business, or have had difficulty starting their own business. The steps required are as follows:

1. The Customer must develop a Strategic Business Plan.

Plan Requirements:

The plan outlines how this business will assist the customer in becoming self-sufficient. It spells-out provisions for and the measurements of what must happen for the business to succeed. The plan addresses how this business will attract and retain customers. It includes measurable objectives and how they will be accomplished.

Objectives include earning minimum wage (or more) for at least 30 hours per week within 60 days, and minimum wage (or more) for at least 40 hours per week within 120 days.

Example:

1) (Goal) Business will produce the equivalent of minimum wage for 30 hours per week (Target) within 60 days, (Objective) by producing and selling at least ____ WIDGETS (selling price. ___ cents) each week.
2) (Goal) Business will produce the equivalent minimum wage for 40 hours per week (Target) within 120 days, (Objective) by continuing to produce and sell ___ WIDGETS (selling price $___ = ___ cents profit) each week and produce, and sell ___ *SUPER* WIDGETS (selling price $___ = $___ profit) each week.

The Career Counselor will enter the business as an employer, and enter for the customer a work activity of self-employment (Unsubsidized employment) using the customer's Business Name as the employer. Send the DCF worker a CLRC message and fax this information to the Case Maintenance Unit/Call center indicating self-employment and whether or not there are currently earnings.

The customer is required to contact The Small Business Administration for help in developing this plan and for guidance with their business.

2. The Customer will submit a copy of the Strategic Business Plan to the WorkNet Pinellas Career Counselor within 10 days of discussing their desire to pursue the entrepreneur plan.

3. The Customer will submit the start-up costs for this business (including such items as rent, postage, reproduction costs, advertising costs, transportation expenses, occupational licenses, business equipment, phones, answering service, etc…). They will detail how these funds will be obtained. The Career Counselor should keep in mind that we can assist through support service dollars such items as business licenses, application fees, bus passes, etc., based on funding availability.

Example: (Objective) Widgets, Incorporated will secure a small business bank loan of $5,000, using equipment already owned, to finance this transaction (Target) within 30 days.

4. The Customer will keep a Daily Business Diary detailing the steps taken (each day) toward meeting their goals (include time). The Customer will submit a copy of this Diary every week to their Career Counselor. The Career Counselor will review all documents with customer. The JPR screen will be updated based on the actual number of hours per week that the customer has spent working on their business plan, marketing, etc. The dairy will be the Back-up documentation.

5. The Career Counselor will design an IRP to reflect this Business.

See G-Drive for Business Diary and sample.

Standard Operating Procedures – 12

Title:

Providing childcare for an individual participating in a community service program

Date: March 1, 2007, Updated 6-3-10, updated 05-27-11, Updated August 16, 2012

To: All WorkNet Pinellas Program Staff Members

This activity is defined as "one program participant provides child care to enable another WT participant to participate in their community service program. Two-parent households may not be included in this activity unless providing childcare for another participant outside their two-parent household.

Required Documentation: Actual time spent at a worksite for the Comm Srv assigned will be used to define the hours of participation for the participant providing child care services, update the Jobs Participation screen (JPR) and participation in this activity. Comm Srv time sheets are to be shared and placed into the child care providing participant's file. Periodic **progress** is to be monitored through the worksite supervisor. The participant's "time in" and "time out" are recorded by the Comm Srv participant and approved by an authorized worksite supervisor as documented by supervisor signature. It is helpful if the worksite supervisor appears as an authorized signature on the Community Service/Work Experience agreement. Staff will complete periodical checks to ensure the signature on weekly time sheets match the Comm Srv agreement.

Frequency of Submission: Community Service is a mandatory daily supervised activity. Daily supervision is completed by the worksite supervisor as supported by daily time sheets submitted weekly to the appropriate WorkNet contact. Staff should monitor weekly and obtain completed JPR documentation each week.

Deeming is not allowed with this activity and only actual hours of childcare apply. A customer will not get JPR credit if the other parent does not attend community service for a specific day.

Standard Operating Procedures – 13

Title: Vocational Education and Training

Date: March 1, 2007, Updated 6-3-10, updated 05-27-11, Updated August 16, 2012

To: All WorkNet Pinellas Program Staff Members

This activity is education and training that prepares the individual for employment in current or emerging occupations through organized and state approved training in Florida's vocational technical area centers, community colleges offering certificate, AA/AS, and other advanced degree programs and proprietary schools. With careful planning, the provider and participant may be able to combine vocational education and training with other work activities in ways that lead to a baccalaureate or other advanced degree.

Florida does not allow stand alone basic skills or English language proficiency classes to be offered as vocational education; however, vocational education curriculum structure does provide for those skills to be embedded in the programs if they are required for the success of the student.

Vocational education is an allowable activity for 12 months over a participant's lifetime as a primary activity.

Vocational education for Welfare Transition Customers is funded out of WT dollars as the primary funding stream. A customer may self-enroll in training prior to coming to WorkNet Pinellas or may enroll without approval from the WorkNet Pinellas staff; however WorkNet Pinellas may or may not pay for that training. Vocational education is designed for those customers who have failed to obtain employment or self-sufficient employment with a current work history and skill set. Often customers will self-enroll through Pell grant or financial aid. Once self-enrolled customers verify their enrollment via school registration form and start of classes via a WorkNet education time sheet, then the case will be transferred to the Career Counselor specializing in training cases. An IRP update will take place. TABE testing will be conducted and reviewed if needed. Research by the customer on the vocation of choice should be conducted to include LMI research. A thorough review of the case will be completed to assess the suitability of the customer completing the training and obtaining employment in their chosen field. For example: A customer with a felony in drug trafficking would not be able to find a job as a Pharmacist. A detailed training budget will be completed.

Required Documentation: Actual class room time and actual supervised study time if authorized and approved by a school representative will be used to update the Jobs Participation screen (JPR) and participation in this activity. School time sheets are to be completed by the participant, signed by teacher/school representative and must include a phone number for follow verification. Periodic progress is to be monitored through verbal contact with the teacher, review of progress notes on the school time and attaining grades or school progress reports each term or semester.

An OSST Case note is required to document the school, TOL, certificate program or AA/AS degree for enrolling participant as well as the projected completion date of training or certificate program.

Frequency of Submission: Vocational Training is a mandatory daily supervised activity. Daily supervision is completed by the training representative as supported by daily time sheets submitted weekly to the appropriate WorkNet contact. Staff should monitor weekly and obtain completed JPR documentation each week.

Individual Training Accounts and WorkNet Funding of Training

All requests for WorkNet funding of training must first apply for the Pell grant and exhaust Pell grant resources prior to receiving WorkNet funding. A training budget is created for the customer at enrollment into training, which outlines the full program, and fiscal year training amounts which obligates the funds out of the specific funding stream(s) effectively creating an a "budget" from which the customer may draw funds when they need them. Depending on the length of the program, one might have an Individual Training Accounts (ITA) for each fiscal year (7-1 to 6-30). This budget outlines the dollars obligated for each type of expenditure, as well, such as training costs in tuition, books, supplies, fees, exams, etc., and non-training related costs such as transportation and childcare.

Vouchers are written against that training budget on behalf of the customer for their training and non-training related expenses for each term of training. The line items of the budget may be reallocated based on the customer's needs and the budget may be increased or decreased based on the customer’s utilization of the funds obligated. For instance, if the budget allowed for $200 for books and the customer actually only spent $50, then $150 would be de-obligated which would be available to enroll other students.

WorkNet Pinellas shall discontinue payment on an ITA should a customer drop out of two or more classes in any program, or when the customer’s grade point average (GPA) falls below a 2.0 at semester end or overall cumulative average.

- “Any program” is defined as the complete program coursework required to achieve program graduation as determined by the selected course guidelines and its pre-requisites. Should a customer drop out or fail out of two or more classes, WorkNet will no longer pay for the program. The ITA will be voided.

- GPA “at semester end” will be defined as the cumulative semester grade point average reported at the end of the program semester. Should the customer’s cumulative grade point average fall below 2.0 the ITA will be voided.

- GPA “overall” will be defined as the cumulative grade point average reported at any time the customer’s grades are monitored. Should the overall cumulative grade point average for a customer fall below 2.0 the ITA will be voided.

- Additionally, for courses or institutions in which a “PASS/FAIL” system is utilized, WorkNet will void an ITA in which a student FAILs out of two or more courses per program.

If the ITA is voided and the customer expresses the desire to continue his/her education, he/she will be required to do so at his/her own expense. Policy affects all funding streams that pay for vocational training with program support dollars.

Once enrolled in the Training Program, the case will be monitored monthly. The customer will be required to bring in grades and time sheets on a weekly basis. The Career Counselor will discuss progress with the school representative at least once every three months. OSST will be updated accordingly.

Once the customer has completed 75% of the training program, the Career Counselor will meet with the appropriate Supervisor to discuss duel enrollment into WIA as an option. In addition, the customer will begin meeting with the Career Counselor and/or Core Services to obtain employment leads and complete their post Work Readiness Assessment.

<u>School holidays</u>

Any school holiday less than 14 calendar days is considered enrollment in that activity and the activity will remain open on the OSST system. The customer will also be required to participate in other activities to equal the required 30 hours per week minimum during these holidays. Summer break is not considered enrollment and the activity should be closed if the customer is not attending that term.

Welfare Transition allowable Holiday credits may be used when aligning with a school holiday. However the Career Counselor must use caution and advanced planning to ensure participation is maintained through period of school vacation or holiday when not covered by a DEO approved holiday.

Standard Operating Procedure – 14

Title: Allowable Study Time

Date: March 1, 2007, updated 5-24-10, updated 05-27-11, Updated August 16, 2012

To: All WorkNet Pinellas Program Staff Members

Study time must be documented and supervised daily by a school official in order to count. Vocational education supervised study time counts for the actual number of hours the person studies.

Written documentation of a customer's supervised/monitored study time is required. This should be in the form of a school time sheet signed by the official witnessing the study time. This would be include on the Education Time sheet and is the only acceptable documentation to support staff's JPR entries.

Supervised study time cannot exceed 2 hours of study time for every hour in class.

Standard Operating Procedure - 15

Title: Excused Absences and Holidays

Date: November 17, 2006, Updated 6-3-10, updated 05-27-11, Updated August 16, 2012

To: All Worknet Pinellas Program Staff Members

In February 2006, the Deficit Reduction Act of 2005 was signed, which reauthorized the welfare reform law. The New WT rules and regulations allow customers to receive JPR credit for holidays (defined as State holidays) and excused absences and holidays.

Excused Absences

1. **Holiday policy for paid work activities**—Grant participation hours for any holiday that an employer designates as a "paid holiday" for its employees.
2. **Holiday policy for unpaid work activities**—-Grant participation hours if the participant is scheduled on the following holidays observed by a work activity provider:

    A. New Year's Day;
    B. Martin Luther King's Birthday (observed);
    C. Memorial Day;
    D. Independence Day (observed);
    E. Labor Day;
    F. Veteran's Day (observed);
    G. Thanksgiving
    H. Friday after Thanksgiving;
    I. Christmas Eve; and
    J. Christmas Day

3. **Excused absence for paid activities**—Grant participation credit for scheduled hours a participant misses due to illness or other good cause for which the individual was paid.

4. **Excused absence for unpaid hours/activities**—Excuse up to 80 hours per participant during the preceding 12-month period and attribute hours towards participation. Excused absences will be recorded and tracked in the automated system. However no more than 16 hours per month may be claimed.

Case Noting:

Holiday Absence: Customer is receiving participation credit for the following state/federal holiday _____. Career Specialist has verified the customer was scheduled to participate in the activity prior to being granted these holiday hours. Career Specialist has verified that the agency actually observes this holiday, by receiving _____ (back up documentation). Customer is receiving JPR hours for their scheduled _____ weekly hours divided by 5 business days = _____daily hours in _____ (activity) due to a holiday.

Excused Absence: Customer is using an excused absence days for ____ (date).
Customer could not attend their assigned activity because they _____ (were at a school conference, out sick, Doctors appt, etc). Career Specialist has verified the customer was scheduled to participate in the activity prior to being granted these excused hours. See monthly activity calendar. Customer is receiving JPR hours for their scheduled _____ weekly hours divided by 5 business days = _____daily hours in _____ (activity).

JPR Credit:

JPR credit for excused absences and holidays is given based on the number of scheduled hours for allowable WT activities for the day or week.

Excused absences and holidays may be used on Core Activities and/or Core Plus Activities. It is, however, strongly recommended that priority be given to coverage of the customer's Core Activities or core requirement for participation. Customers may often make up with ease their Core Plus Activities especially if absence occurs at the beginning of a month. The decision may be to cover 4 hours of core for the day and customer agrees to make up their remaining 1 or 2 hours of Core Plus thereby using only one excused absence and saving remainder of their monthly excused absence allowable time.

Reminder:
Core Activities are defined as

- Vocational Training,
- Unsubsidized Employment,
- Subsidized Employment,

- Work Experience,
- Community Service,
- OJT, or
- Job Search/Job Readiness (when federal time limits are not exhausted).

Core Plus Activities are defined as

- Education Directly Related Training - #712 and requires that customer does not have a GED/diploma),
- Job Skills Training Directly Related to Employment - #310 and requires training be tied back or related to customer's employment goals on their IRP,
- Attendance in GED or Secondary Prog. - #713 and requires that customer does not have a GED or diploma, or
- ESOL if needed for High School or GED - #716 and language instruction must be required for the customer to obtain a GED or diploma.

Example: Customer is assigned to 20 hours of Comm Srv and 10 hours of GED. JPR credits may be given for the Core Activity (Comm Srv). The number of Core hours per day is 20 / 5 days per week = 4 hours per day. If the customer missed a day of activity due to a Doctors appt, the customer receives 4 hours of excused absence for their core activity. Customer agrees that it is wise to make up their GED hours for missed day during next week.

Standard Operating Procedure – 16

Title: Teen Parents and Management of their Cases

Date: March 1, 2007, Updated 6-3-10, updated 05-27-11, Updated August 16, 2012

To: All WorkNet Pinellas Program Staff Members

Teen parents are:

1. 19 or younger without a High School diploma or GED certificate. They are required to participate in medical, educational, counseling, and other assigned services as part of the WorkNet Pinellas program.
2. Pregnant, a parent, or a teen father.
3. A minor child that is not married or divorced.
4. Teen parent/head of household is receiving benefits in his or her name.

Teen Parents must attend High School or an alternative training program unless the dependent child is under 12 weeks or the customer has finished High School (then they are treated as an adult).

They are considered participating if they have satisfactory attendance in school working toward a GED or High school diploma, or maintain 35 hrs/week in education directly related to work.

During school breaks, they are required to participate in another Core activity that can include summer school, employment, community service work experience etc. Teen parents may be required to attend pre-employment/work maturity skills training, life skills training, and career exploration opportunities while in the Welfare Transition program.

Career Counselors are required to hold face-to-face meetings with teen parents once a month in efforts to keep this population engaged and provide additional support as needed.

Standard Operating Procedure – 17

Title: STARS Referral Procedure

Date: March 1, 2007, Updated 6-3-10, updated 05-27-11, Updated August 16, 2012

To: All WorkNet Pinellas Program Staff Members

The STARS (Success Training and Retention Services) Program is an additional resource to job skills and readiness training through a series of intense workshops. STARS falls under Job Search and Job Readiness.

Who can be referred to STARS?

1) Cases reopening after closing due to a sanction (level 2, or 3).
2) Cases reopening after closing due to employment.
3) Any customers who TABE results indicate education under 6th grade.
4) Any interested WT customer

Steps to follow when referring a customer to STARS:

- Customer must complete WT orientation and assessment before being referred to STARS.
- Make sure to enter STARS as a need and barrier and a step to self-sufficiency, so the Outreach Specialist can follow through with the sanction process if the customer fails to attend.
- Check the orientation schedule for the STARS Program.
- Refer the customer to STARS by completing the Referral/Timesheet for STARS Program (See G-Drive).
- If the customer is an applicant, during their planning appointment staff must enter the customer in Job Search and Job Readiness (120) with STARS as the provider, on the Skill Development screen with an anticipated start date.
- A customer must be referred to STARS before the actual STARS orientation date to ensure they complete a STARS intake packet.

- Send the customer to the STARS orientation.
- If the customer has not found employment after STARS, the Outreach Specialist should request a meeting with a STARS Program Representative and discuss what the next step would be for this customer (community service, etc).
- The STARS Program Representative will complete the customer's time sheets weekly.
- The customer would be responsible for turning these timesheets in weekly.

STARS Lifetime enrollment:

Once a customer has completed the STARS 4 week workshop, they are considered to be a lifetime member. If a customer is employed and loses their job for any reason, STARS will assist in job searching to help them become re-employed.

Any customer, whose cash has been closed due to employment and has now lost a job, should immediately be referred back to STARS.

Standard Operating Procedures – 18

Title: Job Participation Rate (JPR screen)

Date: March 1, 2007, Updated 6-3-10, updated 05-27-11, Updated August 16, 2012

To: All WorkNet Pinellas Program Staff Members

The Job Participation Rate (JPR screen) on the OSST Skill Development Screen will be used to record daily, weekly, monthly hours and monitor hours of participation. When a case becomes mandatory to the WT work activity requirements, then an assigned work activity is entered under the OSST Skill Development screen. When the anticipated start date is entered, an OSST system case note will be created. When the actual start date is entered, then the boxes on the JPR screen are generated and become white or editable. JPR weeks run from Monday through Sunday. To comply with state and federal participation requirements, an average of a minimum of 35 hours across the given month must be maintained weekly unless good cause is presented and granted.

Hard copy documentation must be presented by the WT customer and reviewed for compliance with state and local standards prior to entering on the OSST JPR screen. Staff case notes should occur on each piece of JPR back up to include their assignment to the weekly boxes on the JPR screen. Staff must begin each case note with "JPRs updated:" as they update OSST screens. Hard copy documentation must match the hours entered. If the hours calculate to 30.5, then staff will round up to 31 hours for the JPR entry. Hard Copy must be scanned into the E-File System. Phone verifications of participation hours are allowed. However staff must complete the appropriate time sheet or verification form to support the phone verification. Staff must label/mark documentation "COMPLETED Phone Verification" and ensure that they obtain the agency or employer representative's name verifying the customer's participation hours. Phone verifications must also clearly show the date and time of verification.

The JPR screen is used by the State to track and report State as well as Federal Participation. The Agency for Workforce Innovation (AWI) will do a "pull down" of all hours recorded in each JPR screen on the 14th day at close of business in the month following the reporting month. The calculation of Participate Rate is:

Number of Cases Meeting participation

Number of Cases Receiving Cash Asst in Month

Family Type	Core Requirements	Total Requirements
All other families except teen parent families	An average of 20 hours a week x 4.33 weeks a month = **87 hours monthly**	An average of 30 hours a week x 4.33 weeks a month = **130 hours monthly**

- The participation rate includes all families with at least one work-eligible parent
- Two-parent families must have at least one of the parents participating in the minimum required hours to be included in the numerator of the all-family rate. These hours must be reported in the data entry system

Two Parent Participation Rate

Family Type	Core Requirements	Total Requirements
Two-parent family not receiving federal funded subsidized childcare	An average of 30 hours a week x 4.33 weeks a month = **130 hours monthly**	An average of 35 hours a week x 4.33 weeks a month= **152 hours monthly**
Two-parent family receiving federal funded subsidized childcare	An average of 50 hours a week x 4.33 weeks a month= **217 hours monthly**	An average of 55 hours a week x 4.33 weeks a month= **238 hours monthly**

- The two-parent family participation rate only includes families with two work-eligible parents
- Two-parent families where one parent has a medical limitation lasting greater than 30 days recorded on the data entry system (as a deferral) will not be included in the two-parent family participation rate

Teens without a High School Diploma or GED

Family Type	Core Requirements	Total Requirements
Teen parents without a high school diploma or GED	A teen is engaged if (s)he participates in secondary education program satisfactorily or education directly related to employment for **87 hours monthly**	For married recipients, the teens will be counted if they complete **87 hours** monthly in either secondary education program or education directly related to employment ***Both teens are required to participate in activities for the minimum required hours

- Teens without a high school diploma are treated different for inclusion in the numerator of both rates

Dos and Don’ts of JPR Entries

- JPRs should only generate on a mandatory (MN) case, which means that the customer received cash assistance during the month of JPR generation. If an error occurs and JPRs generate, then staff should not enter hours but rather enter “zeroes” for month without cash assistance and change case status to

the appropriate applicant or transitional to shut off JPR generation.

- Staff must review and ensure that the type of activity or hard copy back up matches the activity of the JPR box. Example: It is strictly against policy to enter job search hours under a Community Service or employment JPR. Staff must exercise caution when entering. Staff will need to monitor why they are receiving hard copy back up not matching assigned work activity. Staff will need to open/start the correct, allowable activity and then enter the JPRs ensuring back up matches the type and number of hours entered.
- Staff must monitor the customers' compliance with minimum weekly and monthly hours. If a customer is turning in 25 hours in lieu of assigned 35 hours, the Career Counselor must contact the customer to discuss the shortage, determine good cause and work to assign alternative/makeup of shortage prior to the end of the month where possible. If hours are not there or low, then the monitor will look for a case note granting good cause. If no good cause, then the monitor will look for the start of a sanction beginning with the pre-penalty within 2 days of receipt of low hours.
- What counts for Holiday hours or School Breaks? For Teen Parents in a school activity, JPRs hours will be automatically entered for the holiday or spring break as per the normal weekly hours used when school is in session. This does not apply as per local policy to Teens on summer break. An alternate activity must be assigned. For Adults in training, an alternate activity must be assigned. Job shadowing or Comm Srv at training related work site are recommended. For Comm Srv or WE, if the agency has paid holidays, then JPRs would be updated in accordance with the Excused absence and holiday procedure. For employment, if the customer is paid for the holiday, jury duty, bereavement or vacation, then JPR entries will include these hours. If it is unpaid time, then an alternative activity must be assigned. A case note must always be entered clearly defining why JPR credit was given.

OSST CASE Noting Requirements supporting Receipt of JPR backup documentation and Accurate JPR Entry:

1. All JPR documentation received into a WorkNet office must be clearly with "full content" case noted in OSST, date stamped with date received and returned to customer for scanning.
   - The process is to ensure both complete case noting and receipt/storage of backup in each E-File.
   - "Case note content" must contain the following:
     - Worksite or training site
     - Total number of hours matching back up documentation

- Name and title of contact for worksite or training site completing verification.
- Definition of JPR week always using Monday's date in case note as JPRs run Monday – Sunday)
- Wage per hour for employment
- Calculation of how you arrived at hours for self employment
- A clear statement of the number of study hours that are part of the JPR hours. Always label this …. Supervised study hours at XXX.

2. It is permissible to use a "CUT and PASTE" template by embedding in your daily case notes and complete customer's details:

Standard Operating Procedures – 19

Title: Employment Verification

Date: March 1, 2007, Updated 6-3-10, updated 05-27-11, Updated August 16, 2012

To: All WorkNet Pinellas Program Staff Members

In order to ensure quality of employment verification and distinguish between a letter of intent to hire and a verification of hire, WorkNet staff must follow this process.

Procedures:

1. Verification of a new hire or employment can only occur after the start of employment.
2. If an employment verification is received prior to start date of said employment, then staff must:
    a. Receive a pay stub documenting their employment.
    b. Receive an updated employment verification, in which wages are defined
    c. Complete a verification through "The Work Number"
3. Staff for SNAP and WT should use the DCF Employment Verification form to facilitate sharing with DCF and ELC agencies.
4. Exceptions:
    a. SNAP program - is allowed to use the AFEI screen print in order to enter an OSST placement. AWI policy allows such practices. The AFEI screen does not always give sufficient information to complete the needed information for the OSST placement entry. Staff should phone verify in these circumstances.
    b. BD01 and BH10 printouts are permissible under WIA state guidance for the WIA, TAA and PRA programs. UC printouts are not timely and should therefore not be used for SNAP and WT programs unless supervisory approval is received.
5. Self-Employment should be documented by the "Self Employment Logs", requiring the customer to record and track their daily gross earnings and expenses. A weekly or bi-weekly ledger should be received using this form. Hour calculation will be based on gross earnings divided by state minimum wage resulting in hours of participation.

WT Standard Operating Procedure

Hardship Extensions

1. Hardship Extensions
2. Medical Incapacity, Social Security Applicants, and Extended Time Limits
3. Summary of Final Guidance

Standard Operating Procedure - Section 1

Title: Hardship Extension Process

Date: March 26, 2009, Updated August 9, 2012

To: All Worknet Pinellas Program Staff Members

The following forms associated with this SOP can be found on the G Drive under Intensive Services SOPs and forms – Hardship forms:

- Assessment and Review Form (AWI 0004, 12/12/01)
- Hardship Extension Review Form (AWI 2082, 12/01)
- Hardship Extension Statement of Understanding (AWI 2086, 12/12/01)
- Substance Abuse and Mental Health (SAMH) Treatment Verification Form (AWI 2299, 01/01) (See AWI website for form)

The following process should be followed when conducting the hardship extension reviews (Employability review) and initiating enhanced services.

The Department of Children and Families are responsible for tracking TANF recipients and applicants time limits and "flagging" those cases that are reaching the end of their lifetime limits. When a customer has six months or less left of their 48-month life-time limit DCF will initiate the employability review by completing section A of the Hardship Extension Review form, (CF-ES 2082, copy attached) and forward a copy to the RWB Career Counselor. Upon receipt the Career Counselor will review the case for its current status in OSST and Florida systems and to ensure appropriate referral.

If the Career Counselor's review of case shows time limits are within six months of lifetime limit the Career Counselor shall complete the following:

A case note will be entered stating the date the 2082 form was received from DCF, current status of case, time limits (how many months left to receive), date and time of scheduled appointment. In the OSST system on Case At a Glance screen under "Client Info" the time limit section will need to be updated based on current months (Note if the ARCA is not updated, an email to the designated DCF representative requesting the update needs to be done, and Time limit info on OSST is to be updated to the best of the Career Counselors ability). Hardship tracking entry will be entered on the Alternative Plan screen in OSST under Hardships Under the “Referral Section” on the Hardship Information page, the Career Counselor will enter the referral date which is found on the 2082 form (the date signed by the DCF

worker), the date that the Career Counselor received the 2082 form, the date that the appointment letter was mailed, the scheduled appointment date, and the date that the time limits expire as indicated on the 2082 form by the DCF worker. Once the information is entered and saved, the Hardship Exemption Notification Form (AWI 0004) will be available to print and mail to the customer notifying them of the appointment date and time as well as the last month of cash assistance as indicated on the 2082 form by the DCF worker. The Hardship log will be updated on all 2082's received by the Department.

If the customer is currently applying for TANF and is pending by DCF the Hardship review process will be on a "10-day Expedite". DCF will write this on the top of the 2082 form, and no cash will be disbursed without the completion of the hardship process. This only gives ten working days from the date of referral for the Career Counselor to process the review, meet with the customer and staff the case with the assigned DCF Representative. The Career Counselor should contact the DCF representative immediately after the HS meeting with the customer; scan the decision, and email the 2082 form directly to the DCF Representative. Failure to do so will result in denial of the customer's benefits and will only cause re-application and more work for both agencies.

CLOSED CASES

Should the participant approach Worknet Pinellas, requesting a hardship on a previously closed case, Worknet staff will refer the customer to Department of Children and Families to reapply for cash benefits and have DCF start the "10-Day Expedite" process. If the Career Counselor receives a 2082 Hardship review form on a recently closed case, the status will need to be reviewed. If the closure codes on IQAA in the Florida screens are anything other than sanctions (Due to employment, opting out of Cash, Etc.) the Career Counselor will not send the customer an appointment letter. However the 2082 will still need to be processed, added to the Hardship Log and returned to the DCF Representative. An individual cannot be prohibited from applying for the remainder of their hardship months if their case is closed as a result of a failure to comply with the work requirements after receiving a Hardship Extension.

SANCTIONED CASES

A customer cannot be prohibited from applying for the remainder of their hardship months due to past non-compliance. The hardship review process must occur even if their case was closed due to previous non-compliance or even if their previous hardship extension was closed due to non-compliance. If the case is found to be sanctioned at the point of the hardship review, follow normal procedures below attempting to resolve non-compliance as well as the hardship review. Once compliance for the sanction is completed, then complete the hardship paperwork and proceed as local policy.

Special Conditions

If at any point throughout participation the customer reverses a previous decision to decline the hardship extension, Worknet Pinellas will initiate a Hardship Exemption Review Form for special conditions (use CF-ES 2082 checking Special Conditions in Section A). Remember that if the participant is not receiving cash, a new request for assistance must be completed with DCF.

CASES FROM OTHER STATES

When processing Hardship Extension Reviews for participants who have transferred to Florida from another state, DCF will update the ARCA screen to reflect how many months were used in another state and will include this information on the 2082 form sent to the Career Counselor.

Reminder: Months used in other states count towards a customer's lifetime limits.

Earned Months of Benefits

Senate Bill 408 removed periodic time limits. Therefore, an individual is assigned his or her lifetime limit of 48 months at first initial application of TCA. As a result of removing periodic time limits, TANF recipients may no longer earn extra months for employment or the successful completion of a substance abuse or mental health treatment program.

HARDSHIP ORIENTATION

Hardships reviews (Employability review) will be completed by the Career Counselor on an appointment basis. Appointments will be scheduled not more than 7 days from the receipt of the hardship form or identification of the need to initiate the hardship. In the case of a "10-Day Expedite", time frame for face-to-face must be escalated and completed within 3 days. Prior to the hardship extension meeting, the Career Counselor will review the case to determine compliance, activity assignment, barriers, and will ensure the case is up to date. The main criteria used to determine whether or not to grant an extension is diligent participation along with inability to obtain employment or self sufficient employment. It is suggested that the Career Counselor briefly staff the case to ensure there is an agreeable path to self sufficiency for the customer. It is the Career Counselors' responsibility to assess the individual's employment prospects and barriers to employment, provide appropriate services or referrals in an effort to assist the customer with eliminating barriers, and to develop a plan with the customer identifying actions necessary to obtain employment prior to using the full 48 months with the intent to save months. The Career Counselor will review the extension criteria with the customer and provide all information regarding the rights and responsibilities of the customer.

Diligent participation is defined as:

- No more than one work sanction imposed in the last eighteen months (1 year and 6 months) of

receipt of cash assistance without good cause.

- Satisfactory compliance with the Individual Responsibility Plan. This includes all plans, past and present.

The criteria for a hardship extension are as follows:

Diligent participation in activities combined with extraordinary/significant barriers and has been in compliance with their Individual Responsibility Plan.

This includes:

- Customers who could not participate due to a documented medical incapacity, and have complied with all of the program requirements. If the participant has exceeded their time clock months and applied for SSI/SSDI, do not follow the hardship process; instead follow local policy on Social Security extensions. If customer is reaching or has reached their lifetime limits, then WorkNet staff must complete both a hardship extension for minimally 1 month or greater and SSI extension paperwork. Both will be required to extend beyond a customer's lifetime of 48 months.
- Customers who are unable to work because they have to care for a disabled spouse, child, parent, etc. and have complied with all of the program requirements, including the application for caretaker extension with DCF.
- Customers who are the custodial parent of a child under three months old.
- A single parent who has a child under 6 that cannot find childcare within a reasonable distance from the home or work site, there is no informal childcare, or there is no affordable, appropriate childcare available.
- Teen parents who have participated diligently and are in need of an extension in order to have 24 months of eligibility after receiving a high school diploma or GED.
- A recommendation from Family Safety and Preservation staff that a child of the participant may be at risk if the TANF is terminated.

The Career Counselor will make a determination as to whether or not to recommend the hardship extension. Part "B" of the hardship extension form will be completed for all people attending hardship orientation.

COMPLETING THE FORMS

Hardship Extension Review

Section B is completed by the RWB. Section A should already be completed by DCF upon receipt of the hardship extension review form.

Criteria One: Mark yes or no for diligent participation. Diligent participation is defined as having no more than one work sanction in the last 18 months and complying with an IRP.

If yes, check does the customer also have an inability to obtain employment. Yes or no.

To meet this criterion for an extension both questions must be marked yes.

Criteria Two: Mark yes or no for diligent participation, same definition as criteria one.

If yes, does the customer have one or more extraordinary barriers to employment? Yes or no.

If yes indicate which barriers by marking the box next to the listed choices or use the other section writing in a description of the barrier.

Extraordinary barriers are defined as: Custodial parent of a child under six and has proven an inability to obtain childcare, medical incapacity, child less than 3 months, caring for a disable family member.

To meet criteria for an extension both questions must be marked yes.

Criteria Three: Does customer have a significant barrier combined with a need for additional time? Mark yes or no.

If yes indicate a barrier from the choices listed by placing a X next to one or more of the choices and include an explanation on the line given.

Significant barriers are defined as: Unemployment %, labor surplus, underemployment, felony conviction, homeless, lack of support services, illiteracy, language barrier, domestic violence,

Criteria Four: Did parent receive cash assistance as an adult while a teen? Mark Yes or no.

If yes has the parent received 24 months of eligibility beyond receipt of high school diploma or equivalent. Mark Yes or no

To meet this criterion for an extension the second question must be answered no.

Hardship Extension Recommendation.

If a participant is working, check the box after "Participant working."

Career Counselor will mark yes or no next to recommended for hardship extension.

If the Career Counselors determines the participant would benefit from a hardship extension check the “Yes” box and enter the number of months of additional cash assistance that is being recommended. Discuss how the additional months of hardship would affect the participant and how the participant would use this time. It is better to request a little less time than a little more, so the participant will be more motivated to work toward the goal. Be realistic with what can be done for the participant. Hardship Extensions may be given in increments of three (3) months for a total of up to twelve (12) months.

Explain your rationale, print your name (legibly), sign the form and date it.

If the Career Counselors determines the participant would not benefit from a hardship extension check the “No” box.

The participant completes Part C, checking the appropriate box and initialing at the end of the line. Customer is to print their name, sign, and date the form. Offer the participant the opportunity to include a statement on a separate sheet of paper stating why they feel they need additional time and what would be accomplished during this time.

A copy of the form should be maintained in the case record (e-file).

In the event that the participant declines the hardship extension, please note on the form and forward to the designated DCF representative. Update the Alternative Plan screen under “Hardship Review Completed” with the date that the appointment was completed, any noted barriers, whether the customer has requested, did not request, withdrew a request, or failed to keep the appointment, what forms have been completed, and the Career Counselor’s recommendation status. If the participant is requesting a hardship extension the Career Counselor will gather additional documents to show a plan towards self sufficiency which will accompany the Hardship Extension Review Form (AWI 2082) .

Statement of Understanding Form (AWI 2086) –

The participant will read and sign this form. The original will be placed in the participant's file. A copy will be provided to the participant and to DCF.

Career Counselor **ADM**

As a component of each WTP hardship review, the Career Counselor will evaluate each case to see if an ADM (Alcohol, Drugs, and Mental Health) screening is needed.

- An OSST appointment letter will be generated using the assessment activity under Skill development

with special provider, **Pinellas ADM.**

- Failure to keep appointment or reschedule if good cause occurs will be considered “non-compliance” and pre-penalty procedures initiated.

If documentation is necessary in order to justify the need for the Hardship Extension; the participant should be given 10 days to provide the necessary information. Should the participant not provide the necessary documentation, initiate the pre-penalty (2290 form), process the hardship as a recommendation to deny due to non-compliance and forward to the Board.

- Caution: please ensure that our time standard of 3 days is maintained when working a “10-Day Expedite”.

The Career Counselor and DCF representative will then review the extension request and make a determination. Copies of the decisions will be sent back with the Career Counselor. A copy will be placed in the customer’s file. Career Counselor will also update the decision in OSST on the Hardship Section of the Alternative Plan screen and case note the decision. All hardship extension reviews will be tracked on an excel spreadsheet maintained by the Career Counselor.

After a final decision has been made, if the Family is considered “At Risk” by either the Department or the Career Counselor, then a Family Safety and Preservation referral can be sent to the Department of Children and Families Program office who will then forward referral to Family Safety Office for review. Family Safety office will review the case and make their decision regarding the families “at risk” situation and their current needs. Any decision made by FS&P will take precedence.

For all cases in which the participant is denied a hardship extension, a follow up meeting during their last month of cash will occur to review that participant's circumstances. If efforts have been made to locate a job but have been unsuccessful or if original circumstances have changed and may warrant additional time, the hardship process may be re-initiated.

Individuals who are denied or elect to appeal a hardship extension decision may file a grievance/complaint with DCF.

If at any point throughout participation the participant reverses a previous decision to decline the hardship extension, Worknet Pinellas will initiate Hardship Extension Review Form for special conditions (AWI 2082). This form will be forwarded to the Department’s representative. NOTE: if there is a break of 30 days or more in the customer’s cash benefits, then Worknet staff will refer the customer to reapply with DCF and initiate a “10-day Expedite”.

Under no circumstances should a Hardship Extension Review Form be submitted without documentation of the attempt to contact the participant to arrange a face-to-face interview specific to Hardship. Participants have the right at any time to reverse their decisions to apply for or decline to apply for a

Hardship Extension regardless of their case status. Each request must be processed without bias. At each face-to-face Hardship Interview, the participant must be fully informed of their options with respect to extensions and how each option will impact their lifetime Cash Assistance time limits for assistance regardless of how many times this information has been imparted to the same participant in the past. Any participant indicating a desire to comply with Worknet Pinellas Program requirements must be given every opportunity and all the available support necessary to do so regardless of their past record of compliance.

When Cash Assistance has ended for any reason and a Hardship Extension Review is pending that could effectively re-open the cash assistance, the participant must be fully informed of the importance of program compliance throughout the pending review period. If non-compliance is demonstrated, the participant must be informed that this could result in the denial of the extension request. This counseling should be administered following the same guidelines used for pre-sanction counseling and should be fully documented on the OSST system timely so that it may be retrieved by the Hardship Extension Specialist during the review period. It would also be helpful to contact the Department of Children and Families Designee when such circumstances arise so that arrangements can be made to update the review packet and/or delay a decision long enough to allow a participant to demonstrate compliance and/or good-cause.

Because the Career Counselor has the opportunity to interface with participants on a routine basis and is far more familiar with each individual and their needs, this expertise is highly valued during the review process for each extension. However, the recommendations made toward this end must be fully documented and consistent with the case history as recorded on the OSST system and FLORIDA System.. Staff should provide any assistance needed with this, and copies should be included in both the review packet and the participant's hard file.

Hardship Extensions Beyond the 48-month Lifetime Limit

Any individual requesting cash assistance beyond the 48-month lifetime limit must:

a. Meet the hardship extension eligibility criteria (per state policy and guidelines, as discussed above)

AND

b. Have a current application or appeal in place for SSI or SSDI and not have received a final determination

AND

c. Hardship must be completed to demonstrate customer's meeting of hardship criteria along with SSI extension paperwork. SSI Extension paperwork will take precedence.

Individuals deemed eligible for an extension of time beyond the 48-months under the SSI/SSDI criteria will be extended as long as final determination from SSA is still pending.

The hardship extension review request must be handled as a **"10 day expedite"** in which a timely decision of up to a 3-month extension will be made by the Board Designee.

Recipients of extension months must be in compliance with program requirements. Should a customer fail to comply, a sanction shall be imposed and the extension removed.
The number of individuals with a time limit extension beyond the 48 month (state) or the 60 month lifetime limit cannot exceed 20 percent of the average monthly caseload.

Customers who are requesting additional time under the SSI/SSDI extension must participate in mandatory activities. Those who are deferred must have a current Medical Incapacity Verification form on file signed by a licensed physician, stating that the customer is medically unable to participate. A new medical form will be required every 90-days or sooner, based on status of condition.

Effective 12/26/2006, Authority to make the Hardship Extension Decision has moved from the Regional Workforce board to the Department of Children and Families. Section D the Hardship Extension Decision will no longer be completed by the Workforce Board designee. This should be left blank for the DCF determination.
Prepare **Hardship Extension Review Packets** according to the following guidelines:

When the Participant does not call or show for the review appointment…
1. The original **Hardship Extension Review Form** (AWI 2082) indicating that the participant failed to attend their scheduled appointment
NOTE: *If there is evidence that the participant has made contact with any member of the Staff since missing the scheduled appointments without documenting that the participant is declining to apply for a Hardship Extension, the review packet will be rejected and the scheduling process must be reinitiated.*

When the Participant <u>is not</u> requesting a Hardship Extension…
1. The original **Hardship Extension Review Form** (AWI 2082)
2. A copy of the **Statement of Understanding Form** (AWI 2086)
3. Any supplemental documentation necessary to demonstrate that the participant was adequately counseled and fully understands the consequences of declining an extension **<u>and</u>** is aware that he/she may change his/her mind and request an extension at any time *(i.e. case note documenting counseling, employment verification, written statement from participant, etc.)*

When the Participant ***IS*** requesting a Hardship Extension…
1. The original **Hardship Extension Review Form** (AWI 2082)
2. A copy of the **Statement of Understanding Form** (AWI 2086)
3. A copy of the **WAGES Case Summary Form** (CF-ES 2087)
4. A copy of **Additional documentation** (medical, school, or employment verification, record of felony conviction, comments from participant, printouts of significant case note entries, etc.)
5. Evidence that the participant has been appropriately counseled

Tracking of Participates nearing 48 months of cash assistance

The reoccurring payroll report will be sent to the RWB designee on a monthly basis from the Department of Children and Families. This report is researched for appropriate cases that are within their last six months of TCA and exemption cases are removed. The RWB will work with the DCF representative to review the list of possible 2082's needed in order to begin the Hardship process

TANF File (aka WAGES file):

The report stems from the TANF file or reoccurring payroll off the FLORIDA MIS system and recaps cases as of last pull down or around the 20th of each month. The file is sorted down to all cases showing in each unit with an "8 months or less ARCA" or time clock.

1. The first priority is to review this spreadsheet against each unit's hardship logs or tracking tool. If the name already appears on the log and the unit is processing/processed the hardship 2082 ... then merely complete the two columns to the far right of this spreadsheet.

2. If the name doesn't appear on the spreadsheet, then the case must be researched. Some things to remember:

- Hardships do not need to be processed for cases that are closed due to earnings or opted out.
- This file is old upon receipt usually reflecting data as of two or three weeks ago.
- Any missing 2082 forms will need to be requested of DCF.
- Any errors in the ARCA or clock will be forwarded to DCF with a request to review the customer's time clock.

3. There is a column labeled "Disabled" which often indicates that the customer might have a valid SSI/SSDI application on file. Please review these cases and ensure that the DCF worker updates the AGPI to "02". For these cases, SSI/SSDI extensions need to be pursued, not a hardship extension.

Standard Operating Procedure - Section 2

Title:

Medical Incapacity, Social Security Applicants, and Extended Time Limits

Date: March 26, 2009, Updated August 9, 2012

To: All Worknet Pinellas Program Staff Members

The following forms associated with this SOP can be found on the G Drive under Intensive Services SOPs and forms – Hardship forms:

- SSI/SSDI Time Limit Extension Review Form (AWI 2289)
- Agreement of Understanding Extension of Time Limits (AWI 2287)

Medical Incapacity

All current applicants/participants on a medical deferral status must be provided a form 2288 "Request for Medical Verification" to be completed by a physician licensed under F.S. 458 or 459. This is the only medical verification form that is acceptable.

Social Security Applicants

All applicants/participants who have applied for Social Security Disability benefits must obtain a copy of the receipt file from the Social Security Administration and provide this to the Worknet Pinellas Specialized Career Counselor. The Worknet Pinellas Career Counselor will review the file and verify that the SSI/SSDI disability decision is pending determining whether the case is in the initial reconsideration, administrative law judge or Social Security Administration Appeals Council level. Once verification is made, the Worknet Pinellas Specialized Career Counselor will enter the information into the Alternative Plan screen in OSST in the deferral section. A case note will also be entered. Periodic updates will be required with SSI/SSDI application information no older than 90 days. If the customer is working with an Attorney, it is beneficial to contact the Lawyer to discuss the seriousness of the customer's situation and the outcome if a customer is denied by the judge.

Worknet Pinellas Career Counselor will contact the DCF worker directly for all applicants/participants who apply for Social Security (and provide the receipt file), to ensure re-coding occurs. SSI/SSDI applicants will reviewed for SSI/SSDI extensions instead of hardship extensions.

The Alternative Responsibility Plan will reflect the medical treatment plan under which the applicant/participant will be required to comply. This will include such goals as attending follow-up doctor's appointments, attending Vocational Rehabilitation appointments, attending physical therapy or other therapy sessions, taking prescribed medications, etc. At each monthly meeting, the Worknet Pinellas Career Counselor will review goals and modify as necessary.

Any new applicant/participant who is referred to Worknet Pinellas who has applied for Social Security Disability will be required to obtain a copy of the receipt file from the Social Security Administration and provide this to the Worknet Pinellas Career Counselor who will review the file as above. Once verification is made, if prior to the end of orientation week, the Worknet Pinellas Career Counselor will note "SSI Application" on the top of the 2096 form, prior to routing of the form to the DCF worker.

DCF staff will manually change the code on the AGPI screen in the FLORIDA system to "02" (the code for SSI/SSDI disability pending).

Time Limit Extensions for SSI/SSDI Applicants

All applicants/participants who have applied for Social Security Disability (as outlined above), will automatically receive extensions on their time limits until either (whichever comes first):

a. A final determination from the Social Security Administration results in receipt of Social Security benefits.
b. A final determination from the Social Security Administration results in denial of Social Security benefits, and no other appeals are possible. In this case, all months used while waiting for the decision will be counted against lifetime 48-month time limits.
c. The applicant/participant has reached his/her 48-month lifetime limit. These individuals may surpass the 48-month time limit if a hardship extension is applied for and approved in tandem with SSI/SSDI extension paperwork. SSI/SSDI extension will take precedence.

Time limit extensions for those with SSI/SSDI applications are different than hardship exemptions in that they are automatically given to those participants who have filed for SSI/SSDI and have met the criteria noted in the previous section. No hardship exemption orientation or determinations are made. In addition, if a participant has failed to comply with their alternative work plan, and incurred a sanction, they are still able to continue with the program once compliance has been re-established.

NOTE: Any extension beyond a customer's lifetime benefits of 48 months will require a customer to meet hardship extension along with SSI/SSDI extension criteria.
At the 18- or 30-month review process, the DCF worker will initiate AWI 2289 SSI Time Limit Extension Review Form, , completing Part 1 and forwarding to the Worknet Pinellas Specialized Career Manager. The Worknet Pinellas Career Counselor will complete Part B. In addition, an Agreement of Understanding Extension of Time Limits, AWI 2287 will be read and explained to the participant, stressing that these extensions count toward the participant's lifetime limits. The Career Counselor and the participant will sign and date the form at the initial 6-month interval. A copy of form AWI-2287 and the original form AWI 2289 will be returned to the DCF. The original form AWI 2287 and a copy of form AWI 2289 will be filed in the participant's Worknet Pinellas file.

A case note will be entered noting the receipt of the AWI 2289 form, the scheduling of the time limit meeting and the completion of the time limit extension.

Appropriate OSST entries will be made on the alternative plan screen under SSI/SSDI Extension Tracking with updates and follow ups required with each extension.

A time limit extension review meeting must be conducted at six-month intervals with the AWI 2287 and 2289 forms being signed and copies forwarded to the DCF worker. Once the participant is approved or denied for SSI/SSDI, the 2289 will be forwarded to the DCF worker noting such. The DCF worker will re-code the AGPI screen with a work mandatory code, if denied.

If the participant has received a final determination from the Social Security Administration which denies Social Security benefits, and no other appeals are possible, the participant may apply for a hardship extension. The Career Manager will contact the DCF worker to request initiation of the hardship extension form. The participant will follow the hardship extension procedure already in place. An updated ARP will be initiated to determine what course of action will best assist the participant in becoming self-sufficient.

Standard Operating Procedure - Section 3

Title: Summary of Final Guidance

Date: March 26, 2009, Update August 9, 2012

To: All Worknet Pinellas Program Staff Members

In 1996, when the TANF law changed, it changed the lifetime limit for cash assistance to 4 years.

In July 2005, TANF law changed once again with Senate Bill 408. The new law stated there will no longer be assigned periodic time limits (i.e.:24 or 36 months) by DCF for those applying for or receiving TANF benefits. Individuals will be eligible to receive 48 months consecutively without a required periodic break. Senate Bill 408 also does away with earned income months (borrowed months you would a have been given if employed for any length of time while on assistance).

You will need to decide whether or not a hardship extension is needed. The Career Counselor will complete the required paperwork. The Career Counselor will discuss the case with the customer and make a recommendation based on the criteria below. If a hardship extension is granted, continued participation is required in the program. Failure to participate will result in loss of cash benefits for a minimum of 3 years. If the customer declines the hardship extension, and later decides they need it, the customer may apply for it **at any time**. They will simply contact the Career Specialist who will assist the customer in starting the Hardship process (as long as the criteria below are met).

To be eligible for a hardship extension, one of the requirements is **compliance** with the program. A person is considered in compliance with the program if they do not have more than one sanction in the last 18 months and have demonstrated they are trying to become self-sufficient.

The other criteria are that there must be **extraordinary or significant barriers** to employment, including the conditions that may result in a deferral to work requirements. Such barriers include a medical incapacity, caring for a disabled family member residing in the customer's household, the custodial parent of a child under three months old, lack of childcare, teen parents who have not received 24 months of cash assistance since obtaining a high school diploma or the equivalent, lack of support services, domestic violence, illiteracy, language barrier, homelessness, felony convictions, or other such barriers.

Standard Operating Procedures

Subject:
Welfare Transition Program (WTP) On-the-Job Training Opportunities (OJT)

Date: July 07, 2010, revised July 26th 2011, Aug. 18th 2011, Aug. 27, 2012

To: All Worknet Pinellas Program Staff Members

Purpose:
To distribute the procedures and agreement to be used for on-the-job training contracts. The attached guidelines were developed to provide guidance for the occupational training provided to customers.

POLICY:

The On-the-Job (OJT) Program is a federally funded program sponsored and administered by WorkNet Pinellas, Inc. It is designed to assist businesses in Pinellas County with the training and employment needs of their workforce which will allow the Business and employee the ability to maintain a competitive edge in the marketplace.

OJT training assistance is open to all Pinellas County Businesses meeting the guidelines specified herein. All training assistance awards are based on eligibility and available funding. The employer hires the referred customer, provides occupational training, and in exchange, the employer is reimbursed the extraordinary cost of training. High Skill/High Wage opportunities are preferred.

On-the-Job Training (OJT) is a training agreement between an employer and WorkNet Pinellas. The following clauses are agreed upon:

Employer Commits to:

Commitment to Train: The Employer agrees to provide occupational training to the employee to attain an acceptable level functioning in the occupation as it exists in the employing establishment and as specified in the attached training outline (Attachment I) for stated occupation.

Commitment to Retain: The Employer agrees that upon successful completion of the training program and/or completion of the Employer's customary probationary period, the trainee will continue to be employed as a regular member of the Employer's workforce.

Commitment to Compensation and Pay Increase: The Employer agrees to compensate the trainee at the rate of pay, including periodic increases, as other persons employed by the employer in the same or similar jobs. Also, the trainee is to be provided with the same terms of employment, insurance coverage,

working conditions, pay and fringe benefits, accorded to the employees presently in the employer's workforce

De-obligation of Funds: If at any time State or Federal funds in support of this Contract become unavailable, this Contract shall be terminated immediately upon written notice of such fact by WorkNet to the Employer. In the event of termination, the Employer shall be entitled to payment for approved incurred costs only to the extent that funds are made available to WorkNet to make such payments.

Non-compliance of the customer: If at any point during the OJT the customer fails to comply with WorkNet through the Welfare Transition Program and we receive a case closure alert, this Contract shall be terminated immediately upon written notice of such fact by WorkNet to the Employer. In the event of termination, the Employer shall be entitled to payment for approved incurred costs only to the extent that funds are made available to WorkNet to make such payments.

Participant Time and Attendance: The Employer will keep a record of customer's time and attendance, documenting training time and provide a copy to WorkNet on a weekly basis. The Employer shall be responsible for the repayment of any funds paid based on improperly supported invoices and shall return such funds to the WorkNet.

WorkNet Commits to:

Determine Eligibility: WorkNet agrees to determine eligibility of the trainee

To be consider eligible, the customer must be a current TANF recipient or member of a household receiving TANF assistance or established/establishing their continued WT eligibility under Transitional Services (i.e. see Transitional Services Eligiblity guidelines)

Determine Suitability: WorkNet agrees to determine suitability after establishing eligibility of the trainee and occupation.

To be considered suitability, the customer will be reviewed for the following or plan set to assist customer obtain the following:

- Complete and pass the Work Readiness Checklist and it has been added to assessments in the Plan Development screen in OSST (One-Stop Service Tracking) system.
- Have a basic desire to secure employment.
- Have a basic resume completed.
- Know what field they are interested in.
- Have appropriate interview outfit, if not refer them to a partner agency for an outfit, like Resource Center for Women.
- Have a degree or Certificate (Such as CNA/HHA, etc.) – not required but will enhance ability of WT recruiter to place.

Assessment Process:

- An Onsite assessment is completed to determine the eligibility, suitability, and safety of the employer and their facilities.

In order to assess the customer, the Workforce Service Career Counselor will review the following with the customer at their scheduled appointment and complete the Work Ready Questionnaire:

What was the highest grade you completed?
Are you looking for full time work?
Are you attending Voc Training? If yes, full time or part time?
Is there a language barrier?
Do you have background issues? If so, what and when?
Do you have stable childcare set up?
What form of transportation do you use?
Do you have a basic resume?
What is the Work Readiness Checklist score?
Do you have a Florida Ready to Work Credential? If so, what level?
List 3 Job Skills that the customer has:
1) _____ 2)_____ 3)_____
List 3 top Jobs the customer is interested in and qualifies for: 1) _____
2) _____ 3)_____
Does the resume need some enhancement?

Do you have an interview outfit? If not, contact a partner agency and make a referral.

- An OJT Individual Service Plan is completed to determine the eligibility and suitability of the position and the participant.

OJT Eligibility to end of contract:
Any earnings from an OJT placement will be considered earned income and will become part of the customer's DCF budget to determine on going TANF. If the earnings from OJT are determined over the allowable amount by DCF the case will become transitional in OSST on the first day of the month cash assistance is not received.
In order to be eligible for continued OJT the customer's family must remain under 200% of poverty level as well as meet all other transitional eligibility criteria.

Manage the OJT Agreement: WorkNet agrees to make regular payment for employment and/or training identified in Attachment I, the Training Outline of the executed OJT Agreement. Payment shall not exceed 50% of the hourly rate per participant for an average time period of 4 to 6 weeks although WTP OJT may run up to 10 weeks based on job skill or training needs of the OJT candidate. Additionally, a time period exceeding the 10 weeks may be preapproved by the WorkNet President/CEO. Payment and obligation to pay under an OJT agreement is contingent upon availability of funds. Upon receipt of Eligibility, Attachment I, and Attachment II and in accordance with the procedures and requirements for payment outlined in the OJT agreement under Section III.

A fixed rate of reimbursement will be used through the duration of the contract. OJT payments will be based upon a 32 to 40-hour work week.

Program Requirements:

Both parties agree to the requirements defined under Section IV in the OJT agreement.

Terms and Conditions:

1. The Employer agrees to maintain books, records and documents in accordance with generally accepted accounting procedures and practices which sufficiently and properly reflect all expenditures of funds by WorkNet under the OJT agreement.
2. The Employer agrees to retain all financial records, including the time and attendance records of the WorkNet customer and any other documents pertinent to this agreement for a period of up to three (3) years after termination of the OJT agreement, or if an audit is initiated and audit findings have not been resolved at the end of the three (3) years, the records shall be retained until the resolution of the audit findings.
3. The Employer agrees to allow access to these records during normal hours of operation for inspection, review, or audit by personnel duly authorized by WorkNet, as well as federal personnel.
4. The Employer agrees to return to WorkNet any overpayment due to unearned funds or funds disallowed pursuant to the terms of the OJT agreement.
5. The Employer agrees to be liable for, and to indemnify, defend and hold WorkNet harmless, to the extent allowed under law, from all claims, suits, judgments, or damages arising out of all negligent acts or omissions of the Employer in the course of operation of this agreement.

Modification and Termination:

Modification:

If either party wishes to modify, change, or amend the OJT agreement, other than as described elsewhere in the agreement, the proposed changes shall be submitted to the orther party in accordance with the Notice section under the agreement. No modification, amendment, or alteration in the terms or conditions contained herein shall be effective unless contained in a written document prepared with the same or similar formality as the OJT agreement and executed by the Employer and WorkNet.

Termination:

At Will or Lack of Funds: the OJT agreement may be terminated by either party upon no less than thirty (30) day notice, without cause. Said notice shall be delivered by certified mail or in person. In the event funds to finance this agreement become unavailable, WorkNet may terminate the agreement within less than seven (7) days notice in writing to the Employer, delivered by certified mail or in person.

Termination for Breach: unless the Employer's breach is waived by WorkNet in writing, WorkNet may, by written notice of breach to the employer, terminate the agreement upon no less than seventy-two (72) hours notice delivered by certified mail, return receipt requested, or in person with proof of delivery. Waiver of breach of any provision of this agreement shall not be deemed to be a waiver of any other breach and shall not be construed to be a modification of the terms of the OJT agreement.

Participant and Employer Recruitment:

1. The request for an "On the Job Training Opportunity" (OJT) may be initiated by the Intensive Services Career Counselor, the Intensive Services Program Management, the Business Services staff or the OJT applicant's request may initiate the request for an appropriate and eligible candidate.
2. The Business Services staff member and Director of Business and Economic Development will manage the employer side of any OJT development, finalize employer recruitment and draft the OJT contract.
3. Fiscal and final approval will be under the purview of the WorkNet President and CEO.

4. Collaboration and communication to serve both the job seeking and labor-seeking customers will be required for the successful development and completion of an OJT. OJT is another Talent Acquisition Solution available through WorkNet.
5. The Business Service staff will review job openings current in EFM and their employer customer base to target a specific employer(s).
6. A face to face or telephonic interview will be held to further screen the OJT candidate as well as prepare the Business Services Staff to contact the targeted employer. Progress notes will be entered into appropriate MIS.
7. OJT Contracts must adhere to the time periods define within the agreement and no more than 50% of wage may be subsidized through OJT dollars with balance paid by employer. After an employer is located, employer makes their hire decision and OJT contract is completed. OJT is then forwarded to the Director of Business and Economic Development to obtain approval.
8. If OJT is not accepted by the employer, then the Business Services staff will renew the recruitment and development steps above.

Managing and Monitoring an OJT:

1 Monitoring of an open OJT agreement is required. WTP Daily Supervision may be completed by assignment of a worksite supervisor who monitors and reports variances from an agreed-upon work schedule. Time sheets, payroll printouts, signed employment verification forms or paystubs may be used to support payment and total hours worked. Documentation must show total hours worked for the week and wage per hour.

2 Requests for payment and required back up documentation will be handled through the Director of Business and Economic Development in coordination with WorkNet Accounting.

3 Progress versus the Training Outline and remaining time of OJT contract will be monitored.

4 If any issues arise, then the Director of Business and Economic Development will review to manage both employee/employer satisfaction. Local Grievance procedures will be followed when needed.

5 At the close of the OJT, the employer will hire any reasonable, successful candidate as determined by the employer.

Managing OJT Case that is moving to Transitional Status:

1. Whereas the OJT funding is subsidized and subsidy supports the employer's cost of training a new hire, DCF will consider the OJT wage as earned income to the WTP participant and will impact their cash assistance once reported to DCF.
2. Staff will monitor the OJT case and should WorkNet receive a "cash closure" due to earnings, then staff will follow general TS status case and caseload maintenance.
3. For any TS change, a 200% tool must be completed due to new employment and confirm that the customer remains under 200% of the current poverty level. If OJT puts the household over 200% of poverty, then an immediate call must be placed to Wes Hoffman at the Administrative offices and alert your WTP recruiter prior to the month in which cash assistance is closing.
4. Most OJT cases will remain below the 200% TS eligibility level and pay out of OJT is anticipated to be a smooth transition.
5. Monthly verification of continued employment must be obtained during the OJT contract period and an OSST job follow up record added monthly.
6. WTP staff will review customer's childcare and incentive needs through the OJT period and support following our WTP incentive policy.

Program Year 2012-2013

2012 Standard - HHS January 2012

Persons in family	Poverty guideline	200% Poverty	Monthly 200% Poverty	Wage Cap (if single parent)
1	$11,170	$22,340	$1,862	$10.74
2	15,130	$30,260	$2,522	$14.55
3	19,090	$38,180	$3,182	$18.36
4	23,050	$46,100	$3,842	$22.16
5	27,010	$54,020	$4,502	$25.97
6	30,970	$61,940	$5,162	$29.78
7	34,930	$69,860	$5,822	$33.59
8	38,890	$77,780	$6,482	$37.39
	3960 per add	7920 per add	660 per add	

2012 Standard - HHS January 2011

Persons in family	Poverty guideline	200% Poverty	Monthly 200% Poverty	Wage Cap (if single parent)
1	$10,890	$21,780	$1,815	$10
2	14,710	$29,420	$2,452	$14
3	18,530	$37,060	$3,088	$18
4	22,350	$44,700	$3,725	$21
5	26,170	$52,340	$4,362	$25
6	29,990	$59,980	$4,998	$29
7	33,810	$67,620	$5,635	$33
8	37,630	$75,260	$6,272	$36
	3820 per add	7640 per add	637 per add	

WT Standard Operating Procedures

Orientation Process & IRP

1. Orientation
2. Job Smart Workshops
3. Initial IRP Planning and Plan Updates
4. Work Readiness Checklist Process
5. Customer Activity assignment examples

Standard Operating Procedures - 1

Title: Orientation

Date: September 23, 2008, updated 5-26-2010

To: All Worknet Pinellas Program Staff Members

Orientation will be provided to all applicants, including participants whose cash opened without a 2097, and all re-opened cases that have been closed for 6 months or longer. The Types of household are a single parent household, a two-parent household or a household headed by a teen parent.

Worknet Pinellas developed jointly with our local Department of Children and Families an informational flyer/program fact sheet to guide the customer to their choices for accessing services. Our DCF partner will insert this flyer/program fact sheet into their "pending letters" as well as inform the customer of the work registration requirement with Worknet Pinellas and how to access. The customer may choose to:

- come to a Worknet Pinellas office resource room or computer lab to complete their orientation and initial assessment with a WT resource specialist, or
- go to www.worknetpinellas.org 24 hours a day, 7 days a week to complete the online WT orientation available in English or Spanish. Then walk in and meet with a WT Resource Specialist.

With either choice above, the WT applicant will complete screening for diversion, and to select an applicant activity which may be our Job Smart workshops to brush up on their job seeking skills or supervised job search.

Customers should be informed of the urgency to complete orientation and that work registration requirements are not met until completing online orientation, attending Job Smart workshops, and ADM assessment (if applicable).

WTP orientation customer flow:

1. RS has the customer complete the eSignature and online orientation process.
2. The customer will begin by registering on the Worknet Pinellas website
3. Once registered, the customer will log in and complete the eSignature acknowledgement form
4. Once the eSignature is accepted by the system, the customer will continue to the Programs tab and will enroll in the WT program.
5. Once enrolled, the customer will go to the Enroll in WT tab and complete the WT Intake Application and Assessment Documents:
    a. Demographic Information
    b. Household Information
    c. Benefit Information
    d. Personal Status Questionnaire
    e. Abilities Information
    f. Education Summary
    g. Job Skills Assessment
    h. Work History Information
6. Upon completing these forms, the WT Orientation video will unlock and be available for the customer to view the presentation
7. After viewing the orientation presentation, the customer will complete the WT Required Forms and Acknowledgement
    a. Opportunities and Obligations
    b. Grievance/Complaint Process
    c. Upfront Diversion/Relocation Screening
    d. Referral Determination Guide
    e. Good Cause
    f. View program and policy changes
8. When the customer completes the online forms and views the Orientation presentation, the RS will review the customer's file on the Electronic Document Management System (EDMS) for completeness and signatures. The RS will:
    a. Verify that all online forms are completed and electronically acknowledged by the customer.
    b. Provide the customer a review of the Up Front Diversion.
    c. Review the Referral Determination guide and refer all appropriate customers with "hits", and customers returning off a sanction to the ADM assessment. If a customer has hits and

marks they are already working with an ADM provider a referral should not be completed.

d. Hand the applicant the “What’s next” letter.
e. Makes a copy of the proof of RFA, or adds the confirmation # to their copy and paste case note.
f. RS will have until COB the same day to complete this data entry into OSST and electronic filing

The applicant may be scheduled, based on the individual situation, for a one on one orientation if needed. If they decide not to continue with their application for cash, they will complete an "opt off" letter to be sent to their DCF worker and they will be reminded about diversion services.

Certain circumstances will cause the Worknet Pinellas Career Counselors to receive a case already open for cash assistance. Reopen to do’s, Sanction lifts, and new case to do’s without a 2097 will be contacted immediately and sent an appointment letter. Working these to-do’s within 24 hours of receipt is critical due lack of applicant time period. When customer comes in for the scheduled appointment they will be placed into a countable activity within 10 calendar days of receipt of the to-do.

The following codes will be entered into OSST's Skill Development Screen:

OSST Skill Development Screen:

Service Plan:

- Any services provided with anticipated begin/actual start date and costs.

Skill Development:

- Orientation with anticipated begin/end date and actual begin/end date with an outcome of “completed” indicating successful completion.
- Job Search/Job Readiness activity with anticipated start date. Use the day after orientation as the anticipated start date.

Case Note:

- Recap any participation or employment barriers as observed in intake paperwork.
- Record that all orientation attendees were informed of diversion services to include Upfront Diversion, Relocation as well as availability of Transitional services and how to access.

<u>Here is a sample case note:</u>

ORIENTATION---REGULAR TRACK: Applicant attended orientation this date. Applicant was told about the WTP program and a review of Opportunities and Obligations was completed. The policies of

the program were provided including: an explanation of countable activity options, required number of hours of participation, the sanction process, time limits, support services available, transitional services, relocation and upfront diversion, cash severance, hardships, ADM and domestic violence assistance, and medical situations. The grievance policy was also discussed as well as the applicant's rights and responsibilities. Applicant is assigned to Job Smart Workshops.

ORIENTATION---RE-EMPLOYMENT TRACK: Applicant attended orientation this date. Applicant was told about the WTP program and a review of Opportunities and Obligations was completed. The policies of the program were provided including: an explanation of countable activity options, required number of hours of participation, the sanction process, time limits, support services available, transitional services, relocation and upfront diversion, cash severance, hardships, ADM and domestic violence assistance, and medical situations. The grievance policy was also discussed as well as the applicant's rights and responsibilities. Applicant is assigned to Job Smart Workshops.

***This is for someone who completed orientation within the last 6 months.
REGULAR TRACK: (RETURN CUSTOMER) Applicant is not in need of completing online orientation. Orientation video last completed on _____ per Worknet Pinellas Admin system, which is within the last six months. Applicant has also provided new intake packet completed on this date. Applicant was told about the WTP program and a review of Opportunities and Obligations was completed. The policies of the program were provided including: an explanation of countable activity options, required number of hours of participation, the sanction process, time limits, support services available, transitional services, relocation and upfront diversion, cash severance, hardships, ADM and domestic violence assistance, and medical situations. The grievance policy was also discussed as well as the applicant's rights and responsibilities. Applicant is assigned to Job Smart Workshops and was advised once she was engaged in Job Smart activity Worknet Pinellas would notify DCF of compliance so DCF could process TCA as long as all other pending items had been submitted to DCF by due date. Customer was given Regular Track What’s letter, Job smart calendar and CCC referral valid _____.
Referral was uploaded to CCC File vista and all forms E-filed.

Standard Operating Procedures - 2

Title: JOB SMART Workshops

Date: September 23, 2008, updated 5-26-2010; Reviewed 08/16/12

To: All Worknet Pinellas Program Staff Members

The purpose of these activities is to provide information on basic skills needed to obtain and maintain employment. Some of the topics to be covered are Soft Skills/Customer Service, Resume Development, Online job search, Interviewing Skills, Completing job applications, Financial literacy, Career Development and Re-employment and Job Retention Skills.

The Resource Specialist will assist customers in the use of Worknet Pinellas' On Line Job Smart workshops and job search tools. Resource Specialist will also ensure the customer is informed about EF (Employ Florida) website. There are hundreds of jobs currently in the EF System with new ones added daily. Customers may also go to any Worknet Pinellas Resource room to self-serve. Customers are to make their job search period productive, as they are limited in the amount of weeks where job search is allowed.

The applicant is required to complete four (4) hours of the Job Smart workshops before their 2097 is electronically signed. This is kept quiet and we do this behind the scenes. When speaking with applicants and informing them of the work registration process, staff will instruct the applicant to attend 35 hours/week of Job Smart workshops in order to complete work registration. All applicants will be assigned to Job Smart workshops following completion of the orientation/intake process, until such time as their cash becomes active, with the following exceptions: Deferred, employed, teen parents, or those persons currently enrolled in and attending vocational education.

Job Smart workshops will be entered in the OSST system as to Job Search and Job Readiness in the skill development section with an "anticipated" start date. Once the cash becomes active, if the applicant is still participating in this activity, the Job Search and Job Readiness service will remain open and an "actual" begin date will be entered into OSST.

Career Counselors are required to monitor their Job Search and Job Readiness customers daily. At the initial IRP appointment the Career Counselors must complete a Work Readiness Checklist to determine work ready status. This information is entered into OSST on the plan development under assessment. If a customer is not work ready (less than 90%) or productively participating, the Career Counselor will assign customer to another allowable activity.

Standard Operating Procedures - 3

Title: Initial Assessment and Initial IRP planning and Required Updates

Date: September 23, 2008, updated 5-26-2010; Updated 08/16/12

To: All Worknet Pinellas Program Staff Members

The Individual Responsibility Plan (IRP) is developed in conjunction and agreement with the WT participant. Once customers complete orientation, attend Job Smart workshops and ADM assessment (if applicable), the Resource Specialist or designee will electronically sign the 2097. At the same time, they will schedule an IRP appointment with a Career Counselor within 5 business days of the date the 2097 is electronically signed. The customer is then to continue with the remaining Job Smart workshops until that IRP appointment date.

At the initial assessment appointment, the customer's cash has probably been opened. The career counselor will review the Job Skills Checklist and discuss with customer their listed skill level and previous work history. This will assist the customer and career counselor to assign the customer to an appropriate activity at the Initial IRP appointment.

initial IRP appointment, the customer's cash has probably been opened; therefore the Career Counselor will proceed with completing the IRP, Initial appointment checklist, Work Readiness checklist, the Services Agreement, updating the customer's assessment, barriers and/or activity assignment to assist with completion of the IRP and placement into their MN activity.

IRP completion:

- Enter customer's name, RFA number, the date you are meeting with the customer to complete the IRP, and enter the highest grade they have completed.

Needs and Barriers:

- Identify participation and employment barriers.

- With each barrier there should be a plan of how to assist the customer with that barrier. Example: The need for childcare. The customer is presented with a childcare referral
- Identify the support services provided to assist the customer with these needs and barriers.

Initial assessment/Assessment update:

- Identify job skills and strengths to include looking at work history, past job titles and job duties, job skills, education history, activities around the house, and volunteer work, etc.

Short/Long Term Goals:

- Identify what job the customer sees themselves doing to get off of cash assistance (short term goal).
- Identify what the customer would like to do "as their dream job", something they see themselves doing all the way to retirement (long term goal).

Assign activity:

- Reviewing all of the assessment the customer completed and through interviewing the customer, mutually decide what the customers next step is. What activity are they going to participate in?
- This is where the staff member will enter the assigned activity, with scheduled hours, scheduled start and anticipated end dates.
- Staff will also complete and include a monthly activity calendar along with the paper IRP which will show the customer what activity they are assigned to, scheduled weekly/monthly hours, when time sheets are due, along with any scheduled appointments. Staff should provide the customer with monthly activity calendars all the way to the next scheduled face to face appointment.

Example: Customer completes IRP 7-14 and next face to face appointment is 9-1. Career Counselor (CC) will provide this customer with a July and August monthly activity calendar to cover until the 9-1 face to face appointment where the customer will get additional calendars at that appointment.

Steps to Self Sufficiency:

- CC will complete Step # 1 "As of this month, customer has been informed they have used _____months out of 48 lifetime months to receive cash assistance."
- Step #2, "Customer is to submit time sheets for this activity every Friday by 5:00pm, no later than the following Wednesday by 5:00pm. See attached activity calendar for specific due dates."
- Step #3 relates to Community Service. If the customer is not assigned to Community Service, the CC may remove this step.

- Step #4; this is where the CC schedules the next IRP appointment date. CC staff must not leave this blank.
- There are additional blank steps where the CC can personalize the IRP and add any additional steps they feel is appropriate with their specific customer.

Once completed with the IRP, both the CC staff and the customer sign and date.
The IRP along with the Activity calendar(s) get E filed within 24 hours.

Initial Assessment Appointment:

Initial Assessment: Customer attended Initial Assessment appointment on this date. Customer is a 24 year old female. Customer has 1 child, 4 years old. Customer completed 11th grade. Customer is currently unemployed. Customer has work experience as a Deli clerk and Dietary Aide. Customer skill set includes: Cash Handling, Preparing foods, Taking food orders. Customer is in need of transportation assistance and childcare.

IRP Appointment - (Initial or Update):

IRP completed this date. Customer is assigned to 20 hours/week of community service at Egret Cove to start on _____ and anticipated to end _____. Customer is also assigned to 10 hours/week of GED classes at Urban League to start on _____and anticipated to end on _____. All time sheets are due weekly by Friday of each week. Initial appt checklist completed. Services agreement completed. Work readiness checklist completed. Monthly calendar completed. Copies and time sheets provided to customer. Follow up appt is scheduled for _____.

IRP updates:

***Remember IRPs are generally to be completed and signed by the customer monthly until employed and no later than quarterly.

Initial Appointment checklist:

The initial appointment checklist is in place to make sure the Career Counselor (CC) covers all processes, forms, activity assignment, etc during this first appointment.

Items on the initial appointment checklist include:

- Reviewed initial/updated assessment (online orientation paperwork, work history, skills and employability) for needed services

- TABE scheduled (if interested in GED or VT)
- Assessment Case Note entered
- IRP completed/updated & Signed by the customer
- Employment goals and Barriers reviewed with customer
- Services Agreement completed and signed
- Work Readiness Checklist completed
- O & O's reviewed with customer
- Verified Release of Info & Grievance is less than 12 months old
- Childcare referral (if applicable)
- Reviewed the Referral Determination Guide
- Made appropriate referrals to ADM services or other
- Assigned to Countable Activity
- If assigned Comm Srv, Training Outline is completed and signed by customer
- Time Sheets Reviewed and copies provided to the customer
- Scheduled next appointment and provided customer with appt letter
- Provided customer with copy of signed IRP

Please note: Do not leave any items blank. All items on this checklist are to be completed and dated. CC is responsible for completing and signing.

Services Agreement:

1) The WTP Services agreement is to be read, reviewed with the customer and signed at the initial IRP appointment and every year there after. It is used in collaboration with the IRP.

2) Remember, this does NOT replace the IRP. The two are used in collaboration.

Standard Operating Procedures - 4

Title: Work Readiness Checklist Process

Date: September 23, 2008, updated 5-26-2010; Updated 08/16/12

To: All Worknet Pinellas Program Staff Members

The purpose of this tool is to assess whether or not WT customers are work ready. The tool should be used for both a pre and post work readiness assessment. Each section should be completed by the Career Counselor through an interviewing/assessment process. The Career Counselor will review and approve, prior to the customer moving into assigned Job Search. Work Readiness results should be reviewed with customer at IRP planning and drive the development of the customer's IRP.

The WT customers will be assessed at their initial assessment appointment and assessed once again when they appear ready for Job Search. A WT customer cannot be placed in the Job Search Activity without a completed and approved Work Readiness checklist.

Work Readiness Checklist Goal WTP = 90%

Directions for completion:

The Career Counselor will complete the form and total the number of "yes" answers (from Section I, II, and III) and total the number of "No" answers (from Section IV) to assess if the customer is work ready. If the customer meets or exceeds 90%, then they will be deemed work ready.

Example: WTP Customer scores: Section I – 9 "yes" answers out of 9, Section II – 9 "yes" answers out of 10, Section III – 10 "yes" answers out of 11. Section IV - 5 "No" answers out of 5. The total is 28 "Yes" answers (Section I, II, III) and 5 "No" answers (Section IV) = 33 divided by 35, multiplied by 100 = 94.2%. Rounded to 94%, this customer would be deemed work ready.

Once the WTP customer is deemed work ready by reaching 90% or above, the customer will be able to be assigned to job search, and be informed about the Resource Center available to them through Business

Services. The Career Counselor will enter a case note stating that the customer is assigned to Job Search from (Date) to this (Date).

If the customer is deemed not work ready, 89% or under, they will be placed into the appropriate countable activity to assist them in the areas they need improvement upon (i.e. Vocational training, Work Experience, Community Service, etc).

Please note:

- A customer is not eligible to participate in job search if they are within the first 75% of their training program and are attending full time school at 35 hours/week or more or 12 credit hours or more.

A customer cannot complete Job Search as an activity for hours 31-40, just to receive a monthly incentive card.

Standard Operating Procedures - 5

Title: Customer Activity assignment examples

Date: September 23, 2008, updated 5-26-2010; Reviewed 08/16/12

To: All Worknet Pinellas Program Staff Members

A customer with no GED

Step 1 – Take the TABE and enroll into GED classes to remediate and obtain a GED certificate. Some of the GED Centers, complete the TABE/Locator as part of the process when starting the GED class, check with the GED site prior to scheduling the TABE.

Step 2 – Attend Community Service to obtain the job skills necessary to become employed.

Step 3 – Once the GED is obtained, review customers educational and employment goals. Does this customer want additional short term training? Will this training help them to gain better, more stable employment? If yes, have them research short term training of their choice (within the Targeted Occupations listing and approved training vendor list).

Step 4 – If not interested in further schooling or has completed Step 3 schooling, the next step is to job search and gain employment. Remember CC is to complete the Work Readiness checklist to ensure customer is work ready.

Step 5 – Obtain employment and become transitional. This will help them transition into Self Sufficiency. Please explain the Transitional services: child care and incentives if submitting the employment information and pay stubs in a timely manner. Remind the customers that if they get a letter from ELC, they need to follow up with them.

A customer with a High School diploma/GED certificate, but poor work history

Step 1 – Attend Community Service to obtain the job skills necessary to become employed.

Step 2 – Have the customer attend the Job Smart workshops to learn skills as it relates to interviewing, completing a job application, resume preparation, etc.

Step 3 – Review customers educational and employment goals. Does this customer want additional short term training? Will this training help them to gain better, more stable employment? If yes, have them

research short term training of their choice (within the Targeted Occupations listing and approved training vendor list).

Step 4 – If not interested in further schooling or has completed Step 3 schooling, the next step is to job search and gain employment. Remember CC is to complete the Work Readiness checklist to ensure customer is work ready.

Step 5 – Obtain employment and become transitional. This will help them transition into Self Sufficiency. Please explain the Transitional services: child care and incentives if submitting the employment information and pay stubs in a timely manner. Remind the customers that if they get a letter from Coordinated Child Care, they need to follow up with them.

A customer with a High school diploma/GED certificate and are determined work ready (by the Work Readiness checklist).

Step 1 - Have the customer attend the Job Smart workshops to learn skills as it relates to interviewing, completing a job application, resume preparation, etc.

Step 2 – Review customers educational and employment goals. Does this customer want additional short term training? Will this training help them to gain better, more stable employment? If yes, have them research short term training of their choice (within the Targeted Occupations listing and approved training vendor list).

Step 3 – If not interested in further schooling or has completed Step 3 schooling, the next step is to job search and gain employment. Remember CC is to complete the Work Readiness checklist to ensure customer is work ready.

Step 4 – Obtain employment and become transitional. This will help them transition into Self Sufficiency. Please explain the Transitional services: child care and incentives if submitting the employment information and pay stubs in a timely manner. Remind the customers that if they get a letter from ELC, they need to follow up with them.

A customer who has medical restrictions and is able to attend work activities

Step 1 – Complete scheduled ARP/IRP appointment with the Specialized Career Counselor.

Step 2 – Attend Disability Navigator orientation.

Step 3 – Attend Job Smart workshops to learn skills as it relates to interviewing, completing a job application, resume preparation, etc.

Step 4 – Review customers educational and employment goals. Does this customer want additional short term training? Will this training help them to gain better, more stable employment? If yes, have them research short term training of their choice (within the Targeted Occupations listing and approved training vendor list).

Step 5 – If not interested in further schooling or has completed Step 3 schooling, the next step is to job search and gain employment. Remember CC is to complete the Work Readiness checklist to ensure customer is work ready.

Step 6– Obtain employment and become transitional. This will help them transition into Self Sufficiency.

A customer who has medical restrictions and is unable to attend work activities and is seeking disability

Step 1 –Complete scheduled ARP/IRP appointment with the Specialized Career Counselor.

Step 2 – Attend Disability Navigator orientation.

Step 3 –. Review case with the Disability navigator to see what the customers abilities are. Refer them to Department of Vocational Rehabilitation, if applicable and follow up to ensure they attend the orientation and/or appointments.

Step 4 – Have customer apply for Social Security Disability, if they have not already done so and submit verification or status update.

Step 5 – Focus on their abilities and work with the customer and customers Doctor.

Step 6 – Follow through with customer until they get a final approval or final denial from Social Security.

Placement into an activity:

The next step is to place the customer into a Core activity and possibly a Core Plus activity, in which they start the activity the very next day within the medical limitation's set by their Doctor. Activities are listed in the Countable Work Activities SOP.

WT Standard Operating Procedure

Relocation Assistance

1. Relocation Assistance Policy
    a. Final Guidance Welfare Transition Program Relocation Assistance
    b. State Question and Answers

Standard Operating Procedure

Title: Relocation Assistance Policy

Date: November 3, 2004, Updated 08-15-12

To: All WorkNet Pinellas Program Staff Members

Attachments: **Eligibility Form for TANF Funded Services**

1. Relocation Checklist
2. Relocation Cover Sheet
3. Acceptable Expenses List
4. Relocation Letter
5. Documents Acceptable as Proof of Move
6. Relocation Survey
7. Relocation Budget Worksheet (AWI 0002, 6/2004)
8. Upfront Diversion Screening Form (AWI 2073A)
9. Diversion Services Eligibility Screening Tool (AWI 2073B)
10. Emergency Criteria for Diversion Services
11. Benefit Recovery Form
12. Relocation Assistance Program Checklist (AWI WTP 2279, 6/2004)
13. Relocation Assistance Program Transfer Letter (AWI WTP 2278, 6/2004)

The purpose of this policy is to ensure that appropriate relocation assistance requests are being approved and the amounts authorized do not exceed the needs demonstrated in the relocation budget worksheet and estimated relocation budget. Relocations are subject to strict time standards of 14 calendar days (from the date of request) in which to process fully and return to the Department of Children and Families. For this reason, it is imperative that relocations be well documented and include as much detail as possible.

The Resource Specialist/Career Counselor will discuss relocation with applicants as a service offered through the WT program and will document this discussion in the case notes on OSST. If at any time, an customer requests additional information about relocation, the Resource Specialist/Career Counselor will provide the additional information and will specifically ask the customer if they would like to pursue this option or if they would like to think about whether this program best suits their needs. A case note will be entered documenting the conversation and outcome the same day that this conversation occurs. The relocation assistance program will involve five steps. These steps are as follows:

1. Determine that the family is receiving TANF or that they meet the requirements for diversion services.
2. Determine there is sufficient information to ensure that the relocation will assist the individual in attaining self-sufficiency.
3. Establish a Written Relocation Plan.
4. Determine that the community (in or out of the State of Florida) receiving a relocated family shall have the capacity to provide needed services and employment opportunities.
5. Monitor the family's relocation

Customer

STEP 1

Determine that the family is receiving temporary cash assistance or that all requirements for diversion services would likely be met. Families may be approved for relocation when one or more of the following applies and is a significant barrier to employment:

- the family is located in an area with limited employment opportunities,
- because of geographic isolation,
- formidable transportation barriers,
- isolation from their extended family or
- because domestic violence interferes with the ability of a parent to maintain self-sufficiency.

AND they meet eligibility requirements for diversion services or are receiving temporary cash assistance.

If an customer is interested in applying for relocation, the 2073A and 2073B forms will be completed and reviewed.

The 2073 is used for pre-screening to determine if the family has an emergency situation that can be resolved by relocation assistance and whether or not the relocation will eliminate the need for ongoing cash assistance. Ensure that the person has answered yes to either 1a or 1b. If they do not have a child under 19 in their care or no one in their assistance group is pregnant, they are not going to be eligible for cash assistance, which eliminates them from relocation and diversion services as well. If 1a is no, but 1 b is yes, ask for the due date of the pregnant individual. If the pregnant individual is not in the last month of pregnancy or a high-risk pregnancy in their last trimester, they will not be eligible for cash assistance, which eliminates them from relocation and diversion services as well. Review questions 2, 3, 4 and 5 to determine whether the customer is working or not, and if not working determine why. If the customer has major barriers to employment that will not be solved by moving to a new location, relocation is probably not the best option for that customer. We should be counseling the customer during the discussion, but will continue with the application as long as the customer continues to want to proceed. Review number 6. If the customer answers yes to number six, relocation is probably not the best option and again the customer should be counseled about how relocation works. Ask the customer to provide contact information for the person identified in number seven. Review question eight and discuss any other options available that might assist the customer either in addition to relocation or instead of relocation. If question 9 is answered with no, discuss with the customer what other options are available to assist them.

f it is determined that the applicant could benefit from this service, complete form 2073B to determine potential eligibility for cash assistance. If the customer appears eligible based on the worksheet, discuss whether other individuals will be moving with them. Please remember to cross reference FLORIDA. If the applicant has three children and currently lives with her boyfriend, expect that the boyfriend would be responsible for half of the moving costs. Advise the customer that he will be expected to pay half of the monthly expenses when determining the budget for relocation. Ask for copies of his paychecks if he is working. Also determine how much of the monthly expenses he is currently paying. If the customer is planning to move with only two of the children, leaving the third with a relative, only count the two children in the calculation and only plan for expenses for the two children. Request a written statement from the relative who would be keeping the other child indicating that they will be keeping the third child. All children for whom relocation dollars are requested are expected to move with the adult at the time the adult moves, unless extenuating circumstances are documented.

Verify that the adult requesting the relocation has legal custody of the children they are moving with them by asking if the children are legally their children (and document this in the case notes). *If it does not appear the applicant is eligible for cash assistance, the applicant/participant will not be eligible for relocation, and additional documentation will not be necessary.*

The customer will be informed that if they elect relocation diversion, they may not apply for cash assistance for six months. If they do apply within the six months, they must have a demonstrated emergency such as hospitalization or illness resulting in significant loss of income or employment, loss of housing, a natural disaster responsible for destruction of the family's major property or other such emergency. Relocation shall not be approved more than once per family in a 36-month period. The 36-month period starts on the date of issuance by DCF of first relocation funds.

Copies of screen prints showing eligibility for relocation must accompany the packet. In addition, the career counselor will review FLORIDA for any previously received relocation payments and submit copies of these.

The career counselor will sign the relocation cover sheet and write their recommendation, signing and submitting the 2073A and 2073B to the Program Coordinator for review. Once reviewed, the Program Coordinator will sign the relocation cover sheet and write their recommendation, signing and entering a case note with their recommendation.

For requests over $2000, the Program Coordinator will submit the packet to the WT MIS Coordinator for approval. The WT MIS Coordinator will review and approve/deny the relocations up to $3000. The cover sheet will be signed and completed with their recommendation. For requests between $3000 and $3500, the packet will be delivered to the Program Director for approval. The Program Director will review and approve/deny the relocation. For requests over $3500, the customer must have proof that they requested assistance from other agencies and/or show documented proof that additional funds are necessary.

STEP 2

Determine there is sufficient information to ensure that the relocation will assist the individual in attaining self-sufficiency.

a) Is unlikely to achieve economic self-sufficiency where they are currently residing. The career counselor's role here is the review the customers work history, skills and abilities and compare these to the job seeking efforts that person has demonstrated in the local area (where they currently live). Determine if the person has had no success in finding suitable employment due to the types of employment opportunities in the area. If the person has looked for unsuitable jobs (jobs that they are clearly not qualified for), a discussion about appropriate types of jobs should be held and the person should be given a job search form to seek appropriate employment. This may be done in conjunction with another countable activity if appropriate.

b) Has secured a job that provides an increased salary or improved benefits and that requires an individual to relocate to another community. An employment verification form must be provided and a copy attached to the packet. Proof that transportation to the job from the existing area is either not available, not a reasonable expectation (ie: distance is over 1-hour commute one way), or is unreliable, and if relocation occurs, transportation is feasible. A plan for transportation to and from new area to job must be developed in writing and attached to the packet.

c) Has a family support network that will contribute to job retention in another community. If a participant is isolated from their extended family, and is requesting a move to be closer to that family, the customer should be asked to provide names, addresses and telephone numbers for those family members. If one of the family members offers housing to the participant, the career manager will help the customer to determine feasibility of such housing by asking for more details of the housing arrangements such as how many bedrooms, how many people are currently living in the household, and if there is sufficient space for the participant and their family in the house. Determine based on this information whether or not the environment is safe and healthy for the participant and their children.

d) Is a victim of domestic violence who would experience reduced probability of further incidents through relocation;

"Domestic violence is defined as any assault, aggravated assault, battery, aggravated battery, sexual assault, sexual battery, stalking, aggravated stalking, kidnapping, false imprisonment, or any criminal offense that results in the physical injury or death of one family or household member by another." This language is derived from legal terms utilized in criminal and civil proceedings and is the definition used by the Domestic Violence workgroup.

e) Must relocate in order to receive education or training that is directly related to the customer's employment or career advancement. Again, determine feasibility of commuting from existing location, determine availability of similar courses in the local area and whether or not the education or training are going to benefit the customer in their career goals. For instance, if a customer wants to take classes in Miami to become a nursing assistant, this would not be a good reason to relocate because Tampa has numerous nursing assistant courses. If however, the customer's family lives in Miami and are willing to provide adequate shelter while she takes these classes, this may be a more feasible plan. A plan must be developed by the customer and the career counselor on how the customer will pay for the education, including copies of all financial aid documents, etc. Copies of these documents must be attached to the packet.

STEP 3:

Establish a Written Relocation Plan, which includes:

a) Relocation Budget Worksheet must be completed. Please refer to the Acceptable Expenses List when completing the budget. This budget must include written estimates from three moving companies, and three written estimates for transportation of customer and family to new location. The career counselor will discuss with the customer the extent of their household goods when reviewing the estimates and determine the correct size vehicle to move these items. This includes lodging expenses if the location cannot be reached within a day. If an customer is unable to drive due to a medical incapacity or never learned to drive, a moving company may be used if no family support is available to assist in the move. Estimates may be printed from the Internet. All estimates must be copied and attached to packet.

b) Relocation Budget Form summarizes the expenses from the relocation budget worksheet as well as other expenses related to the move. For the housing expense section, each item must have two written estimates attached including a contact name, phone number and address. Rental assistance for relocation is limited to the first and last month rent and a security deposit. For example: Transfer fees/deposits would require an estimate from the housing complex stating how much the deposit will cost, how much the application fee is, etc. The first month's rent may not be counted twice in the budget. It should be included only in Section III of the budget worksheet. Information on the amount of deposit required for telephone, electricity, water, gas, etc. would need to be documented. If there are past due utility bills being submitted, these should be requested under regular support services, noting on the SSR that the customer is applying for relocation. Other expenses (employment expenses) consist of the amount needed for the participant and their family to pay for items such as food, rent, child care, and transportation from the time they reach their new location until the time they receive their first pay check. Under the miscellaneous expenses section, these items should be requested through regular support services, as well, again noting relocation is being processed. In the event that regular support service dollars are unavailable, then relocation dollars may be used. Relocation dollars may not be used for purchasing housing or property, or for down payments on homes or other property. The purchase of household items such as furniture is also not authorized. If the customer does not currently own furnishing, a property that can be rented furnished may be more appropriate. If the customer must live with friends or relatives for a short period of time until personal housing can be obtained, a storage unit in lieu of first and last month of rent and rental deposit expenses may be considered on a case by case basis. Case notes must fully detail justification for all expenses. Copies of all expense estimates are required to be attached to the packet, as well as information relating to income as documented in FLORIDA and/or copies of such income provided by the participant. Relocation shall not exceed $3500 for moves outside of the Pinellas County. For moves within Pinellas County, relocation shall not exceed $2000. A demonstrated need is required for all relocations.

c) The career counselor will determine the amount of the relocation payment that should be issued via the **Relocation Assistance Program Checklist**, AWI Form 2279.

d) Provisions must be made to protect the safety of victims of domestic violence and avoid provisions that place them in anticipated danger. When dealing with domestic violence cases, contact the new location's domestic violence provider to assist the customer after the move. Review the safety plan with the customer and determine whether the new location is appropriate based on residence of offender. State guidance requires the relocation plan include provisions to ensure protection for the victim and their families in the new community, therefore the general guidance or "rule of thumb" is to move a minimum distance of twenty (20) miles away from the abuser. This assists with moving the customers away from the neighborhood in which the abuser may live and work. Individual requests to move a shorter distance than twenty (20) miles away will be reviewed by the Program Coordinator on a case-by-case basis.. Coordination of services with the current domestic violence provider will be sought and documentation will be entered into manual case notes. If an customer refuses to meet with the domestic violence provider and complete a safety plan, finish the relocation plan and forward to the Program Director for approval/denial regardless of the dollar amount, case noting this in hard copy case notes. A safety plan is required for all domestic violence relocation cases. If the case is requesting a second (or subsequent) relocation within the 36-month period, a new safety plan must be completed. Requests that do not match the safety plan will not be approved.

e) Updating the Individual Responsibility Plan (IRP) or creating one. This will include identifying steps needed to process and approve the relocation, outlining how the move will take place and when, and what steps the customer will take after the move (including mailing the receipts, contacting the RWB in the new area, etc.). This should be a clear strategy for a successful move. Section 8 housing assistance shall be addressed and explored. Please ensure the customer is given a signed copy of the IRP.

STEP 4:

Determine that the community (in or out of the State of Florida) receiving a relocated family shall have the capacity to provide needed services and employment opportunities. Have the customer complete Internet job search and labor market information on the new location. Is there an abundance of jobs in their area of expertise or is the labor market for the new area sparse or are many of the companies laying off? If the customer has particular medical needs, does the new location support these needs? What are the transportation options in the new area? If the customer does not have a vehicle, how will they get to and from work, shopping, etc.? Is the new housing facility adequate to accommodate the customer and their family? Is the rental amount of the apartment or house affordable for the customer? What services does the new Workforce Board provide? Provide the customer with contact information for the DCF and WT sites in the new location, as found on OSST. Provide the customer with a relocation letter and fax one to the receiving agency and Regional Workforce Board.

OSST Procedure

Detailed case notes will be written explaining all research completed and findings, reason for relocation and detailed costs, who will be relocated, when and where the relocation will take place. In addition, the IRP will be updated to reflect the relocation. If this is domestic violence relocation, do not state this in the notes. Simply state that the participant needs to relocate due to personal circumstances and a general statement of area (in state or out-of-state). Do not provide specific details of the move or expenses related to it in OSST. Details should be written on hard copy notes and filed in the domestic violence secondary file.

On the Skill Development Screen, under the service plan section, staff will enter an anticipated start date for relocation upon request for relocation, using the date the customer actually requested the relocation as the anticipated start date. An actual begin date will be entered upon approval by DCF and will include a cost item.

An additional case note which will have "Relocation" as the first word will be entered on the actual date of submission to the Program Coordinator, which details the reason for relocation, the amounts for each relocation item (along with statements about what backup documentation was provided), the time frame that the customer will be moving within and where, and will include information about the research done by the Program Coordinator to ensure relocation is the best option for that customer. This note must provide enough detail to justify the relocation and amounts and to explain why the barriers cannot be overcome in the current community and why the opportunities of the receiving community are equipped to adequately resolve the barriers of the customer. An customer should not be relocated to an area in which they were previously unsuccessful unless they have made an earnest effort in their current community *and* their situation has changed substantially to where success is likely in the old community. This case note will be printed and submitted with the packet. In the case of Domestic Violence, a manual case note will be completed with the details mentioned above.

Submission of Request

The career counselor will complete all relocation paperwork and will sign the relocation cover sheet and write their recommendation, and submit to the Program Coordinator for pre-approval within 8 days after the initial application date. Once pre-approved, the Program Coordinator will sign the relocation cover sheet including their recommendation and will forward a copy of the paperwork to the WT MIS Coordinator assigned for review within 9 days after the initial application date. The WT MIS Coordinator will review and approve/deny the relocations up to $2000. The cover sheet will be signed and completed with their recommendation.

For requests over $2000, the WT MIS Coordinator will submit the packet to the Program Director for approval. The Program Director will review and approve/deny the relocations up to $3000. The cover sheet will be signed and completed with their recommendation. For requests between $3000 and $3500, the packet will be delivered to the Administrative Entity for approval. The AE will review and approve/deny the relocation. For requests over $3500, the customer must have proof that they requested assistance from other agencies and/or show documented proof that additional funds are necessary. If at any point additional information is requested, the career counselor will seek to obtain that information as quickly as possible, preferably the same day. A case note will be entered with the additional information requested and when it was provided. The relocation process may take precedence over other normal job duties, due to strict time standards.

If the housing property becomes unavailable before the customer receives the relocation funds, and final approval has been requested, a call should be placed to the Program Coordinator who will coordinate with the workforce board to determine whether or not the change can be made within the appropriate time frame. If not, the request should be withdrawn and a revised request should be expedited. If the property becomes unavailable after the customer receives the relocation funds, a Benefit Recovery Referral must be expedited. The customer must be advised against spending any of the monies and may submit a new relocation request based on another property.

Once approved the Program Coordinator will notify the career counselor. The career counselor will contact the customer to come in and sign off on the 2279 as soon as possible. At that meeting, the customer will again be told about the program guidelines and will be asked to sign section C of the 2279. The career counselor will schedule an appointment for the customer to come in on day 11 in all cases. The customer must come in on day 11, 12, 13 or at the latest day 14 before 4pm or the relocation will be voided (except in extenuating circumstances, or unless previously agreed upon by the customer and the career counselor). Any relocation that is voided will require a case note with the reason and write "void" on the Relocation Assistance Program Checklist and notify the Program Coordinator. If the customer returns for the relocation after the seven days, and they still need the relocation assistance, a new Relocation Assistance Program Checklist will be completed and a detailed case note will be entered. A copy of both the Relocation Assistance Program Checklist and case note will be forwarded to the Program Coordinator. Upon approval, the career counselor will proceed with having the customer sign off on the 2279 as detailed above.

The career counselor must provide the customer a letter specific to the customer's relocation needs stating that once the relocation assistance funds have been received and expended, the customer must provide copies by mail of the expenditures authorized in the budget by a specific date. The letter must specify that if the requested proof of expenditures is not received by the specific date, the assistance group will have been considered to have failed to comply with the relocation assistance program and the career counselor will complete a request for benefit recovery for the entire amount of the relocation assistance received.

Once completed, the Program Coordinator will submit the packet to DCF (within 14 days of origination of request) who will issue the relocation payment from the FLORIDA system. A copy of all documentation will be kept in the customer’sEDMS file. All confidential information relating to domestic violence will be kept in the Program Coordinator’s office in a locked filing cabinet. The Skill Development Screen on OSST will be updated with a start date of relocation.

Once DCF has approved the relocation and the money is placed on the customers EBT card, the customer should be given a large clasp envelope that is addressed to the career counselor. Label the back "relocation" with 5 stamps affixed, along with a copy of the relocation budget and worksheet and what constitutes proof or receipt. The customer should be told to put their return address on the envelope, and include the copies of the budget and worksheet with the receipts. The customer should be told to mail this back to the career counselor within 2-3 weeks after moving. The receiving Board is required to provide transitional benefits and monitor the family based on local protocol.

If relocation is denied due to lack of backup documentation, resubmission of the entire packet should occur as soon as possible. If the customer is unable to provide all backup documentation in a timely manner, the customer must write a statement requesting additional time in which to provide the information.

Documentation of the application process must address time standards at each juncture. Appointments are to be set timely. Any missed or rescheduled appointments are to be documented by close of business on the day they occur and must specify the reason sufficiently to discern customer delay from agency delay.

If at any point the customer appears unable to complete the process within 10 calendar days of the initial request, the option of withdrawing the current request and reapplying should be explored. On the tenth day, the request must be forwarded to the approving authority (Program Coordinator, WT MIS Coordinator or Program Director, as applicable). If it is not complete, the final case note entry should specify this and include a list of the information that is still pending. At the Program Director's discretion, the request may be denied due solely to time standards at which time the customer may elect to initiate a new request immediately or delay reapplication for a short period to allow for completion of all required documentation within time standards.

STEP 5: Monitor the family's relocation. Monitoring the customer's relocation involves administering a survey to the relocated customer that will assess the quality and adequacy of services being provided in the new area, reviewing FLORIDA to determine when funds are distributed to the customer and obtaining receipts from the customer. Upon disbursement of funds from the Department of Children and Families, the career counselor will screen print the IQCH screen and place in the file. The career counselor will mail the relocation transfer letter to the receiving Regional Workforce Board and agency assigned within 24 hours. A case note will be entered into OSST noting funds were disbursed and the transfer letter was mailed out to the receiving RWB and agency assigned. The case note will be printed and placed in the file. The Skill Development Screen on the OSST system will be updated with an end date for the relocation.

Upon receipt of verification of the relocation (ie: receipts), the budget and receipts will be reviewed to ensure all receipts have been received. The receipts will be placed in the customers EDMS file. If all receipts are received and amounts are accurate, a Relocation Survey will be mailed to the customer along with a stamped, self-addressed. A copy of the survey will be placed in the file. A case note will be completed indicating the receipts were received, a copy was sent to the Workforce Board, the receipts were placed in the EDMS file, the survey was mailed out and a copy was placed in the file. In addition, another survey will be sent out at the 3-month mark to follow up with the customer and ensure they were successful in obtaining needed services.

If the customer submits receipts and they are less than the amounts authorized, benefit recovery may take place if the amount of receipts is $100 or more less than the person has received in relocation dollars. If the customer is able to justify that monies have been spent for unexpected but necessary items, the customer may submit a copy of those receipts and a statement indicating what the monies were spent on and benefit recovery may be waived in these cases, with supervisory approval and signature on benefit recovery form.

If the customer calls the career counselor and notifies the career counselor that they did not move, the career counselor will require the customer to bring in a statement indicating why they did not move and will notify that customer that they will be required to re-pay the monies to DCF Benefit Recovery office, unless the customer can document valid and justifiable reasons for not moving and is actively seeking alternative housing that meets the justification for relocation. If documentation provided appears to support that relocation effort was made by customer and arrangements fell through due to no fault of the customer, the customer may be given 14 days to find alternative arrangements. In all cases, the DCF worker will be notified, in writing, through a case note in the FLORIDA system, of the 14 additional days for relocation. A copy of this note will be printed for the EDMS file, and a copy will be forwarded to the Program Coordinator and WTP MIS Coordinator for tracking purposes.

If the career counselor does not receive the required receipts within the time frame specified, has not heard from the customer, or the customer cannot provide adequate justification, the career counselor will try to contact the customer by mail to remind them of their need to forward the receipts. If no contact is received from the customer, the career counselor will complete a Benefit Recovery Recommendation for Relocation Assistance Form (revised 6/18/02), and forward a copy to the Program Coordinator for review and signature, keeping a copy in the file. The Program Coordinator will forward the form to DCF.

According to Florida Legislature (445.021, FS) we are required to monitor a customer after they have relocated. Attached to this memo is a copy of the Relocation Survey Form. When relocation has been

processed and approved, the WorkNet designee is required to attempt to complete this form via phone or mail, within three months of the relocation approval date. If you mail the form you will need to include a self addressed stamped envelope for the customer to return the form. When completing the relocation, the career counselor must document in the case notes the customer's current address and future address. Include a future phone number whenever possible.

When a career counselor suspects fraud, adhere to the fraud referral procedures as defined in the Child Abuse and Fraud Referral policy. Include the Benefit Recovery Recommendation for Relocation Assistance Form (revised 6/18/02).

In addition, the customer will be given a change form to complete once they move and forward to the DCF office they are leaving. This will assist them in getting their food stamps and/or Medicaid case transferred quickly to the new DCF office. Customers who receive relocation assistance must sign an agreement on the Relocation Assistance Program Checklist prohibiting them from applying for temporary cash assistance for **six months**, unless an emergency can be demonstrated. If a demonstrated emergency forces the customer to reapply for TCA within a six month period after receiving a relocation assistance payment, repayment must be made on a prorated basis and subtracted from any regular payment of TCA for which the customer may be eligible. Victims of domestic violence are not subject to the agreement prohibiting them from applying for temporary cash assistance for six months. They may reapply for temporary cash assistance within the state of Florida after relocating, but will need to be counseled to ensure repayment of relocation dollars is feasible within their current household budget.

By completing a Request for Assistance (RFA), the customer may either apply for relocation assistance or temporary cash assistance. The customer may also apply for food stamps and/or Medicaid at the same time. Relocation assistance customers, who are also applying for food stamps and/or Medicaid, must be scheduled and processed in accordance with time standards for those programs (DCF will use expedited food stamp time frames, if applicable). Applications for theses programs are not affected by the application for relocation assistance.

Relocation Assistance Payments

The number of times a family may apply for relocation assistance is limited to one time in a 36- month or 3-year period. Any subsequent applications after the three year period will be evaluated to determine why the previous relocation was not successful and will be considered a factor in determining the appropriateness of future relocation assistance. A written explanation by the customer must accompany the request. The relocation assistance payment does not count toward temporary cash assistance time limits. **In any case involving fraud, benefit recovery will take effect**.

The relocation assistance payment amount is determined by the career counselor and approved by the Program Coordinator, WT MIS Coordinator or Administrative Entity, as appropriate. The amount of the relocation payment is based on the Estimated Relocation Budget. Because of this, it is important that each expenditure listed is explained in detail and is backed up whenever possible by attachments.

Reapplication for TCA due to an Emergency

If the family demonstrates an acceptable emergency, including domestic violence, prior to the expiration of the six-month period, they may reapply for temporary cash assistance. The career counselor determines whether the customer demonstrates an acceptable emergency and forwards the packet to the Program Coordinator for review.

The following are considered acceptable emergencies (every reapplication incurs a payback schedule):

- domestic violence
- hospitalization or illness documented by a physician licensed under 458 or 459, F.S., resulting in a significant loss of income-or loss of employment,
- loss of housing,
- natural disaster (for example, a hurricane) responsible for destruction of family's major property; or
- other situations of similar nature affecting employment such as mass layoffs or destruction of work site.

If the emergency is acceptable, Section A of form "AWI 0001, April 01" will be completed and forwarded to the PAS worker. A copy will be placed in the case file. Strong counseling will occur to ensure customer is able to bear repayment schedule from a budget perspective. A case note will detail the emergency (in the case of domestic violence, a hard copy case note will be completed and placed in the secondary file). The customer will be processed accordingly.

Relocation Checklist

The following will be completed upon a customer requesting relocation:

1. Case note indicating relocation request
2. Notify Program Coordinator

The following will be submitted to the Program Coordinator when requesting relocation:

1. Eligibility Form for TANF Funded Services (AWI WTP)
2. Diversion Screening Form for Upfront Diversion and Relocation (AWI 2073)
3. Diversion Services Eligibility Screening Tool (AWI 2073B)
4. Relocation Cover Sheet
5. Relocation Budget Worksheet pages 1 & 2 (AWI 0002)
6. Relocation Assistance Program Checklist (AWI 2279)
7. Documentation to backup budget (internet screen prints, estimates, quotes, etc. showing: distance to new location in miles; estimate of monthly rent/move in amount; estimate of electric set up or transfer; estimate of gas for vehicle ($.12 cents per mile); food if moving out of state (# persons moving x meals during trip - $5 for breakfast, $5 for lunch, $10 for dinner); estimate of lodging, if necessary; estimates of moving vehicle (U-haul, etc.), and any other backup documentation such as letter from relative indicating client can stay with them and cost, if any; employment offer, community resources, etc.

Relocation Cover Sheet

_____ _____
Name of Person Requesting Relocation Case Number

_____ _____
Name of person processing Relocation Request Office

_____
Staff Phone Number Fax Number Email Address

Is Person Requesting Relocation: Applicant Participant

Date of Request: _____

Recommendation of Career counselor & Signature: _____

Date of Submission of packet to Program Coordinator & Signature:
_____

Recommendation of Program Coordinator & Signature: _____

Date of Submission of packet to WT MIS Coordinator & Signature: _____

Recommendation of WTMIS Coordinator & Signature: _____

Date of Submission of packet to AE & Signature: _____

Recommendation of AE & Signature: _____

Date Customer signed 2279: _____

Date 2279 Signed by A/P was faxed to Relocation Specialist: _____

Date Relocation Letter faxed to new RWB: _____

Date Relocation Letter faxed to new WT Agency: _____

Due Date for Receipts from A/P: _____

Date Receipts Received from A/P: _____

Date Receipts sent to RWB : _____

Date Benefit Recovery Initiated: _____

Date BR form given to Program Coordinator: _____

Date BR form given to RWB: _____

Date A/P Declined Relocation: _____

Acceptable Expenses

When determining relocation expenses, the following items are acceptable:

- First Month's Rent
- Last Month's Rent
- Security Deposit (not greater than one month's rent)
- Electric Deposit
- Water Deposit
- Gas Deposit
- One Month of Groceries (only if not receiving food stamps, at a value of one month's food stamp amount)
- Vehicle Rental Truck (requires 3 estimates, and lowest estimate is used)
- Movers (in special circumstances such as medical incapacity)
- Clothing Allowance *for moves to a different climate* (not to exceed $400 per family unit)
- Gas Allowance at $.12 per mile (documented by a map service such as Map Quest) if the customer uses their own vehicle or a rental truck to relocate.
- Hotel Expenses (not to exceed $100, tax not included) for one night if the destination is further than 24 hours away via ground transportation. Three quotes are required.
- Other items deemed necessary and reasonable that may directly lead to the customer's path to self-sufficiency at the discretion of the Services Coordinator and must be documented.

The following items are only allowable if directly associated with the customer's path to self-sufficiency and deemed so by the Services Coordinator:

- Cable Television Deposits
- Satellite Deposit or Fees
- Household Repairs
- Furniture
- Taxes and Licensures

Relocation Letter

Date:

To:

This letter is to notify you of your obligations regarding relocation assistance. Once you have received the relocation assistance funds and you have spent them, you are required to provide copies by mail of the expenditures authorized in the budget by _____. Attached is a list of documents that will serve as proof of your relocation. You will be required, based on your relocation budget to provide proof for the following items:

Furniture and Belongings Moving Expenses

☐ U-Haul $_____ ☐ Ryder $_____

☐ Other moving company $_____

Family/Personal Moving Expenses

☐ Personal vehicle (gas) $_____ ☐ Train $_____ ☐ Plane $_____

☐ Bus $_____ ☐ Other method of personal transportation $_____

New Housing Expenses

☐ Security Deposit $_____ ☐ Electric Deposit $_____ ☐ Gas Deposit $_____

☐ Water Deposit $_____ ☐ First/Last Months Rent $_____

Pre-Employment Related Expenses

☐ Food $_____ ☐ Child Care $_____ ☐ Transportation $_____

If the requested proof of expenditures is not received by the date above, the assistance group will have been considered to have failed to comply with the relocation assistance program and the career counselor will complete a request for benefit recovery for the entire amount of the relocation assistance received.

If there is a problem with your move, you are required to contact your career counselor and the Department of Children and Families to report the nature of the problem by _____ which is three working days of the date you were suppose to move. You will be required to repay the relocation amount if you do not move.

Thank you,

Career Counselor

Documents Acceptable as Proof of Move

Moving Company

Moving Company- Copy of paid truck rental agreement

Personal/Family Transportation

Rental Truck - Copy of paid truck rental agreement

Personal vehicle -Gas Receipts, toll receipts

Train - Ticket Stub

Plane - Boarding pass and ticket stub

Bus - Ticket stub

Lodging - hotel receipt on company letterhead with dates and room charges

Food during long move - receipt from restaurant with date

Housing Expenses

Housing - new lease and copies of rental receipt and security deposit receipt

Electricity - Copy of deposit receipt from new electric company

Water/Gas - Copy of deposit receipt from new water/gas company

Telephone - Copy of deposit receipt from new telephone company

Other - _____

Employment Expenses

Food - Copy of grocery receipt

Child Care - Copy of agreement with new child care facility

Transportation - Copy of gas receipts

Other - _____

Please send copies as indicated above for all items approved for your move. Copies must be received by the date indicated in your letter (within 2 weeks of your move). All copies must be placed in the self-addressed envelope provided and mailed to your career counselor's attention. Thank you!

The Florida Legislature (445.021, FS) requires that a participant's relocation be monitored. In order to determine if the relocation has assisted you in becoming more self-sufficient, we are requesting that you complete this survey and return it in the self-addressed envelope. Your answers are important and will be used to improve our Relocation Process. This should result in even better service to future Relocation customers. All names are held in confidentiality. We wish you continued luck and success in your new community!

Participant's Name: _____ SS#: _____-_____-_____

	Please Print the One-Stop Center location in which you applied for relocation:	Excellent A	Good B	Fair C	Poor D	Very Poor E	Don't Know F
1	How would you rate your financial situation ***before*** your relocation?						
2	How would you rate your financial situation ***after*** your relocation?						
3	How would you rate your personal situation ***before*** your relocation?						
4	How would you rate your personal situation ***after*** your relocation?						
5	Please rate how helpful your WorkNet Specialist was during your relocation process. (Name: _____)						
6	Please rate your new community's network of support agencies and support services.						
7	Overall how would you rate your experience with WorkNet Pinellas and relocation?						
8	Are you currently employed?	Yes ☐	No ☐	If yes, What is the name of the company? _____ What is your weekly pay? $_____			
9	Have you made contact with the Workforce Provider in your new area?	Yes ☐	No ☐	If no, why not? _____			
10	Are you receiving any transitional services through your local One-Stop Center?	Yes ☐	No ☐	If yes, what services? _____			
11	Have you requested Emergency Reapplication through the One Stop Center in your area? (Reapplied for cash)	Yes ☐	No ☐	If yes, were you approved? Yes ☐ No ☐			
12	If yes, are you currently receiving cash assistance?	Yes ☐	No ☐	If yes, how much? $ _____			
13	Overall, did your move work out as you had hoped?	Yes ☐	No ☐				

Please provide any other comments regarding your relocation that you feel will be helpful for us to assess the success of your relocation. (Use other side of this form if you need additional space) Thank you!

RELOCATION BUDGET WORKSHEET

_____ _____ _____

Participant's Name Social Security Number Date

The first page provides important direction and information for the Relocation Assistance applicant. The first page should be reviewed and completed by the applicant in partnership with the RWB provider. The Relocation Budget Worksheet is to be reviewed and completed by both the RWB provider and the relocation applicant. It is the applicant's responsibility to secure estimates and documentation required to complete the relocation process.

Moving Expenses:
Think about the issues involved with a move before you begin to research the costs. To get information about the new community, go to your local library and ask for assistance. You can also access valuable information (i.e. places to live, utilities, local phone services, etc.) using the Internet. You can use the Internet at the your local library or at your local One-Stop Career Center. You may also ask if the library has a copy of the local newspaper in the area you wish to move to. The local library should have access to the name and address of the local Chamber of Commerce in the new community. You can write them requesting information and answers to questions you may have. The Chamber of Commerce may also have a website. Using the Internet, you may be able to find information on employment, services and local business through the Chamber of Commerce's website.

Areas to Research:

- Employment opportunities
- Available housing (apartments and homes)
- Cost of moving in to or reserving the available housing
- Transportation in the new community
- Childcare in the new community
- The location of the Career Center
- The shortest route to your new community

1. What is the name of the community (city/state) you wish to relocate to? _____

2. Have you secured employment in the new community? ☐ Yes ☐ No

3. If yes, please provide documentation to the RWB provider. Name of Employer :_____

Phone number of prospective employer: _____ Address: _____

4. If you have not secured employment in the new community, how will the household expenses be met?

_____

5. What is the approximate number of miles to your new location? _____

6. Does the new community offer support services at the One-Stop Career Center through the Welfare Transition program?
   a. Childcare ☐ Yes ☐ No
   b. Transportation vouchers ☐ Yes ☐ No
   c. Education and training assistance ☐ Yes ☐ No

7. Does the new community have other forms of subsidized childcare? ☐ Yes ☐ No
   Details: _____

RELOCATION BUDGET WORKSHEET

So that an adequate relocation budget can be developed for your move, you will need to provide at least two estimates for truck rental and motel/lodging expenses. Also, you will need to obtain costs for various modes of travel. After you obtain these costs, complete the chart below.

Moving Truck

Company Name	Company Phone Number	Contact's Name at the Company	Estimate Given by the Company	Date Company was Contacted	Documentation Attached? Y or N
Estimate 1					
Estimate 2					

Personal Travel Expenses

Company Name	Company Phone Number	Contact's Name at the Company	Estimate Given by the Company	Date Company was Contacted	Documentation Attached? Y or N
Estimate 1 Motel					
Estimate 2 Motel					
Gas Estimate					
Airplane Ticket Estimate 1					
Airplane Ticket Estimate 2					
Bus Ticket Estimate 1					
Bus Ticket Estimate 2					

RELOCATION BUDGET WORKSHEET

Housing Estimates

Housing: Type of Housing and Name of Housing Complex	Company Phone Number	Contact's Name at the Company	Estimate Given by the Company (include cost of monthly rent and deposits)	Date Company was Contacted	Documentation Attached? Y or N
Estimate 1					
Estimate 2					
Estimate 3					

Finalized Budget

Main Subject	Type	Subtotal	Name of Company or Explanation of Cost
Moving Expenses			
	Cost of transporting goods (moving)	$	
	Cost of personal and family transportation	$	
	Food during relocation	$	
	Lodging during relocation	$	
		$	TOTAL of Moving Expenses
Housing Expenses			
Transfer fees/deposits:	Electric	$	
	Telephone	$	
	Gas	$	
	Security	$	
	Water	$	
	Other	$	
		$	TOTAL of Housing Expenses
Living and Employment Expenses			
From time to arrival to first paycheck. Estimate costs for at least one month:	Food	$	
	Rent	$	
	Child Care	$	
	Transportation	$	
	Clothing/Uniforms	$	
	Tools/Special Equipment	$	
		$	TOTAL of Living and Employment Expenses
Miscellaneous Expenses			
	Vehicle Registration	$	
	Driver License Transfer	$	
Other describe in detail		$	
Other describe in detail		$	
			Total of Miscellaneous Expenses

I am requesting relocation for the amount of $_____ (total of all areas).

To be completed by the participant:
Forwarding Address:
_____

I can also be contacted through the following individual:
Contact Person Name: _____
Phone Number (____) _____

To be completed by the ***Regional Workforce Board Provider:***

The amount to be provided by DCF, if approved, on the EBT card: $ _____ . _____

and/or

The following amounts will be provided by utilizing local **RWB TANF funds**:

1. Form of payment (voucher, purchase order, purchase card) _____ made to _____(name of company) for the purpose of _____ _____ (paying first months rent, having the utilities turned on, providing for the movers, transportation, etc) in the amount of $ _____ . _____.

2. Form of payment _____ made to _____for the purpose of _____in the amount of $ _____ . _____.

3. Form of payment _____ made to _____for the purpose of _____in the amount of $ _____ . _____.

4. Form of payment _____ made to _____for the purpose of _____in the amount of $ _____ . _____.

5. Form of payment _____ made to _____for the purpose of _____in the amount of $ _____ . _____.

Total Amount: $_____ . _____ provided by RWB utilizing local TANF funds.

_____ _____
_____/_____/_____
RWB Provider Printed Name RWB Provider Signature Date of Signature

_____ _____
RWB Provider Address RWB Provider Phone Number

Up-Front Diversion Screening Form

_____ _____
Applicant's Name (Please print legibly) Social Security Number

_____ _____
Case Number Date Completed

If you are applying for Temporary Cash Assistance, and you are employed or seeking employment, you may be considered for Up-Front Diversion or Relocation Assistance. Up-Front Diversion can help you find a job or keep the job you have now by assisting you with an emergency situation. If you qualify for Up-Front Diversion, you may also receive a one-time cash payment. The amount of this payment is limited, but could be as much as $1,000. Relocation Assistance can help you find a job in another area, as well as relocate to the area to begin working. Both Up-Front Diversion and Relocation Assistance require the recipient to remain off of cash assistance for several months.

To be completed by the Applicant

If you would like to learn more about Up-Front Diversion or Relocation Assistance, please answer the following questions.

1. Do you have children in your care under the age of 19? ☐ Yes ☐ No
2. Is anyone in your household pregnant? ☐ Yes ☐ No
3. Are you employed now? ☐ Yes ☐ No

   If you are employed, when did you start your job? _____

   If you are employed, where do you work? _____
4. Are you currently looking for a job? ☐ Yes ☐ No
5. What problems are you having finding or keeping a job? _____
6. How can this problem be solved? _____
7. If we can solve this problem, will it prevent you from applying for Temporary Cash Assistance? ☐ Yes ☐ No
8. How do you think we can help? _____
9. Are you facing a financial emergency or a situation that you were not expecting? ☐ Yes ☐ No Please Explain:

   _____
10. What could help you overcome the emergency situation? _____
11. Who could verify your emergency situation? Name : _____

Phone Number: _____ Other means of contact: _____

12. Would moving to another area help you? ☐ Yes ☐ No Please explain:_____

The information provided above is true and accurate to the best of my knowledge.

_____
Applicant's Printed Name

_____ _____/_____/_____
Applicant's Signature Date

Completed by: ☐ Department of Children and Families ☐ Regional Workforce Board Provider

_____ _____/_____/_____ _____
Name (please print) Date Phone Number

Diversion Services Eligibility Screening Tool

This tool must be used for Up-Front Diversion and Relocation Assistance (as a diversion) eligibility determination.
This tool should be used for Cash Assistance Severance Benefit eligibility determination.

_____ _____-_____-_____
Individual's Name Social Security Number

To be completed by the Department of Children and Families or Regional Workforce Board Provider

Note: **To be completed based on the individual's statement of family income.**

Step 1: Enter the number of family members applying for temporary cash assistance _____
DO NOT COUNT SSI INDIVIDUALS

Step 2: Enter the family's total monthly gross earned income _____
IF WAGES ARE WEEKLY, MULTIPLY BY 4.3 OR IF BI-WEEKLY MULTIPLY BY 2.15

Step 3: **Subtract the $90 standard earned income disregard for each family member with EARNED INCOME (1=$90, 2=$180, etc)** - _____

Step 4: AMOUNT AFTER DEDUCTION = _____

Step 5: **Add family's total monthly gross unearned income (examples: SSA, child support, unemployment/worker's compensation,**
Do not count SSI) + _____

Step 6: **TOTAL COUNTABLE INCOME** = _____

Step 7: Enter the **Payment Standard** for the family size as indicated in Step 1 from the chart below _____

Family Size	Payment Standard
1	180
2	241
3	303
4	364
5	426
6	487
7	549
8	610
Add a person to the family size	$62 per person

Is the Total Countable Income in Step 6 less than the Payment Standard amount that was entered in Step 7?
☐ Yes ☐ No
If yes, the family is potentially eligible for Up-Front Diversion, Relocation Assistance (as a diversion) and Cash Assistance Severance Benefit.

Completed by: ☐ Department of Children and Families Economic Self Sufficiency Specialist
☐ Regional Workforce Board Provider

_____ (_____) _____
Print Name of the Person Completing the Form Telephone Number

_____ _____/_____/_____
Signature Date

EMERGENCY CRITERIA FOR DIVERSION SERVICES

***Section A**: To be completed by the Regional Workforce Board Provider*

_____ _____-_____-_____
Individual's Name (please print) Social Security Number

_____ _____/_____/_____
Case #/Category/Sequence (if available) Date

The individual above ☐ has ☐ has not met an emergency criterion for the following program:

☐ Up-front Diversion ☐ Relocation ☐ Cash Assistance Severance Benefit

If the individual met an emergency criterion for relocation, was the individual a victim of domestic violence? ☐ Yes ☐ No

The individual is ☐ eligible ☐ not eligible to reapply for temporary cash assistance.

Comments:

_____

_____

_____(_____)_____
Regional Workforce Board Designee (please print) Telephone Number

***Section B**: To be completed by the Public Assistance Specialist*

☐ **Up-Front Diversion** – the individual received an Up-Front Diversion payment on _____/_____/_____ for $_____. If the reapplication is within three months from this date, the diversion payment shall be prorated over an 8-month period and deducted from any temporary cash assistance for which the family is eligible.

☐ **Relocation Assistance** – the individual received a Relocation payment on _____/_____/_____ for $_____. Other than domestic violence, if the reapplication is within six months from this date, the repayment must be made on a prorated basis and subtracted from any regular payment of temporary cash assistance for which the applicant may be eligible.

☐ **Cash Assistance Severance Benefit** - the individual received a cash assistance severance payment on _____/_____/_____ for $1,000. If the reapplication is within six months from this date, the $1,000 payment shall be prorated over an 8-month period and deducted from any cash assistance for which the family subsequently is approved.

_____/_____/_____
Public Assistance Specialist's Signature Date

AWI 0001, April 01 (Replaces WFI 0001, OCT 00) Distribute copies to: RWB Provider and DCF PAS

Benefit Recovery Recommendation for
Relocation Assistance

The following information is being provided to the Department of Children and Families for reasons of alleged fraudulence pertaining to the improper use of relocation assistance funds.

Participant Name:

Social Security #: _____

FL Case #: _____

Amount of Relocation Assistance granted: _____

Date of Receipt of funds: _____

Reason: *(check all that apply)*

_____ Assistance Group reapplied for cash assistance within six (6) months of receiving relocation assistance due to an emergency *(except in cases involving domestic violence.*

_____ Family failed to relocate and the entire amount of the relocation payment must be repaid.

_____ Fraud is suspected recommend a benefit recovery referral.

_____ Other:_____
_____

_____ _____
Name of Person Recommending Date of Recommendation

RELOCATION ASSISTANCE PROGRAM CHECKLIST

Section A: To be completed by Department of Children and Families or Regional Workforce Board

_____ Name (please print)

_____ Social Security Number

_____ Case #/Category/Sequence

_____(_____)_____ RFA Date (applicant) AG Size

Check one: ☐ Applicant ☐TCA Recipient

Section B: To be completed by the Regional Workforce Board

1. Which of the following requirements does the individual meet? (Check all that apply)

- ❑ The individual is unlikely to achieve economic self-sufficiency at the current community of residence.
- ❑ The individual has obtained a job that provides an increased salary or improved benefits that requires relocation to another community.
- ❑ The individual has a family support network that will contribute to job retention in another community.
- ❑ The individual is a victim of domestic violence and would experience reduced probability of further incidents through relocation.
- ❑ The individual must relocate in order to receive education or training that is directly related to the individual's employment or career advancement.
- ❑ Other _____
- ❑ None of the above, the individual does not meet the requirements for the Relocation Assistance Program.

2. Does the community receiving the relocated family have the capacity to provide needed services (such as, childcare and transportation) and employment opportunities? ☐ Yes ☐ No

RELOCATION ASSISTANCE OUTCOME (include location): _____

_____

Check One:

☐ Approved Date:_____/_____/_____ ☐Denied _____/_____/_____ ☐Withdrawn by the Applicant/Recipient ____/____/_____

$_____Total Amount Approved for Relocation Vouchers and Non-EBT Payment (RWB Provision)

$_____Cash Approved for Application to EBT Card (DCF)

_____ Regional Workforce Board Provider (please print)

(_____)_____ Telephone Number

_____ RWB Provider Signature

_____/_____/_____ Date

Section C: To be completed by the applicant or recipient if approved for Relocation Assistance.

I understand that I may receive Relocation Assistance in the amount of $_____. If I receive Relocation Assistance, I may not apply for or continue to receive Temporary Cash Assistance for six months, unless an emergency is demonstrated to and approved by the Regional Workforce Board. The Relocation Assistance must be repaid if I reapply for Temporary Cash Assistance within six months due to an emergency, other than domestic violence. **IF I DO NOT RELOCATE OR IT IS DETERMINED THAT FRAUD WAS INVOLVED, THE ENTIRE AMOUNT MUST BE REPAID AND BENEFIT RECOVERY PROCEDURES WILL BE INITIATED.** If I am relocating due to domestic violence, I may apply for Temporary Cash Assistance and related support services once I relocate. If I am relocating in the State of Florida for any other reason, I may receive job search childcare for 30 days from the date I report to the One-Stop Career Center. I may receive transitional support services if I am employed within 90 days of receiving the Relocation Assistance.

___ I agree to have completed the relocation process within 90 days from the date the funds are provided to me through my EBT card or through other payments made by the RWB. I must complete the relocation process or return the funds within 90 days.

Applicants only: I further understand that if I am approved for relocation assistance, I am withdrawing my application for Temporary Cash Assistance. If I am denied Relocation Assistance, I may be required to reapply for Temporary Cash Assistance.

_____ **Applicant's or Recipient's Signature**

_____ **Date Signed**

Relocation Assistance Program Transfer Letter

Please select: ☐ Moving In-State ☐ Moving Out of State

_____ _____
Initiating Regional Workforce Board (please print) Date

_____ (_____)_____
Initiating Regional Workforce Board Provider (please print) Telephone number

_____
Address (please print)

_____

_____

To Whom It May Concern:

As a participant in Florida's Relocation Assistance Program, this letter serves to introduce _____ to you. This participant has relocated from _____to your area.

The participant has received a lump-sum cash payment of $_____ for relocation. Under Florida law, the participant agrees to remain ineligible for Temporary Cash Assistance for six months, unless the participant meets emergency criteria or relocated due to domestic violence. There is a possibility that the participant may be requesting your help with services such as childcare and transportation.

Please feel free to contact the Regional Workforce Board Provider listed above if you have any questions.

_____ _____
Participant's name (please print) SSN

To be Completed by the Receiving Service Provider:

Please complete the following information and forward the yellow copy to the Initiating Regional Workforce Board (stated above):

_____ (_____)_____
Name (please print) Telephone number

_____ _____
Case Manager's name (please print) Date

_____
Mailing Address (please print)

_____

NOTE TO PARTICIPANT: After relocating, please provide a copy of this letter to your new service provider.

AWI WTP-2278, 6/2004

Date of Issue: 6/21/2004 revised
Office of Issue: AWI FG 01-023
Reference: Welfare Transition Relocation

Final Guidance
Welfare Transition Program

Relocation Assistance

Of Interest To:

Workforce Florida, Inc., all Regional Workforce Boards, and other entities engaged in implementing programs under the Temporary Assistance to Needy Families Program and the Welfare Transition Program.

Subject:

Revised guidance for implementing Relocation Assistance (445.021, F.S.), which includes clarification on required data entry and eligibility for Transitional Childcare (TCC).

Background:

The Relocation Assistance Program, developed under Florida Statute 445.021, aids families who have significant barriers to finding and retaining employment in moving to communities where there are greater opportunities for attaining self-sufficiency. It is also to aids victims of domestic violence who would benefit from reduced probability of further incidents through relocation.

Program Guidance:

Relocation Assistance is available to applicants requesting Temporary Cash Assistance (TCA) who meet Up-Front Diversion eligibility criteria, ***or*** for Welfare Transition (WT) participants currently receiving TCA who meet relocation eligibility criteria. **The Relocation Assistance Program has been implemented to assist families in relocating to a community with more opportunities for achieving self-sufficiency.**

Need to Relocate:

The Regional Workforce Board (RWB) provider will determine if a family qualifies for Relocation Assistance. Relocation Assistance may be approved if the family has a **need** to relocate as specified below:

- Is located in an area with limited employment opportunities;
- Is geographically isolated;
- Has formidable transportation barriers;
- Is isolated from their extended family; or

- Has experienced incidences of domestic violence that interfere with the participant's ability to maintain self-sufficiency.

Contributing Factors to Achieving Self-Sufficiency:

The RWB provider must determine there is a basis for believing that the relocation to a new community will contribute to the family's ability to achieve self-sufficiency. The RWB should determine the relocation appropriate for the family by ensuring one ore more contributing factors are applicable. Based on F.S. 445.021, examples of **contributing factors** are:

- The Relocation Assistance applicant will not likely achieve economic self-sufficiency in the current community of residence;
- The Relocation Assistance applicant has secured a job in the community (s)he wants to relocate to which will provide increased wages or improved benefits;
- The Relocation Assistance applicant has a family support network that will contribute to job retention in another community;
- The Relocation Assistance applicant is a victim of domestic violence who will experience reduced incidents of further violence due to relocation; and/or
- The Relocation Assistance applicant can obtain education or training directly related to the individual's employment or career advancement.

Relocation Assistance Program Eligibility

The individual must be a recipient of TCA or an applicant for TCA and meet all eligibility criteria for Up-Front Diversion. The family must demonstrate a **need for relocation** and demonstrate a **contributing factor to achieving self-sufficiency** as a result of the relocation**.** If the Relocation Assistance applicant does not qualify for or receive TCA due to exhausting his or her time limits, the applicant is not eligible to receive Relocation Assistance using Temporary Assistance for Needy Families (TANF) funds under 445.021 (F.S).

<u>Relocation Assistance Program Process</u>

The RWB provider is responsible for the completion of the following five steps in cooperation with the Department of Children and Families (DCF) and the individual requesting Relocation Assistance.

1. Determine if the family is receiving TCA, or the TCA applicant meets TCA eligibility. The RWB provider is responsible for determining eligibility for Relocation Assistance. **If the family has met their TCA lifetime limit and is not approved for a hardship extension, they cannot receive Relocation Assistance under 445.021 (F.S.).**

2. Determine if there is sufficient information to ensure the Relocation Assistance will assist the individual in attaining self-sufficiency. The RWB provider is responsible for determining if the individual is a potential candidate and Relocation Assistance will lead to more opportunities for self-sufficiency. The individual (with the exception of TCA applicants/recipients relocating due to domestic violence) must be able to relocate to an independent living space without relying on TCA. Therefore, the individual should be able to verify the means of obtaining a personal residence and sustaining residence in the community (s)he is relocating to.

3. The RWB provider must establish a written relocation plan in conjunction with the Relocation Assistance applicant. The relocation plan should include:
   - A relocation budget using the AWI WTP-0002, Relocation Budget Worksheet. The budget should include estimates for relocation expenses and employment related costs. The

RWB provider should verify the information on the budget worksheet and implement procedures to prevent abuse/misuse of the Relocation Assistance payment.

- Documentation from the individual to ensure relocation funds will be expended properly and the relocation will take place. Vouchers and purchase orders should be used to pay for relocation services when possible. The definition of documentation shall be determined locally.

- Assurance the relocation will be successful without relying on TCA (i.e. a budget to pay on-going expenses). Individuals, except persons who relocate due to domestic violence, who receive Relocation Assistance using TANF formula funds (i.e. DCF administered funds) are not eligible to apply for TCA for six months unless an emergency arises. If a qualified emergency arises and TCA is approved, the Relocation Assistance recipient must repay the Relocation Assistance amount. Therefore, individuals who are requesting Relocation Assistance, except those who are relocating due to domestic violence, should be prepared to meet future expenses without relying on recurring TCA once the relocation has been approved.

4. The RWB provider must develop a relocation plan with individuals relocating due to domestic violence. The plan should include provisions to protect the victim(s) and their family, as well as identify programs in the new community that may assist the family. Individuals who relocate due to domestic violence are not subject to re-application restrictions. The family should be provided with contact information for the DCF office where the family is relocating, as well as how to apply for TCA benefits. The RWB provider must ensure the provisions made in the relocation plan will not place the victim(s) in danger.

5. The RWB provider must verify (and document on the AWI WTP-2279, Relocation Assistance Program Checklist) the community (in or out of the State of Florida) receiving a relocated family has the capacity to provide needed services and employment opportunities. Although the RWB provider may assign responsibility to the Relocation Assistance applicant to research and provide information regarding the receiving community, the RWB provider is responsible for verifying the information's accuracy. Enter the contact person's name, title, phone number, and address on the form. Give the individual a copy of the form so (s)he has a contact name and phone number in the new community,as well as information regarding community support services, transitional services, the RWB One-Stop Career Centers and the DCF office in the area the family is relocating to.

6. The RWB must monitor the family's relocation 90 days after the Relocation Assistance is provided. The family must relocate within 90 days of the receipt of Relocation Assistance. Monitoring the family's relocation requires at a minimum that a survey be sent to the relocated family or the RWB provider can telephone the relocated family and complete the survey by phone. The RWB may use the attached sample survey or develop their own. The survey is used to verify the family has relocated and assess the success of the relocation, including the adequacy of services being provided in the new area. This survey should be conducted within three months of the move or sooner at the discretion of the RWB. If there is no response from the participant within a reasonable period of time, the RWB Provider is to telephone the contact name provided by the participant on form AWI 0002, page two to get additional information.

Relocation Assistance

Relocation Assistance can be provided in several ways.

- A Relocation Assistance payment is applied to the family's EBT card by DCF. The DCF provides the amount requested on the Relocation Assistance Program Checklist, AWI WTP-2279.
- Vouchers, purchase orders or other forms of payment can be made directly to vendors assisting in the relocation process (movers, moving truck company, gas cards for transportation, etc.) or

vendors being utilized to make the relocation possible/successful (utilities, rent, uniforms for new employment, etc). These amounts are provided through local RWB TANF funds. The amounts are listed on the AWI WTP-2279 as well.

For individuals who are receiving TCA, the Relocation Assistance payment (provided through the DCF expended TANF dollars and applied to the EBT card) only counts toward TCA time limits in the month in which it is received. The Relocation Assistance payment amount is based on the items/expenses listed on the Relocation Budget Worksheet and on the projected temporary employment expenditures.

Procedures

Application procedures depend on whether the individual is an applicant (not receiving TCA but needs some assistance to maintain self-sufficiency) or is a WT participant (TCA recipient).

A. Relocation as a Diversion: TCA Applicant Procedures

The TCA applicant must complete the Request for Assistance (RFA) and must be determined potentially eligible for TCA.

1. The applicant will be required to initiate the WT Work Registration process during the application process, which includes being engaged in a work activity. For the purposes of Relocation Assistance, if the applicant has not secured employment, the applicant should be engaged in the process of securing employment in the area (s)he may wish to relocate to.

2. The applicant should complete the diversion process through the RWB provider. Applications for Relocation Assistance will be scheduled on a "fast track" similar to Up-Front Diversion. Complete the Up-front Diversion Pre-Screening Form, AWI WTP-2073A, to determine if the family has a situation that can be resolved by Relocation Assistance as a diversion instead of on-going TCA. Complete the AWI 0005, Eligibility Form for TANF Funded Services, to ensure the family meets TANF eligibility requirements. Screen the applicant for potential TCA eligibility by completing the Diversion Service Worksheet, AWI WTP 2073B.

- The RWB provider should approve or deny the Relocation Assistance within fourteen calendar days from the date of the RFA.

- **If the applicant has not completed the process or has not demonstrated a need for relocation and ability to sustain residence in the community of relocation by the fourteenth day**:
  - **A.** The relocation assistance (Section B, AWI WTP-2279) should be denied and forwarded to DCF;
  - **B.** The application for TCA will be processed by the DCF ESS; and
  - **C.** The applicant must complete the WT Work Registration Process, and the WT Overview and Work Activity Referral CF-ES 2096 should be forwarded to DCF once the WT Work Registration process is complete.

3. The applicant should begin the Relocation Assistance planning process.

- The applicant should begin the budgeting process and complete the Relocation Budget Worksheet, AWI WTP-0002 as soon as possible. If the applicant indicates (s)he is interested in relocation during the work registration process, (s)he may begin to complete the required Relocation Assistance paperwork.
- If the applicant has not secured employment in the community (s)he would like to relocate to, the applicant should continue the job search process to secure employment.
- The relocation applicant should begin to secure a living space in the area (s)he is moving to. An applicant who is relocating due to domestic violence may not be able to secure

independent housing. The applicant may provide information for temporary residence in a protective shelter or with a family member. Relocation applicants who are not moving due to domestic violence must secure independent housing.

- The applicant should begin to locate support service agencies (transportation assistance, childcare assistance) in the area (s)he is requesting to relocate to.
- The RWB provider should complete Section A of the Relocation Assistance Program Checklist (AWI WTP-2279). Print individual's name, social security number, case #, RFA date, etc. Also, check the appropriate line indicating that the individual is an applicant.

4. The RWB provider, in conjunction with the applicant, should begin to determine barriers to employment that are preventing the applicant from becoming self-sufficient. ***The applicant must be able to demonstrate that relocating to the new area will increase the likelihood of obtaining employment, job retention and self-sufficiency. The RWB provider should review the relocation request to ensure the individual meets one or more of the contributing factors to achieving self-sufficiency have been met.*** The RWB provider must complete Section B of AWI WTP-2279.

5. The RWB provider must review with the applicant the relocation budget, as well as documentation to support the relocation budget to ensure accuracy. The RWB should develop a local operating procedure regarding the documentation and service selection process regarding the Relocation Assistance Program.

- The Relocation Budget Worksheet, AWI WTP-0002, should be completed with the applicant and retained by the RWB provider.
- The provider will discuss with the applicant the feasibility of relocating.
- The relocation amount must be calculated and entered on the AWI WTP-0002. Specify on the AWI WTP-0002 the amount to be applied to the EBT card and the amount to be provided through local funds. Relocation amounts may include:
  - The cash payment amount provided by DCF on the EBT card; and
  - The amount provided by RWB TANF funds through vouchers, purchase orders, checks and other locally approved methods.

7. The RWB provider should contact the receiving community to verify support services to assist the applicant in retaining employment are available.

8. The RWB provider should ensure the contact information to conduct the follow-up is available.

- The participant must provide a contact name and phone number on the AWI WTP-0002.

- The applicant should provide a forwarding address to the RWB provider. The information should be entered on the AWI WTP-2278, Relocation Transfer Letter.

9. The RWB should approve or deny the application for Relocation Assistance. The approval or denial should be indicated on the AWI WTP-2279 under Section B.

- For approval or denial, a copy of the AWI WTP-2279, the RFA used to refer the applicant and the AWI WTP-0002, must be forwarded to DCF. The originals of all documents must be retained in the case file.

- If the relocation application is approved, the payment utilizing TANF formula funds will be forwarded according to DCF procedures. Amounts utilizing local RWB TANF funds should be distributed according to local operating procedures. The applicant must be given a copy of the Relocation Assistance Program Transfer Letter to take to the receiving community.

- If the Relocation Assistance is denied, the application for TCA assistance should be processed by the ESS.

- If the Relocation Assistance is denied, the individual is an applicant for TCA. Therefore, the individual should complete the WT Work Registration process.

B. Procedures for TCA Recipients/WT Participants

1. The TCA recipient informs the RWB provider (s)he is interested in the Relocation Assistance. Initiate the screening process by using the AWI WTP-2279, Relocation Assistance Program Checklist to determine if the family has a situation that can be resolved by Relocation Assistance instead of on-going TCA. The determination must reflect whether the Relocation Assistance will enable the TCA recipient to obtain and/or retain employment.

- Because the family is receiving TCA, DCF does not have a time standard to meet regarding the application process. Therefore, fourteen calendar days is not a requirement for the completion of the Relocation Assistance process. The RWB should develop a local operating procedure (LOP) to establish time standards appropriate for the process. The LOP should be in writing
    - To substantiate any case action;
    - To document decision making guidelines;
    - To avoid differential treatment; and
    - To provide documentation of procedures in the event a grievance is filed.

- The RWB provider should complete Section A of the Relocation Assistance Program Checklist (AWI WTP-2279). Print TCA recipient's name, social security number, FLORIDA case number, etc. Also, check the appropriate line indicating the individual is a TCA recipient.

- If the TCA recipient has not completed the process and/or has not demonstrated a need for Relocation Assistance and an ability to sustain residence in the community of relocation by the end of the locally defined time period, the relocation application should be denied (except for families relocating due to domestic violence). The LOP should determine how the TCA recipient may request the completion of the Relocation Assistance process or to initiate a new Relocation Assistance process.

- The documentation regarding the denial must be retained in the TCA recipient's hard file.

- Because the relocation applicant is receiving TCA and cash assistance approval is **not pending** on the decision to approve or deny Relocation Assistance, DCF does not have to be notified of the denial.

2. The TCA recipient is responsible for taking an active role in the Relocation Assistance application process. The TCA recipient may need guidance regarding the completion of documents, budgeting for relocation, budgeting to meet ongoing expenses once relocated, securing a living space

and applying for employment in the receiving area. The TCA recipient/relocation applicant should begin the relocation process.

- The Relocation Assistance applicant should begin the budgeting process and start to complete the Relocation Budget Worksheet, AWI WTP-0002.
- The Relocation Assistance applicant should continue the job search process to secure employment in the area (s)he would like to move to.
- The Relocation Assistance applicant should begin to secure a living space in the area (s)he is moving to. A TCA recipient relocating due to domestic violence may not be able to secure independent housing. The relocation applicant may provide information for temporary residence in a protective shelter or with a family member. Relocation applicants who are not relocating due to domestic violence must secure independent housing.
- The Relocation Assistance applicant should begin to locate support service agencies (transportation assistance, childcare assistance) in the area (s)he is requesting relocation to.
- The RWB provider, in conjunction with the Relocation Assistance applicant, should begin to determine barriers to employment preventing the participant from becoming self-sufficient. (S)he must be able to demonstrate that relocating to the new area will increase the likelihood of obtaining employment, job retention and self-sufficiency. The RWB provider must complete Section B of AWI WTP-2279.

3. The RWB provider must review with the relocation applicant the relocation budget and documentation to support the relocation budget to ensure accuracy. The RWB should include in the LOP information regarding the documentation and service selection process.

- The Relocation Budget Worksheet, AWI WTP-0002, should be completed and retained by the RWB provider.
- The RWB provider and the relocation applicant should discuss the feasibility of relocating.
- The Relocation Assistance amount must be calculated and entered on the AWI WTP-0002 form.

4. The RWB provider should contact the receiving community to verify the community has support services to assist the relocation applicant in retaining employment.

5. The RWB provider should ensure the contact information to conduct the follow-up is available.

- The relocation applicant must provide a contact name and phone number on the AWI WTP-0002.
- The relocation applicant should provide a forwarding address to the RWB provider. The information should be entered on the AWI WTP-2278, Relocation Transfer Letter.

6. The RWB provider should approve or deny the application for Relocation Assistance. The approval or denial should be indicated on the AWI-WTP 2279 under Section B.

- If approved, a copy of the AWI WTP-2279 and the AWI WTP-0002, must be forwarded to DCF. The originals of all documents must be retained in the case file.
- The amount approved by the RWB provider utilizing TANF formula funds will be forwarded according to DCF procedures. The amount approved by the RWB utilizing local RWB TANF funds should be distributed according to local operating procedures. The relocation recipient must be given a copy of the Relocation Assistance Program Transfer Letter to take to the receiving community RWB provider.

Right to Withdraw
If the Relocation Assistance applicant decides not to relocate, the RWB Provider will check the withdrawn category on the bottom portion of Section B of the AWI WTP-2279 form and enter the date the applicant withdrew the Relocation Assistance request. The withdrawal request should be completed prior to the Relocation Assistance payment being applied to the EBT card and local TANF funds being expended by the vendors. The withdrawal paperwork must be forwarded to DCF and a copy retained in the case file.

Monitoring Relocation
Ninety days after the Relocation Assistance payment/services is provided to the family, the RWB Provider is required to monitor the family's relocation. Monitoring the family's relocation means, at a minimum, sending a survey to the family to assess the quality and adequacy of services being provided in the new area, as well as, determine if the family relocated.

The family is required to relocate within 90 days of receiving the Relocation Assistance funds. The definition of "receiving funds" is as follows:

- For the purpose of amounts placed on the Electronic Benefits Transfer (EBT) card, the 90 days starts from the date the funds are applied to the card.
- For the purpose of amounts provided through payments to vendors (RWB TANF funds), the 90 days starts five days from the date the payment was mailed to the vendor. The RWB must retain appropriate documentation to verify the date the payment was mailed.
- For the purpose of amounts provided through payments to vendors that the participant directly delivers (RWB TANF funds), the 90 days starts from the date the payment is provided to the participant. The RWB must retain appropriate documentation to verify the date the payment was provided to the participant.

Multiple Relocation Assistance Requests
The number of times a family may apply for Relocation Assistance is not limited. However, any subsequent relocation application must be evaluated to determine why the previous relocation was not successful and should be a factor in determining the appropriateness of future Relocation Assistance.

Relocation and Childcare
WT childcare referrals may be provided to recipients of TCA to comply with the WT program requirements and work activity requirements based on funding availability and RWB local operating procedures. Applicant childcare is available for 30 days for TCA applicants who are requesting a diversion. Appplicant childcare is available for participation in the WT Work Registration process, job search, the TCA application process and other locally defined purposes. Applicant childcare is available based on funding availability and RWB local operating procedures.

Transitional Childcare. Obtaining employment is a critical component of the Relocation Assistance process. According to Florida Statute 445.021 (c), individuals who relocate are eligible for TCC. According to the Florida State TANF Plan, TCC is limited to persons who are employed when leaving TCA or employed recipients of diversion.

Once the individual arrives in the receiving community and has requested services from the receiving One-Stop Career Center, (s)he may receive job search childcare for 30 days if (s)he is not employed. The individual who receives relocation as a diversion and is not employed may receive TCC only if employment is obtained within 90 days after receipt of the Relcation Assistance payment.

Data Entry

F.S. Chapter 445, requires the Relocation Assistance be tracked and reported to Workforce Florida, Inc. annually. The data is compiled from both OSST and the FLORIDA system. Therefore, the Relocation Assistance process must be entered and tracked in the OSST system.

A. Entering Relocation Assistance Data on TCA Applicants/Relocation Assistance as a Diversion

- From the *Skill Development* screen, select the *ADD* tab under the *Service Plan*. After selecting the correct provider, add the *Relocation* service to track the applicant throughout this process.
- *Case Notes* must be updated as appropriate.
- If the applicant is approved for Relocation Assistance, the service entered under *Service Plan* on the *Skill Development* screen must have a positive outcome of *Completed.* If the applicant is denied or withdraws the relocation request, the Relocation Assistance service should be ended with the appropriate reason and the *Actual End Date*.
- Once the outcome is entered, the user will have to enter a financial outcome. Under the *Financial Outcome* section of the diversion screen, the user will have to select a "yes" or "no" response to the following questions:
    - Was the relocation provided as a diversion to the applicant?
    - Was the relocation provided through RWB funds…?
    - Was the relocation provided through the Department of Children and Families (EBT card)?

B. ***<u>Entering Relocation Data on WT Participants</u>***

- The participant's case must be open in the OSST system.
- The participant must be engaged in and complying with the WT program.
- The Relocation Assistance must be entered as a service under the *Service Plan* on the *Skill Development* screen at the initiation of the relocation process.
- *Case Notes* must be updated throughout the Relocation Assistance process as appropriate.
- If the participant is approved for Relocation Assistance, the service entered under *Service Plan* on the *Skill Development* screen must have a positive outcome of *Completed.* If the Relocation Assistance is denied or withdraws the Relocation Assistance request, the relocation service should be ended with the appropriate reason and the *Actual End Date*
- Once the outcome is entered, the user will have to enter a financial outcome. Under the *Financial Outcome* section of the diversion screen, the user will have to select a "yes" or "no" response to the following questions:
    - Was the relocation provided as a diversion to the applicant?
    - Was the relocation provided through RWB funds…?
    - Was the relocation provided through the Department of Children and Families (EBT card)?.
- The RWB provider should follow-up to ensure that the family relocates and TCA is terminated (if relocated for a reason other than domestic violence).
- The OSST case should not be closed by the RWB provider until a To Do is received.

Reapplication for TCA Due to an Emergency

If the family demonstrates a qualified emergency to the RWB prior to the expiration of the six-month period, they may reapply for TCA. If the family reapplies for TCA through their local DCF office, the ESS should refer the family to the RWB to first determine if an emergency exists before the ESS can approve TCA. The RWB Provider completes the AWI WTP-0001 and determines if the family demonstrates a qualified emergency. A copy of the AWI WTP-0001 is forwarded to the DCF ESS.

The following are examples of emergencies:

- Hospitalization or illness documented by a physician licensed under Chapter 458 or 459 F.S., resulting in a significant loss of income or loss of employment;
- Loss of earned income for reasons *other than* resignation without good cause or termination for cause;
- Loss of housing;
- Natural disaster (for example a flood or hurricane) responsible for destruction of the family's major property;
- Other situations of similar nature affecting the individual's employment; and
- **Domestic Violence.**

Repayment of Relocation Assistance

If the family reapplies for TCA within six months due to an emergency, except in cases of domestic violence, either the entire amount of the Relocation Assistance received, or a portion of it must be repaid. The Relocation Assistance repayment amount will be determined by the DCF ESS.

Fraud

If fraud is suspected or if the family fails to relocate within 90 days of receiving the Relocation Assistance, the entire amount of the relocation payment must be repaid. The RWB Provider ***must*** notify the DCF ESS so the benefit recovery repayment process can be initiated. If fraud is determined at a later date, the Relocation Assistance payment would be recouped according to the amount of the established claim.

Local Operating Procedure (LOP) for Relocation Due to Domestic Violence

It is recommended the RWB develop a LOP regarding the process of completing and verifying a Relocation Assistance application in an expedited manner while maintaining the requirements of the Relocation Assistance approval process. Areas to consider in the LOP include:

- There is no Federal or State minimum required distance a relocation recipient must move when relocating due to domestic violence. The RWB can develop a local operating procedure for processing the relocation due to domestic violence.
- The RWB provider should contact the receiving community to verify the availability of shelter and protection to secure an emergency plan for victims of domestic violence.
- The RWB provider should ensure the relocating family is not moving into a potentially dangerous situation.
- Verification that the relocation applicant will be able to receive supportive services and assistance in the receiving community.

The Relocation Assistance forms are available on the DEO Website. The Relocation Assistance forms are:

- Diversion Services Eligibility Screening Tool, AWI WTP-2073B
- Diversion Services Emergency Criteria, AWI WTP-0001
- Relocation Assistance Program Checklist, AWI WTP-2279
- Relocation Budget Worksheet, AWI WTP-0002
- Relocation Assistance Program Transfer Letter, AWI WTP-2278
- TANF Eligibility Form for TANF Funded Services, AWI WTP 0005

State Questions and Answers
Relocation

Question: Do you need to document relocation/diversion services in One Stop Service Tracking (OSST) system?

Answer: Yes, Relocation Assistance, Up-Front Diversion and Cash Assistance Severance Benefit **must** be entered in OSST. It is very important that you document that a client has been provided relocation and/or diversion services for numerous reasons, e.g., in order to prevent fraud and to track the Regional Workforce Board (RWB) expenditures. A diversion payment may only be received one time, so it is important to document receipt of this. While relocation may be approved more than one time, it is important for the provider to determine why the first relocation was not successful. If documentation for the first relocation has not been entered into the system, the provider will not have adequate information to determine the appropriateness of a second relocation.

Question: Can a Temporary Cash Assistance (TCA) participant who has exhausted their lifetime assistance limit receive Relocation Assistance if they apply as an applicant?

Answer: No. The individual must meet all factors of eligibility for TCA. If they have used their lifetime benefits, they would not meet all factors, e.g., be potentially eligible for TCA. However, if they have never been denied a Hardship Extension, they could request one and, if approved for one and receiving TCA they could then apply for Relocation Assistance.

The alternative is to screen the applicant for Temporary Assistance for Needy Families (TANF) funding eligibility (see screening tool on WT website, http://www.floridajobs.org/wtp/new%20policies/0005TANFeligible.rtf). If the applicant is eligible, and the RWB has local TANF funds, the applicant could be relocated with RWB local TANF funds rather than DCF funds.

Question: What is state policy on monitoring relocated families?

Answer: Based on the Relocation Guidance, within three months of the relocation, the former RWB designee is required to administer a survey to each relocated family to determine the adequacy and quality of services they received after relocating. The RWB should attempt to determine if the family relocated to the new community within the three month time period.

Question: Is there a minimum distance required for relocating people living with domestic violence? For instance, does the relocation have to move the person to a different county from where the abuse occurred or the abuser resides?

Answer: It is recommended that the RWB develop a written local operating procedure for processing all relocations. This procedure can include criteria for domestic violence situations such as the one above. It is suggested that a high-level staff person from a local certified abuse shelter assist in the development of the criteria.

Question: Is DCF authorized or required to deduct a TCA payment from the Relocation Assistance amount requested by the service provider?

Answer: No, DCF does not have this in their policy.

Question: Can payment of a storage unit be included in a relocation package? For example, we have a participant that is going to move in with her family and she needs to be able to store her furniture.

Answer: No, a storage unit is not an allowable cost. As well, living with a family member (not obtaining independent residence) is equal to homeless for the purposes of the Food Stamp Employment and Training (FSET) program. Therefore, relocating a participant to this situation (except for families relocating due to domestic violence)

may not be in the best interest of the participant. The purpose of relocation is to assist the participant in achieving self-sufficiency.

Question: If a participant is applying for relocation assistance and is receiving TCA, is the participant eligible for relocation if the cash assistance is closed due to earned income prior to the relocation being approved?

Answer: The participant must be receiving TCA or all eligibility requirements for receiving a diversion must be met.

Question: If the participant is being reviewed by DCF for an Intentional Program Violation for failing to report the income, and the cash closed due to earned income, is the participant eligible?

Answer: The participant must be receiving TCA or all eligibility requirements for receiving a diversion must be met.

Question: If the participant willingly did not work to meet eligibility for TCA, is the participant eligible for relocation assistance?

Answer: The participant must be receiving TCA or all eligibility requirements for receiving a diversion must be met.

Question: The participant had received relocation in the past. However, she did not pay her bills (financial obligations). She had been with her abuser and due to the two stated circumstances, had to move back in to the shelter. Can she receive relocation again?

Answer: There are no limitations on the number of times a family may receive; however, the reason the relocation was not successful should be closely reviewed. This all comes down to eligibility and appropriate approval/denial. A determination that there is a basis for believing that relocation will contribute to the ability of the applicant to achieve self-sufficiency must be met. In regards to your concern that the participant has a pattern of returning to the abuser, the participant should be working with domestic violence trained counselors and professionals. The task of assisting the participant in reducing incidents of domestic violence and dealing with the cyclical behavior should be handled by a professional and a trained staff member, as stated in the Domestic Violence Guidance Paper found on the WT website. If the RWB does not have a trained staff member, the participant should be referred to a community service provider who is trained in handling domestic violence cases for counseling and developing a relocation plan with provisions of safety.

Question: If the situation of a relocating family moving in with friends or family in the receiving community is not allowed, according to the consultation paper, how would you define the family support network contributing to job retention?

Answer: Support network of a family may include assistance with childcare, assistance with transportation, assistance with food, encouragement, reduction of isolation, etc. The family support network can interact in many ways. If the individual states that relocation would likely lead to self-sufficiency due to family support in the area (s)he is relocating, the RWB provider should determine what the network will actually provide. This is a great opportunity for local operating procedures to take affect.

Question: Does the participant who receives relocation have to relocate in a certain time period? If the family does not relocate, can we report it as suspected fraud?

Answer: Yes, the participant must relocate within 90 days. The guidance has been updated to reflect this language in the monitoring section. The suspected fraud can be reported: 1. The Florida Department of Law Enforcement may be contacted; 2.You can provide us with the name and information, and we can provide it to DEO’s I.G's office.

WT Standard Operating Procedures

Sanctions

1. Purpose of sanctions
2. Sanctions and Incentives/Support Services
3. Non-Compliance leading to a Sanction
4. Pre-Penalty Counseling
5. Levels of sanctions
6. Pointers for sanctioning
7. Imposing a Sanction
8. Lifting a Sanction
9. Good cause
10. Sanctions and Fair Hearing Requirements
11. Mandatory ADM screening for WTP

Standard Operating Procedures – 1

Title: Purpose of Sanctions

Date: March 30, 2007, Updated August 16, 2012

To: All WorkNet Pinellas Program Staff Members

Extracted from the 2004 Revised WT Handbook

8-1. Purpose

Each individual who is not exempt or deferred is required to participate in a countable work activity (core activity) as a condition of continued eligibility for Temporary Cash Assistance. Deferred individuals are required to have an Alternative Requirement Plan (ARP) and must participate in other assigned activities based on medical or other appropriate documentation received. The Department of Children and Families (DCF), in conjunction with the Regional Workforce Board (RWB) providers, community partners and agencies, must impress upon Welfare Transition customers the temporary nature of the program and encourage recipients to work in their own best interest.

Given that most individuals will realize self-sufficiency through employment or improved employment opportunities; this makes the work activity component of the Welfare Transition program one of the most critical aspects of the program. The failure or refusal of individuals to become fully engaged in work activities and alternative plan activity may result in time-limited benefits running out before the family can become economically self-sufficient. As a means of deterring such an outcome, the Welfare Transition Program design calls for strong penalties to be applied to families when customers fail or refuse to participate without good cause.

Standard Operating Procedures - 2

Title: Sanctions and Incentives/Support Services

Date: March 30, 2007, updated 5-24-10, Updated August 16, 2012

To: All WorkNet Pinellas Program Staff Members

Compliance, Lifting and Provision of Support Services: A sanction will remain in effect until the individual requests that it be lifted, agrees to comply, serves the penalty period *and* demonstrates (begins) compliance. The case notes in the OSST system should be updated to document the date the individual agreed to comply, what (s) he is required to do to have the sanction lifted, and the date the sanction should be ended after the individual complies. A future "To Do" should be set to remind the staff to lift the sanction when and if the individual begins to comply.

8-14. Support Services during the Penalty Period (Excerpt from WT Handbook 2004)

"All support services should be terminated when the sanction is requested. Support services, such as transportation and childcare, should not be provided during the penalty period. They should only be provided when the sanctioned individual is complying to have the sanction lifted. Customers who are sanctioned under a level two or three sanction are not eligible for support services until the minimum penalty period is served and the customer agrees to comply to lift the sanction. The support services may be provided once the penalty period has been served (for a level two or three sanction) to lift the cash assistance sanction. Support services may be provided to a customer under a level one sanction prior to the penalty period being served. Since the customer may begin participating immediately, support services may be provided as soon as the customer indicates a desire to comply with the program to lift the sanction."

1. **Level One Sanction.** There is no minimum compliance period. Support services may be provided to the individual while complying to lift the sanction and the TCA application process. It is recommended that the support services be provided for a short time period (example: referrals for childcare do not extend beyond 30 days).

2. **Level Two Sanction.** The sanctioned individual must serve the minimum 30 day penalty period prior to being allowed to comply. Upon compliance the sanction must be lifted retroactive to the date the individual agreed to comply or the first day of the month following the penalty period, whichever is later. Individuals who are on a level two sanction are not eligible for Welfare Transition support services throughout the penalty period. Individuals who have served the penalty period may receive WT support services to comply to lift the sanction.

3. **Level Three Sanction.** The sanctioned individual must serve the minimum 90 day penalty period prior to being allowed to participate. Upon completion of the minimum three-month penalty period, if the individual contacts the Career Counselor and agrees to participate, they should be given an opportunity to comply. Individuals who are on a level three sanction are not eligible for Welfare Transition support services throughout the penalty period. Individuals who have served the penalty period may receive WT support services to comply to lift the sanction

NOTE: If the Temporary Cash Assistance case has been closed for more than thirty days, the individual will be required to reapply by submitting a new Request for Assistance (RFA) to DCF. If the case is re-approved staff will receive a "Reopen" To Do if the OSST case remains closed. If the OSST case is reopened during the compliance period and remains open, a "reopen" To Do will not be received.

Medicaid Penalties: Welfare Transition sanctions do not affect Medicaid; however, sanctions requested by Child Support Enforcement will affect Medicaid for the sanctioned individual.

Sanctions and the Receipt of Transitional Benefits: Individuals who lose their eligibility for cash assistance as a result of a sanction being imposed are not eligible for transitional benefits or services. This history of a negative exit remains with the WTP customer until a subsequent month of cash or an Upfront Diversion payment is received after the lift of the sanction.

Standard Operating Procedures – 3

Title: Non-compliance leading to a Sanction

Date: March 30, 2007, Updated August 16, 2012

To: All WorkNet Pinellas Program Staff Members

Customers are considered to be noncompliant when they fail to meet program requirements. Examples of noncompliance include, but are not limited to the following:

- Failure to keep a scheduled appointment;
- Failure to participate in core activities or core plus activities;
- Failure to accept suitable employment or refusal of referrals for suitable employment;
- Failure to follow a treatment plan, doctors' orders, or alternative requirement plan;
- Failure to provide requested documentation such as time sheets, pay check stubs, school documentation, medical documentation or information on SSI/ SSDI such as status updates
- Failure to follow requirements of their Individual Responsibility Plan (IRP); or
- Termination of employment or reduction of hours without good cause.

Standard Operating Procedures – 4

Title: Pre-Penalty Counseling

Date: March 30, 2007, updated 5-24-10, Updated August 16, 2012

To: All WorkNet Pinellas Program Staff Members

AWI FG 03-037 Reference- Pre-Penalty and Work Penalty 1/21/2004 revised

Clearly stresses the burden on the RWB provider to provide opportunity for counseling:

"Prior to taking action to impose a penalty, the RWB provider is required to notify the customer that (s) he is subject to a penalty for failing to comply with work requirements or the ARP (Alternative Requirement Plan). The notification attempts must be ***both oral and written***. The customer shall be counseled as to the consequences of non-compliance and, if appropriate, shall be referred for services that could assist the customer to fully comply with program requirements."

LOCAL REQUIREMENTS OR ELEMENTS OF THE PREPENALTY COUNSELING SESSION:

1. Pre-penalty counseling must be conducted prior to requesting a sanction on all level penalties.
2. After staff determines customer has become non-compliant, then within 2 days, notification of Pre-penalty must be initiated and documented on OSST as well as back up in e-file.
3. Notification of Pre-penalty must be provided both orally via a telephone call and in writing using the form AWI-WTP 2290, Notice of Failure to Participate and Possible Sanction (2290). Both must be clearly case noted by the staff. If no phone or telephone contact is possible due to lack of valid phone number or no answer after repeated attempts (two), then the staff must still document said attempts in an OSST case note.
4. The pre-penalty counseling session should be conducted in a face-to-face interview when possible; however, it is permissible for a telephone contact if case note indicates the need.
5. The Career Counselor must discuss with the customer and must document it in a OSST case note
    - Review and emphasize the consequences of non-compliance especially a "Sanction exit" will cause the household to be ineligible for transitional services including childcare even with employment obtained.

- Reassess the customer's barriers to participation/employment to include a review of customer's remaining time clock.
- Reassess if any change or addition of services are needed to remove these barriers.
- Update the customer's Individual Responsibility Plan if reassessment indicates a change.
- Re-evaluate path or work activity assignments to ensure appropriateness
- The counseling should be well documented in case notes.

6. When deciding to allow good cause, the Career Counselor should reschedule the customer for the appropriate activity as soon as possible.
7. The Career Counselor must allow ten days from the date that the 2290 is sent for the customer to establish contact prior to requesting a sanction.
8. Career Counselor must request the sanction on the 11th calendar day following non-compliance when no contact from the customer has been received. A second attempt at oral contact of the non-compliant customer should be documented at point of sanction request. If no phone or telephone contact is possible due to lack of valid phone number or no answer after repeated attempts (two), then the staff must still document said attempt in an OSST case note.

TIPS for Processing the Pre-penalty:

When a customer is non-compliant with a work activity (or falls below the required scheduled hours per week) or an alternative requirement plan, the Career Counselor should call the customer to try to re-engage them. If the customer has no phone, the number is disconnected, or no one answers, prepare and send the 2290. If the customer answers, discuss with the customer why they failed to participate and what can be done to get them back into compliance. The focus is on re-engaging that person and the person should be given a time to come into the office that day if possible to obtain make up hours, as needed, depending on reason for non-compliance. The customer may attend their previously assigned activity or may be reassigned to another activity based on the needs of the customer. If the customer does not come to the appointment or activity or states they will not comply, the pre-penalty form should be sent out the next working day following the non-compliance. When the letters are sent, staff will enter the pre-penalty counseling in the sanction section of the alternative plan screen in the OSST system. The customer has 10 calendar days after the date the letter was mailed to respond to the notice. Staff will attempt to contact the customer again during the pre-penalty period prior to the request of sanction to re-engage the customer.

Staff should keep the current activity open until either the customer responds within the 10 days with good cause, or a sanction is requested.

1) If the customer requests and attends the meeting with the Career Counselor and provides good cause, the pre-penalty counseling will be ended with good cause. (Staff will clearly document good cause in the contact notes and provide reason).
2) If the customer meets with the Career Counselor, does not provide good cause, but the customer is willing to comply, they will be assigned to an activity the same day or the next day. No sanction will be requested if the customer begins the activity, and the pre-penalty will be closed the day of compliance. Staff will clearly document compliance in the case notes.
3) If the customer fails to comply again within 30 days of the first date of non-compliance, staff will wait three days for good cause to be established.

- If no good cause is established the Career Counselor will call the customer to re-engage the customer. If attempt is made but there is no phone, phone is disconnected, etc.; the sanction will be requested, using the current date (not the date of failure).
- If good cause is determined, then no sanction will be requested. Staff will clearly document in the contact notes the failure to comply giving specific reason for request of the sanction.

4) If the customer fails to attend the meeting, the pre-penalty will be ended and the sanction is requested, using the current date (not the date of failure). Staff will enter a case note in the OSST system explaining the events of the meeting and stating clearly good cause or no good cause and reasons.

Good cause reasons include but are not limited to the following:

- Single parent with a child under 6 who can prove that there is not available childcare
- Domestic violence
- Medical incapacity
- Circumstances beyond the control of the individual

<u>To Sanction:</u>

Level 1

Upon 1st level sanction, the Career Counselor will end the pre-penalty information in the sanction section of the alternative plan on OSST with the appropriate date and reason. The level one sanction will be entered with the current date as the date and all current support services, such as childcare, will be closed noting TANF sanction level 1 as the reason. Any countable activities will remain open until staff receive notification from DCF that sanction request has been processed and imposed. The assistance group will lose their cash benefits for a minimum of ten days or until compliance, whichever is longer. Their food stamps benefits will be penalized for one full month or until they comply whichever occurs later.

If a previous level one sanction is lifted with good cause, the 1st level sanction is repeated instead of progressing to a second level. In addition, if 6 months of compliance has expired after the ending of the last sanction requested, then the previous level is repeated rather than progressing to the next level. If a closure to do is not received within 8 business days, the Career Counselor is to check the FLORIDA system to determine if the cash has indeed been closed and proceed with closing the Welfare Transition case.

Once the customer states willingness to comply, and actually complies, the request for lifting the sanction is made using the date the customer stated their willingness to comply as the effective date. Compliance is defined for the purposes of a sanction lift as the start or restart of an allowable WTP countable activity and documentation of minimally completion of the first day. For an Alternative Plan, compliance will be defined within the scope of the customer's capacity. The case is then re-opened until the re-open to do is received. The food stamps penalty will remain for the full 30 days. When the to-do to reopen the case is received the Career Counselor will review and update the OSST screens, as appropriate. Should the new case fail to reopen after 30 days, then the Career Counselor will review case status in the Florida system, advise the customer of expiration of applicant status and close the OSST case.

Level 2

Upon 2nd level sanction, TANF sanction level 2 is entered into the sanction section of the alternative plan in OSST with the current date. All current services will be closed using the level 2 sanction as the outcome. The assistance group will lose their cash benefits for one month or until compliance, whichever is longer. The food stamp benefits are penalized for three full months or until compliance, whichever is longer. If a closure to do is not received within 8 business days, the Career Counselor is to check the FLORIDA system to determine if the cash has indeed been closed and proceed with closing the Welfare Transition case. The non-compliant individual must comply *after* serving the minimum one-month penalty. The customer is not allowed to comply until after the 30 days have passed, and then must start participating before the request for lifting the sanction is made (using the date the customer stated their willingness to comply as the effective date). Once the customer states willingness to comply and actually begins to comply after the 30-day penalty period, the sanction lift is requested. The case is re-opened and changed to applicant status until the re-open to-do is received.

For example: a customer fails to attend Community Service. The pre-penalty letter is sent with no response. The sanction is requested on 10/1. This customer cash would be closed on 10/31. The soonest the customer could agree to comply is 12/1, as the customers 30 day penalty period is 11/1 to 11/30. The customer attends their Community Service site on 12/4, and the sanction would be retroactively lifted to 12/01 (the date they agreed to comply). If the customer does not agree to comply until 12/4, the sanction will not be lifted until

12/4. The food stamps penalty will remain for the full 90 days. When a to-do to reopen the case is received the Career Counselor will open the Welfare Transition case and update the OSST accordingly.

Level 3

Upon 3rd level sanction, the cash assistance is terminated for three full months and the food stamps are penalized for 6 months. A third level sanction is entered OSST system in the sanction section of the Alternative Plan with the current date and closing all current services with a 3rd level sanction as the outcome. The non-compliant individual must serve out the minimum three-month penalty prior to being allowed to comply. Once the customer states willingness to comply and actually complies with Welfare Transition the request for lifting the sanction is made using the date the customer stated their willingness to comply as the effective date. The case is re-opened and changed to applicant status until the re-open to-do is received.

Example: A customer is sanctioned 10/1. This customer cash would be closed on 10/31. The soonest the customer could agree to comply is 2/1, as the customers 90 day penalty period is 11/1 to 1/31. The earliest they can comply is 2/1. If the person does not contact staff to comply until 2/15, the sanction will not be lifted until 2/15. The food stamps penalty will remain for the full six months. When a to-do to reopen the case is received the Career Counselor will open the case and update OSST accordingly.

If the customer has not received cash for a period over 30 days, the Career Counselor will instruct the customer to complete another RFA (application for cash) with DCF.

Compliance is defined as the date the customer actually begins participating (i.e.: the date they show up for orientation, Community Service, or some other designated activity for which they failed to comply).

All compliance lifts from a 3rd level sanction or as warranted for a second level sanction should receive a "mandatory" referral to the local ADM representative for a screening. Failure to follow through will result in subsequent non-compliance and new penalty processes initiated.

Pre-penalties:

Outreach Specialist pulls this search two times weekly and outreach to all new pre-penaltied customers via phone. They will attempt to contact the customer at least 2 times prior to request of the sanction (aiming to contact them early in the pre-penalty period).

Goal is to keep the monthly sanctions under 10% in your unit. If the unit exceeds 10%, then the goal for re-engaging sanctioned customers goes up.

Standard Operating Procedures – 5

Title: Levels of Sanctions

Date: March 30, 2007, Updated August 16, 2012

To: All WorkNet Pinellas Program Staff Members

1st Noncompliance (1st Level Sanction):

Temporary Cash Assistance ends for the entire family for a minimum of 10 days or until compliance, whichever is longer. Food Stamps may be closed for entire household one month or until compliance, whichever is longer. Pre-penalty cash assistance will remain in the Food Stamp budget. The customer may comply at any time to have their sanction lifted. There is no compliance period or required "sit out period" with a first level sanction.

NOTE: When a customer's cash has been closed due to a first level sanction, the DCF worker will not reopen the customer's cash assistance until the 11th day, but we will work case as an applicant pending reopen. A future To-Do should be set to monitor the receipt of an "End Applicant" To-Do.

2nd Noncompliance (2nd level sanction):

Temporary Cash Assistance closed for entire family for 30 days or until compliance, whichever is longer. Food Stamps may be closed for entire household for three months or until compliance, whichever is longer.

The non-compliant customer must comply after serving the minimum one-month penalty period. Cash assistance may continue for the children under the age of 16 through a protective payee. If the customer is uncooperative in selecting a protective payee, benefits cannot continue for the children under 16 and DCF will call the Central Abuse Hotline. All months received by a Protective Payee and children will count against the household time limits and our Participation Rate.

3rd Noncompliance (3rd level sanction):

Temporary Cash Assistance closed for family for three months or until compliance, whichever is longer. The customer must re-apply for benefits. Food Stamps may be closed for entire household for six months or until compliance, whichever is longer.

The non-compliant customer must comply after serving the minimum three-month penalty period. Cash assistance may continue for the children under the age of 16 through a protective payee. If the customer is uncooperative in selecting a protective payee, benefits cannot continue for the children under 16 and DCF will call the Central Abuse Hotline. All months received by a Protective Payee and children will count against the household time limits and our Participation Rate.

Forgiving penalties

When a customer fully complies with work activity requirements for at least six months without new penalties being imposed, all prior TCA penalties are forgiven, meaning that the individual starts with a "clean slate". If the individual becomes noncompliant again after being compliant for six months, it will be assumed it is their first penalty and the penalties associated with this offense will apply

1. If the outcome is compliance, determine if the customer has participated for a minimum of six months (does not have to be consecutive) since he/she complied to have the most recent sanction lifted. This does not mean that his/her case has been closed for six months—was the case open, and did the customer actually comply (no sanctions) for six months?
2. If the customer <u>has been compliant for six months or more</u> since the date the most recent sanction ended due to compliance, all prior sanctions are forgiven. Basically, the customer begins with a clean slate. The next sanction would be a level one again.
3. If the customer <u>has not been compliant for six months or more</u> since the date the most recent sanction ended due to compliance, the next level sanction should be requested. Example: the sanction ended on 06/03. You are requesting the sanction on 10/18. Since it has not been six months since the last sanction (level 2) ended, the individual obviously has not complied for six months. Therefore, a level 3 sanction should be requested. If the individual complies after serving the minimum three-month penalty period, and a penalty is requested again within six months, another level 3 sanction would be requested.

<u>AWI FG 03-037 Reference- Pre-Penalty and Work Penalty 1/21/2004 revised</u>

Provides additional clarification concerning forgiveness guidelines from state policy:

"The compliance for the forgiveness policy does not have to be for six consecutive months. If the mandatory customer's case closes for any reason, other than a work penalty, the time the customer was in compliance with the WT program is counted towards the forgiveness period. The receipt of transitional services or a time to which the customer is in "transitional status" does not count as compliance towards

the forgiveness period. Example: A customer in the WT program just lifted a level two sanction during May 2003. She started receiving TCA June 1, 2003 and was in compliance until her case closed due to earned income September 30, 2003. The customer earned 4 months of participation towards the forgiveness period. Once her case reopens, she will only have to be in compliance for the remainder of two months to meet the six-month requirement. Once she meets the six months, a subsequent penalty would start at level one. If she does not meet the six-month requirement, a subsequent penalty would be a level three."

Standard Operating Procedures – 6

Title: Pointers for Sanctioning

Date: March 30, 2007, updated 5-24-10, Updated August 16, 2012

To: All WorkNet Pinellas Program Staff Members

Things to watch for:

- If this is a sanction within the last 30 days after ending a pre-penalty with compliance, are you giving the full 3 days for establishing good cause? Are you using a future to-do for the date of request?
- Are you taking Good Cause to the Supervisor for review? Are you case noting "GOOD CAUSE"? Are you case noting what you accepted as good cause and receipt of documentation?
- Are you terminating all support services when sanction is requested? Childcare too?
- Are you sending an pre-penalty letter for counseling prior to requesting a sanction?
- Are you case noting the point when a customer states, "They want to comply"?
- Are you casing noting when the compliance starts? Using future to-do's noting right away the end of the compliance period when sanction can be lifted?
- Do not be too quick to lift the sanction! Ensure you assign all missing hard file, and JPR verification concerns as a condition of compliance. The last thing you want is to not ensure the customer understands all Welfare Transition requirements, what required documentation is needed, and a second sanction becomes necessary.

Standard Operating Procedures – 7

Title: Imposing a Sanction

Date: March 30, 2007, updated 5-24-10, Updated August 16, 2012

To: All WorkNet Pinellas Program Staff Members

Once you have determined a customer has fallen out of compliance:

1. Check FLORIDA to see if they are still receiving cash (IQCH). If they have closed due to a sanction, employment or exemption (like receipt of UC or child support), immediately close the case, do not request a pre-penalty. If they have closed due to failure to recert or any other reason (other than the 3 mentioned above), proceed with the pre-penalty.

2. Check for a possible job that may have been reported to Florida (AFEI). If there is a job, try to contact the employer to obtain employment verification information. Update OSST accordingly. Call the customer and try to get them to comply.

3. Enter in a pre-penalty on alternative plan in OSST Leave the last activity, countable or non-countable open.

4. Enter a case note stating what the customer failed to do and that a pre-penalty letter was sent. Enter a future to-do for 10 days from this date to determine if good cause was established.

5. Make sure to call the customer and complete the pre-penalty outreach call.

6. If the customer responds to the pre-penalty letter and reports good cause end the pre-penalty with the outcome of good cause. If the customer responds to the letter and does not report good cause but wishes to comply, close the pre-penalty with the outcome complied.

7. Check IQEL on Florida once again at the point of moving from a pre-penalty letter to a sanction to see if cash is open. If they have closed due to a sanction, employment or exemption (like receipt of UC or

child support), immediately close the case, do not request a sanction. If they have closed due to failure to recert or any other reason (other than the 3 mentioned above), proceed with the sanction.

8. If cash is open, request the sanction.

9. If the customer does not respond to the pre-penalty letter and the sanction is requested. This will automatically close the pre-penalty with a sanction.

10. If cash is active, review the case history in OSST to see when the lift date was of the last sanction lifted with an outcome of complied. If the last sanction lifted with complied was less that 6 months ago request the next level sanction. If the last sanction was lifted with complied, staff need to review the case to see if the customer has complied for at least a 6 month period. If so, the forgiveness policy would take place and the customer would go back to a level 1 sanction. Remember all sanctions lifted with good cause do not count when determining the level of sanction.

11. Before imposing a sanction update the JPRs and close all services. If childcare is active, send the customer and the Childcare agency notice that childcare must be terminated. Enter the sanction code for the appropriate level sanction on the Alternative plan in OSST.

12. The DCF Worker will send a to-do that the sanction has been imposed. Once you receive the to-do, close the case using the post date of the to-do with the correct sanction reason.

13. The Career Counselor must review open sanctions on a weekly basis and work with the DCF Case Maintenance unit to secure imposition-allowing closure.

14. After imposing the sanction, if the customer presents written documentation of good cause, the sanction can be closed with good cause, after review with a Supervisor.

15. Once the sanction has been imposed, the customer must state “willingness to comply” and must show up for the 1st day to lift 1st level sanction. Level two sanctions require a 30-day penalty period, and level three sanctions must wait a three-month (90 day) penalty period and then begin compliance. Support services, such as childcare and incentives, may be provided during the compliance period (but not the penalty period) to enable the individual to participate to have the sanction lifted. Support services may be provided to 2nd and 3rd level sanctions after the minimum penalty period has been served.

16. During the compliance period enter in the case notes that the customer is complying by participating in the countable activity. The case should be open in applicant status during this time, only if they are not receiving cash assistance for that month. Once the compliance period is served, enter in the lift of sanction in the alternative plan section, with complied. Future to-do's are very helpful to assist the Career Counselor in remembering when the sanction should be lifted retro back to a specific date.

When lifting second level sanctions backdate the effective lift date to the date of compliance and ensure an activity for the 30-day compliance is also entered.

17. The customer may need to reapply for benefits if it has been longer than 30 days since he or she last received cash.

18. If an applicant comes in to work register and has an open sanction on the OSST system, they must first comply with work registration before the sanction can be lifted as complied. A Resource Specialist will complete the work registration 2097 CLRC note once they have completed the process.

Standard Operating Procedures – 8

Title: Lifting a Sanction

Date: March 30, 2007, updated 5-24-10, Updated August 16, 2012

To: All WorkNet Pinellas Program Staff Members

First Level Sanctions:

1. When a customer states that they want to comply and remedy their sanction, the Career Counselor will assign the previously failed activity or another countable activity to start compliance.
   - OSST: Case note with these buzzwords, "COMPLAINCE: The customer states that he/she is willing to comply." Assign the customer to the appropriate, countable activity. Future To-do the start dates
   - Verify the customer has started the activity on the date assigned.
   - OSST: Input the countable activity in the skill development section as appropriate using the anticipated start date as the day that the customer stated desire to comply and the begin date as the day that they started the countable activity.
2. After proof of compliance, lift the sanction back to the date when the customer stated that they wanted to comply.
   - OSST: Enter the end date on the sanction in the alternative plan section, using the date the customer stated desire to comply and the outcome of complied.

2nd or 3rd Level Sanctions:

1. When a customer decides to comply with the sanction, they must complete the required activity that they failed to comply with causing the sanction, another activity that meets criteria, or they must provide the missing documentation if that was the reason for the sanction. In any case, they would have to wait out the 30-day (for a second level) or 90-day (for a third level) penalty period and begin complying before the sanction can be lifted. They must submit the appropriate documentation to you in a timely fashion. Once this has occurred, a request for lift of the sanction can be requested.

- OSST: case note with these buzzwords, “COMPLIANCE: The customer states that he/she is willing to comply.”
- Assign the referral to the appropriate, countable activity. Future to-do the start date “Activity started?” Future to-do 30 or 90 days from start date “Lift Sanction?”

2. Verify the customer has started the activity on the date assigned. If so, the sanction can be lifted retroactively to the date they agreed to comply.
3. After proof of compliance, lift the sanction back to the date when the customer stated that they wanted to comply.
    - OSST: Input the countable activity in the skill development section, as appropriate using the anticipated start date as the day that the customer stated desire to comply and the begin date as the day that they started the countable activity.
    - OSST: Enter the end date in the alternative plan section of OSST using the date that the customer stated desire to comply and the service outcome of complied.

Standard Operating Procedures – 9

Title: Good Cause

Date: March 30, 2007, Updated August 16, 2012

To: All WorkNet Pinellas Program Staff Members

There are some instances in which an individual failed to comply with program requirements for a good reason. A Career Counselor must also document why the sanction is being lifted for good cause, what the documented proof was and what the customers' current activity is.

These instances, also known as good cause, are acceptable reasons:

1. **Child Care**:
   - Is unavailable within a reasonable distance from the customer's home or work.
   - Is unavailable or unsuitable childcare by a relative or other arrangement?
   - There are no appropriate or affordable formal childcare arrangements.

2. **Medical Reasons**:
   - Temporary: must have a doctor verify and state the nature of the incapacity, work restrictions, and estimated time frame. This may be simply having a doctor's note, hospital note or discharge paperwork.
   - Ongoing Medical Incapacity: Individuals with a documented medical incapacity may be assigned fewer hours of work activities or excused for a specified time period; however, they shall be required to comply with the course of treatment necessary to resume participation. This shall be documented in the Alternative Requirement Plan.

***Medical incapacity must be verified by a physician licensed under Chapter 458 or 459, Florida Statutes and must state the nature of the disability, any restrictions on work activities and the anticipated period of incapacity.

Based on the nature of the disability and restrictions on work activities, the individual may be assigned to other activities such as vocational training or a non-strenuous Community Service activity for limited hours. A referral to Disability Navigator and Vocational Rehabilitation may also be an appropriate activity for some customers.

3. **Domestic Violence.** The individual cannot comply with work requirements because the compliance might cause him/her to be unable to escape domestic violence. These individuals must comply with an Alternative Requirement Plan.

4. **Past Effects of Domestic Violence.** The individual cannot comply with work requirements due to mental or physical impairment related to past incidents of domestic violence. The individual must comply with an Alternative Requirement Plan that prepares him/her for self-sufficiency while providing for the safety of the individual and their family.

5. **Medical Incapacity by Applicants for SSI or SSDI.** The individual cannot comply with the required number of hours in a countable work activity because he/she has provided information verifying that an application for SSI or SSDI benefits has been filed and the decision is pending. <u>While awaiting the final determination, the individual must continue to meet assigned program requirements based on his/her ability to comply.</u> Documentation verifying a current application or appeal of SSI/SSDI must be obtained from the Social Security Administration on a regular basis (no less than every six months). The customer must also provide medical documentation of his or her limitations regarding participation in work/education activities. A licensed physician must complete the Medical Verification form.

6. **Extreme Circumstances:**

- Care for a disabled family member when the need is verified and there is no alternative care available.
- Sudden hospitalization, medical emergency, or death of a family member.
- Natural disaster.
- No childcare for a child 6-12 years old, only if the child is ill and cannot go to school.
- A car problem with the only family vehicle and no other transportation is available.
- Court appearance.
- Voluntarily quit due to discrimination, sexual harassment, etc.

When a Career Counselor grants good cause, it means in effect that the original sanction was an error and should have never been requested.

Please note the following:

- In real world application, rarely should "good cause" be used. Please ask yourself the question, "Does the customer's personal, medical, or otherwise defined situation/crisis preclude the customer's being able to, at minimum, contact staff that non-compliance will or has occurred?" Too often, we focus on the inability to meet deadlines and work requirements and fail to focus on the customer's lack of personal responsibility.
- If "good cause" was given, then the entry for the level 1/2/3 sanction is ended on the date that it was requested with the good cause outcome. A countable activity should to be entered the same day or a case note should reflect the reason an activity is not entered. If a new case, then go back to your original post date of the alert and a countable activity should be entered 10 working days from the post date or a case note should reflect the reason an activity is not entered. There may be instances in which an activity cannot or should not be entered, such as the person has not yet gone through orientation, assessment or planning, or the person has a barrier needing to be removed prior to an activity being assigned.
- When granting "good cause", a case previously pulled from the denominator for our participation rate now appears back in the denominator. This will negatively impact participation when no countable activity and JPR entries accompany the "good cause".

Standard Operating Procedures – 10

Title: Sanctions and Fair Hearing Requirements

Date: March 30, 2007, updated 5-24-10, Updated August 16, 2012

To: All WorkNet Pinellas Program Staff Members

According to Florida Statute 409.285, persons whose assistance is canceled or modified may appeal the decision to the Department of Children and Families. The individual may request an Administrative Fair Hearing in accordance with the Florida Administrative Code (FAC) 65-2.042-.066. If an individual requests a Fair Hearing regarding a Welfare Transition sanction imposed by the RWB provider, the provider may be requested to attend the hearing as a witness.

***All requests for Fair hearings go through the designated Senior Career Counselor. No exceptions.

Although the adverse action to terminate the cash assistance is imposed by DCF, the WT provider requests the sanction. The burden of proof is on DCF. The DCF must provide verification that the sanction was implemented appropriately and according to guidance and statutes. Therefore, as the department's witness, the RWB provider must be prepared to present verification of the following:

- The customer was counseled (or provided a counseling time period)

  Documents required:

  1. The Case note documented oral attempt to counsel during Pre penalty period.
  2. The hard copy of the AWI-WTP form 2290, Notice of Failure to Participate and Possible Sanction completed fully with mail date or note indicating hand-delivered.
  3. The hard copy of the AWI-WTP form 2292, Notice of Failure to Demonstrate Satisfactory Compliance completed fully with mail date or note indicating hand-delivered.
  4. The Case note documented 2nd oral attempt to counsel at point of sanction request or "Request Penalty" entry on OSST Alternative plan screen

- The sanction was imposed correctly;

Documents required:

1. A copy of the full alternative plan screen which clearly indicates the sanction history and appropriateness of level imposed
2. A timeline demonstrating correct timing of sanction process.

- The customer failed to comply with work requirements or alternative plan requirements;

Documents required:

1. A copy of the customer's most recent IRP with both customer and staff signature. It is also helpful to make notation on IRP when customer was provided a copy.
2. A copy of the appointment letter, JPR reminder notice, or HARD COPY assignment of a deadline or due date. For any verbal guidance given, RWB staff must always provide the customer a hard copy appointment letter, which defines deadline (specific date and time) and method of acceptable receipt. Verbal in itself is not sufficient as per local DCF requirements.

- The customer was notified of the failure;

Documents required:

1. The hard copy of the AWI-WTP form 2290, Notice of Failure to Participate and Possible Sanction completed fully with mail date or note indicating hand-delivered.
2. The hard copy of the AWI-WTP form 2292, Notice of Failure to Demonstrate Satisfactory Compliance completed fully with mail date or note indicating hand-delivered.
3. OSST Case notes indicating attempts at notification at point of pre-penalty and sanction request.

- The customer was notified of the penalties for failure;

Documents required:

1. A signed copy of the Opportunities and Obligations indicating customer's acknowledgement of O&Os at intake.
2. The IRP with Step entry indicating that a review of O&Os occurred at planning.

- The guidance regarding sanctions; and

Documents required:

1. Local Sanction procedure
2. AWI Guidance, Chapter 8 of WT Handbook

- The statutes regarding sanctions.

Documents required:

1. AWI FG 03-037 Reference- Pre-Penalty and Work Penalty 1/21/2004 revised
2. Florida Statute, F.S. 414, all sections pertinent to sanction 050-065

Standard Operating Procedures – 11

Title: Mandatory ADM Screening for WTP

Date: March 30, 2007, updated 5-24-10, Updated August 16, 2012

To: All Worknet Pinellas Program Staff Members

To assist our staff and our customer the following situations must be referred to ADM for a mandatory screening/assessment:

All customers returning to cash from a level 2, or 3 sanction

All complying WTP customers who are coming off a sanction must have a scheduled appointment set at point of compliance meeting with customer.

1. We need to monitor closely the customer's keeping of ADM screening and assist in facilitating face to face with ADM rep.
2. Staff should schedule appointment as a condition of compliance, but not delay the lift request upon starting a countable activity.
3. Staff will use yahoo calendars to schedule ADM screenings on the dates prearranged with the ADM providers. Pinellas ADM will be the service provider in the plan development and assessment section of OSST.
4. Failure to keep appointment or reschedule if good cause occurs will be considered "non-compliance" and pre-penalty procedures initiated.

Escalated Customer Complaints

1. All customer complaints that escalate to program management and unit management will be screened to determine the need/benefit of an ADM screening. Should decision be affirmative, then staff will follow through with scheduling.
2. An OSST appointment letter will be generated using the assessment activity under Skill development with special provider, Pinellas ADM.
3. Failure to keep appointment or reschedule if good cause occurs will be considered "non-compliance" and pre-penalty procedures initiated.

Hardship Reviews

1. As a component of each WTP hardship review, the hardship specialist will evaluate each case scheduling an ADM screening.
2. An OSST appointment letter will be generated using the assessment activity under Skill development with special provider, Pinellas ADM.
3. Failure to keep appointment or reschedule if good cause occurs will be considered “non-compliance” and pre-penalty procedures initiated.

ADM Point of Contacts

1. Directions
2. Suncoast Mental Health
3. PAR

Standard Operating Procedures

Supplemental Nutrition Assistance Program (SNAP) Voluntary Program

1. American Recovery and Reinvestment Act (ARRA) waiver
2. Food Stamps Application Process
3. AWI Automated Process and WorkNet Services
4. Voluntary Program Customer Process
5. Voluntary Program Activities
6. Food Stamp Reimbursement (FSR) Process
7. Assisting volunteer SNAP customers with cost of GED
8. Employ Florida Marketplace
9. SNAP Caseload Maintenance
10. SNAP MIS Queue
11. SNAP Recruitment and Outreach
12. Public Assistance Fraud

Standard Operating Procedure

Title: American Recovery and Reinvestment Act (ARRA) waiver

Date: June 3, 2011; Updated 8/13/12

To: All WorkNet Pinellas SNAP Program Staff Members

The State of Florida will be operating under an American Recovery and Reinvestment Act (ARRA) waiver based on the trigger for state extended benefit indicators outlined in P.L. 102-318. Under the ARRA waiver, Florida will be operating a volunteer Employment and Training (E&T) program, which is integrated part of the workforce system designed to help move customers towards work and self-sufficiency.

As one of Florida's 24 Regional Workforce Boards (RWBs), WorkNet Pinellas's Supplemental Nutrition Assistance Program (SNAP) is a part of the Pinellas Workforce System established under Florida Statutes, Chapter 445 and implemented locally for Pinellas County residents.

- Employers and emerging businesses offer customers the opportunity to work, earn and engage in the economic well-being of the State.
- Job seekers, whether employed, underemployed or unemployed, have specific skills to meet the needs of employers. Some skills are directly related to the opportunities available in the workforce, other skills are transferable. Job seekers may also need to develop skills that employers are looking for.
- Workforce brings employers and job seekers together. The WorkNet Pinellas will:
    - Reach out to employers to identify jobs that are available in the community, as well as employment opportunities that are becoming available in emerging occupations;
    - Identify training providers and connect job seekers to training/skill development activities designed to help customers obtain employment;
    - Work with job seekers to identify goals, skills and services to overcome/manage barriers to employment; and
    - Connect job seekers and employers to strengthen Pinellas's families and economy.

Standard Operating Procedure

Title: Food Stamps Application Process

Date: June 3, 2011; Updated 8/13/12

To: All WorkNet Pinellas SNAP Program Staff Members

To apply for Food Stamps, customers must submit a Request for Assistance (RFA) application form requesting food stamps through the new ACCESS (Automated Community Connection to Economic Self-Sufficiency) website. To apply customers can go online to: www.myflorida.com/accessflorida. Customers are encouraged to apply for assistance online in any of the community access points that are available around Pinellas County, including several WorkNet One Stop centers. Customers can also apply within their local (Pinellas County) Department of Children and Families (DCF) offices. If customers have any questions, they can contact the DCF Call Center at 1-866-762-2237.

The DCF review process is initiated upon receipt of an RFA. If the case is determined to be a "Green" track case, DCF will advise the customer via mail or phone of any pended documentation that is requested. The customer can submit any pended documentation through the mail or drop boxes now located in the DCF lobbies. If the case is a "Red" track, DCF will advise the customer via mail or phone of any pended documentation that is requested and will complete a phone interview with the customer. If needed, DCF will schedule the customer for the traditional, intensive, follow up face-to-face meeting prior to opening any benefits. Once the case is approved, then the case is processed/opened for benefits by the DCF Processing clerk.

To be eligible for food stamps, customers must allow DCF to obtain all documents deemed necessary for determining eligibility. The information provided by the customer must be correct, complete and the customer must update DCF when changes occur.

Areas of eligibility are:

1. Financial

The calculation of the amount of cash a family is eligible for is determined by the family's income less the applicable disregards. Income can be from a variety of sources including child support, earned income (example: a job), and unearned income (example: Social Security).

2. Resources

A family cannot have resources over $2,000. Resources include cars, cash, bank accounts, and other types of assets. Cars cannot be over $8,500. There are penalties for transferring assets in order to qualify for assistance.

3. Household member
Pregnant women are eligible in their last month of pregnancy or in their last trimester if restricted from work activities by their doctor. Families must cooperate with child support enforcement. Applicants must be citizens or qualified non-citizens.

4. Members in a grant
Most family members are required to be in the grant. These include parents, children for whom benefits are being sought, siblings and ½ siblings in the home. Some members of the family are not required to be in the grant. These include caretaker relatives.

Re-determination through periodic reviews by the DCF worker will occur on average every 6 months.

Applicants who are ineligible for Food Stamps:

- Any persons convicted of felony drug trafficking are permanently ineligible for Food Stamps. Any person convicted of controlled substance felonies can still get Food Stamps unless the felony was for trafficking.

DCF Memorandum Regarding FSET program changes:

DATE: June 16, 2009 **TRANSMITTAL NO.: I - 09-06-0020**
TO: ACCESS Florida Operations Managers
ACCESS Florida Program Offices
FROM: Nathan Lewis, Chief, Program Policy
SUBJECT: Food Stamp Employment and Training Changes
EFFECTIVE: July 1, 2009

This memorandum is to let staff know about changes to Food Stamp Employment and Training (FSET) services the Agency for Workforce Innovation (AWI) will offer from
July 1, 2009 through September 30, 2010. These changes are a result of a Food and Nutrition Service (FNS) approved statewide waiver and the American Recovery and Reinvestment Act of 2009 (ARRA).

Food Stamp Only Cases and Food Stamp/Temporary Cash Assistance Cases
Effective July 1, 2009, AWI will offer voluntary FSET services to work registrants ages 16 through 39. AWI will send outreach letters to these customers about the opportunities associated with the volunteer FSET program. The Regional Workforce Boards will serve other volunteer food stamp recipients if funding is available.
FSET penalties and sanctions for failure to comply with work requirements will not apply to customers in food stamp only cases. If a household is receiving both food stamp benefits and Temporary Cash Assistance (TCA), and we receive a request to sanction due to noncompliance with a TCA work requirement, determine if the noncompliant customer meets an FSET exemption or good cause reason. If the non-compliant customer meets an FSET exemption or good cause reason, do not impose a food stamp penalty. If the customer does not meet a food stamp exemption or good cause reason, apply penalties as follows:

1. If the head of the food stamp household is non-compliant - the entire assistance group becomes ineligible for the minimum penalty period.
2. If an assistance group member is non-compliant - Only the non-compliant customer becomes ineligible for the minimum penalty period.

FSET Services for ABAWDs
Effective July 1, 2009 through September 30, 2010, time limits will not apply to ABAWDs in any Florida

counties. There is not a requirement to enter time-limited months on the "ARFS" screen during these months.
Previously sanctioned ABAWDs and ABAWDs who have received food stamp benefits in three time-limited months, who reapply for food stamp benefits beginning
July 1, 2009, may be eligible as long as they have served the minimum penalty period and meet all eligibility requirements. These customers do not have to comply with FSET prior to approval of an application.
Mandatory or Exempt
At application and recertification, enter the correct "PART STAT" (participation status) code on the "AGPI" screen to show customers are mandatory or exempt and enter "N" in the "VUL AWD" (vulnerable ABAWD) field to show customers are not time limited.
Continue to provide the Food Stamp Work Registration Notice CF-ES 2095 to households with members in a mandatory status.

If there are policy questions, circuit/region offices may contact Connie Mathers at (850) 921-5578.
cc: Director (Jennifer Lange)
Program Policy (Florence Love, Eileen Schilling, Jena Grignon)
FLORIDA Operations (Kara O'Brien, Debbie Owens, Suzanne Poirier, Bill Hudgens)
FLORIDA Help Desk (Cassandra Shaw-Johnson)
Office of Quality Management (Jeri Flora)
Office of Appeal Hearings (John Pritchard)
Office of the General Council (Herschel Minnis)
Office of Communications (Pat Smith)
Florida Legal Services (Cindy Huddleston)

WorkNet Pinellas SNAP Note added 08/16/12:
Because Florida is operating a volunteer-based E&T program for food stamp recipients, ABAWDs will not be served in the State of Florida. This means that food stamp recipients who would otherwise meet ABAWD requirements will not be subject to time limits.

Standard Operating Procedure

Title: DEO Automated Process and WorkNet Services

Date: June 3, 2011; Updated 8/13/2012

To: All WorkNet Pinellas SNAP Program Staff Members

In an effort to assist SNAP staff with some of the clerical tasks associated with the SNAP program, certain clerical processes have been automated by the Department of Economic Opportunity (DEO). This automated process will reduce the amount of paperwork SNAP staff must complete each time a To-Do is created through the FLORIDA interface.

Automated process:

1. The OSST system will continue to receive a file containing information about food stamp recipients through an "interface" with the DCF's FLORIDA system.
2. The DCF will continue to code food stamp recipients who meet work registration requirements as "work registrants." If the interface file indicates the food stamp recipient is a work registrant or recipient of Unemployment Compensation, then:
   - A new SNAP case will be created in OSST, or
   - A case that already exists in the system will be reopened.

3. The incoming case will be treated like a volunteer, which means a sanction cannot be requested on the food stamp recipient's case in the OSST system.
   - The OSST system will automatically confirm the New Case, Reopen or Transfer-To "To-Do".
   - If an unsatisfied SNAP sanction exists on the OSST case, the sanction will be ended with an outcome of "Other." The sanction is being resolved because the DCF has terminated the sanction in the FLORIDA system and started food stamp benefits.
     NOTE: If a previously sanctioned SNAP customer that also received FS benefits across 3 time limited months, will generally be required to serve their current SNAP penalty based on previous level of SNAP sanction. Staff will review Florida to determine appropriate action when applicable.
   - A case note will be created stating that the customer will be contacted for outreach and possible engagement.
4. If the food stamp recipient who is coded as a work registrant or Unemployment Compensation recipient is 16 through 39 years of age, the OSST system will mail an "Outreach" letter to the potential "volunteer" informing them about the program's opportunities.
   - AWI mails the letter to the SNAP participant. The *Outreach Letter* includes instructions for the program participant.

5. The OSST system will automatically close the food stamp case within a 90 to 180-day period (in OSST) if the individual is not participating in SNAP program activities. The program staff will not be able to request a sanction since engagement is voluntary. If the individual begins

complying with activities and requests assistance with transportation, program staff will be able to:

- Review the case in the FLORIDA system to determine if the individual is receiving food stamps;
- Reopen the case in the OSST system;
- Move the case in the OSST system to the correct unit; and
- Begin engaging the program participant in SNAP program activities.

6. Engagement of volunteers who are not mailed an "Outreach" letter by DEO (under 16 and over 39 years of age);
   - If the food stamp recipient is coded as a "work registrant" or "Unemployment Compensation recipient", a case will still be built or reopened in the OSST system.
   - The program participant will be able to log into the OSST system to learn about the SNAP program opportunities and/or attend local orientation and assessment sessions.
   - If the food stamp recipient's case does not exist in the OSST system but they want to volunteer, staff will be able to verify that they are receiving food stamps via the FLORIDA system, build the case in OSST and engage the individual as a volunteer.

WORK REGISTRANTS:

Food stamp recipients who are coded as work registrants or Unemployment Compensation recipients will have a case built in the OSST system. The case will be created when the data is received from the FLORIDA via the interface.

Work registrants are food stamp recipients between the ages of 15 and 60 who do not meet one of the following conditions:

- A person who is 16 through 18 who are in school or enrolled in an employment and training program, on at least a half-time basis;
- A person determined by DCF to be physically or mentally unfit for employment;
- A participant in the WT program;
- A parent or other household member responsible for the care of a dependent child under six;
- A food stamp recipient caring for a disabled individual;
- A person who reports (s)he is involved in a substance abuse/mental health treatment program on a regular basis that interferes with employment opportunities. This does not include individuals who participate in Alcoholics Anonymous (AA) or Narcotics Anonymous (NA);
- An individual who is working 30 hours a week or more; or
- An individual who is earning the equivalent of working 30 hours a week or more based on minimum wage provisions.

WORKNET SERVICES:

SNAP customers can learn more about the SNAP voluntary program via the WorkNet Pinellas website: www.worknetpinellas.org Customers will just follow the links to the SNAP voluntary program to gain access to:

- Forms they may need such as Job Search, employment verification, education time sheets, work experience agreements, etc
- Resources and helpful links such as 211, DCF Access website, transportation disadvantaged program, etc.
- Contact information

Standard Operating Procedure

Title: Voluntary Program Customer Flow

Date: June 3, 2011; Updated 8/13/12

To: All WorkNet Pinellas SNAP Program Staff Members

As of July 1, 2009, the SNAP program has changed to a volunteer program to engage SNAP recipients who want to participate in activities and receive Food Stamp Reimbursements (FSR's) to offset the cost of transportation. The goal of the SNAP program is to help food stamp recipients gain skills and find employment.

OSST SKILL DEVELOPMENT CODES:

- 593 – Added when the customer is younger than 16 or older than 39. The Outreach letter will NOT be sent to these individuals.
- 599 – Added when the customer is ages 16-39. The Outreach letter will be sent to these customers by AWI.

***The codes will be entered with an actual start date and an anticipated end date 90 days from the actual start date.

CUSTOMER FLOW:

1. Customer comes in and does not have a sanction (or conciliation), wants to work register per DCFs request, wants to "volunteer" with the SNAP program, etc:
   a. Career counselor will verify the customer is open, receiving food stamps currently and is a work registrant.
   b. If yes, the career counselor will meet with this customer (before completing orientation and assessment) to explain the new SNAP voluntary program and ask them whether they would like to work with the SNAP program or not.
      i. If customer chooses not to work with SNAP program, the career counselor can close case immediately case noting that customer does not wish to work with the SNAP voluntary program.
      ii. If customer chooses to work with us, CC will:
         1. Check Skill development on OSST for a 593 or 599 activity code. If there is no 593/599 code, the career counselor will add a 594 authorization activity. This will allow the customer access to complete the State's online orientation/assessment.
         2. Send customer back to the computer lab to complete the State's new orientation/assessment.
         3. Once the customer completes orientation/assessment, OSST will now show the 594 or 593/599 code as "completed" and will now have an open 596 - Documentation submission activity open.
         4. When customer is completed, they will go back to meet with the career counselor immediately to discuss the new SNAP activities and assign the customer to the

activity of their choice (job search, job search training, work experience, education/training, etc).

5. Career Counselor will change/update the 596 anticipated end date to the next deadline (15th/30th).
6. Career Counselor will provide the customer with appropriate time sheets, the amount of hours needed (based on the new level of effort) and the deadline for submitting their time sheets (15th/30th).
7. The new activity (Job Search, job search training, WE, Educ/Trng, etc.) will NOT be entered into OSST until the customer submits their first time sheet.

2. Customer comes in and is submitting time sheets.
   a. Follow process in Step 1a/b above.

3. Customer comes in to request sanction lift and has served penalty period
   a. Career Counselor will request sanction lift in OSST and notify DCF via CLRC and fax.
   b. Customer is then completed with the process and can leave.
   c. Once customer applies for and receives Food stamps they will possibly receive an Outreach letter from AWI (Tallahassee) if they are a work registrant between the ages of 16-39.

4. Customer comes in with a sanction that is in the middle of the penalty period:
   a. Customer will have to serve out the remainder of the penalty period.
   b. They can reapply for Food stamps on the first of the following month (after penalty period is served).

ENGAGED CUSTOMERS WHO FAIL TO COMPLY:

Customer under the Career Counselor (CC) caseload that does not comply

1. Career counselors cannot request conciliations under the ARRA waiver.
2. Instead the career counselor will send a Re-engagement letter (see G Drive for this form) outreaching to this customer to try and re-engage the customer in their activity.
   - If customer does not show for this appointment
     - The career counselor will close the case as non complaint with voluntary SNAP program. This can happen the day of the appointment.
     - Case note action taken on case.
   - If the customer shows for the appointment
     - The career counselor will explain the new SNAP voluntary program and ask them whether they would like to continue working with the SNAP program or not.
       i. If customer chooses not to work with SNAP program, career counselor can close case immediately case noting that customer does not wish to work with the SNAP voluntary program.
       ii. If customer chooses to work with us, the career counselor will discuss new activity options and begin assisting as needed.
       iii. Case note action taken on case.

Standard Operating Procedure

Title: Voluntary Program Activities

Date: August 3, 2009; February 21, 2012; Updated 8/13/12

To: All WorkNet Pinellas SNAP Program Staff Members

WorkNet Pinellas has an integrated workforce system designed to engage job seekers, including food stamp recipients, in activities geared towards helping customers gain skills, gain employability, and connect them to employment opportunities. SNAP staff will be able to engage food stamp recipients in one or more of the following components:

- Job search;
- Job search training;
- Vocational training;
- Education;
- WIA activities (including TAA activities);
- Self-initiated work experience; and
- Work experience.

JOB SEARCH (Activity code 505)**:**

Definition: Participants go and look for work each month by applying for jobs. This includes:

- Completing applications,
- Submitting resumes,
- Meeting with job developers for referrals to employers,
- Contacting employers about job opportunities,
- Attending interviews,
- Going to job fairs, and
- Other activities directly related to securing employment.

Job searches may be conducted independently or in a group setting. Job searches will be recorded on a job search report form or in the EFM system. The data from EFM system may be used to verify the number of job search contacts that were made or the time spent in job search activities for the time period in question.

Level of effort: The customer will be asked to participate in at least 10 hours of job search activities each month. Hours will be recorded on a job search report form or electronically (which can be verified by staff).

How will submitting an application with an employer count? One job search record equals one hour of participation. Hours of participation will be entered on the Job Participation Record (JPR) screen.

What if a participant cannot complete all of the 10 hours due to a limitation? If a customer can participate in some part of the 10 hours but is limited due to transportation (the SNAP participant can only receive up to $20 during the month), the participant can be considered to have met the level of effort. For example, the customer spends the entire $20 applying for work on-site with employers or attending activities (job fairs, interviews, etc.) and proof of both engagement and transportation expenses are secured, the participant may be considered "participating." Other limitations may include medical issues, limited childcare, etc.

How long can a customer participate in Job Search activity? This activity is not meant to be a "year round" activity; therefore a customer can participate in Job Search for up to 6 months. If a customer has not obtained employment within 6 months, the SNAP staff will meet with this customer to re-evaluate their activity and determine whether the customer can use an additional 3 months (not exceeding a total of 9 months) or if they should be placed into another activity to improve job skills to increase their chances of becoming employed.

JOB SEARCH TRAINING (Activity code 511)**:**
Definition: The job search training program has to provide meaningful assistance to the job seeker, helping improve his/her ability to get a job or employability. Job search training activities are designed to meet the needs of both employers and job seekers. Job search training may include (but not limited to) workshops, sessions or job clubs that address:

- Employability skills;
- Life skills (Research shows that basic communication and issues with managing barriers to employment are major issues that prevent customers from getting and keeping jobs.)
- Interpersonal skills;
- Time management;
- Decision making skills;
- Basic job seeking skills (for example: how to complete a paper application, how to complete an Internet-based application, how to approach managers, how to fax a resume, etc.);
- Job retention skills;
- Interviewing skills;
- Resume development;
- Appropriate dress;
- Career assessments;
- Career planning;
- Etc.

Level of effort: Participants may be given a set schedule to participate in job club activities, a schedule of workshops, classes, information about on-line classes or computer-based sessions, etc. Participants may attend classes associated with employability that are available in the community, at educational institutions, etc. Participants may also develop and update resumes using the EFM system. Participants will be expected to participate in activities for at least 10 hours a month.

Documentation: Timesheet or job search report form will be acceptable. Hours of participation may also be secured from an electronic system, such as the EFM system. Hours of participation may be secured from a provider electronically, such as email via a designated party as well.

VOCATIONAL TRAINING (Activity code 527):
Definition: Training that improves the employability of participants by providing training in a skill or trade. Vocational training allows the participant to move directly into employment.

Level of effort: To be considered "participating," the customer must participate in vocational training activities an average of thirty-two hours a month (roughly eight hours a week).

Documentation: Hours will be documented by:

- a timesheet signed by the class instructor or progress report;
- a timesheet signed by a the Teacher's Assistant (TA) or progress report;
- a timesheet signed by a lab instructor;
- a timesheet signed by a lab assistant;
- a timesheet signed by a clinical supervisor;
- a designated party at the school submitting hours on behalf of the institution or progress report;
- a document verifying hours of participation from an on-line or Internet based institution;
- a progress report from an on-line or Internet-based institution; or
- other documentation signed (including electronically signed) by a designated party.

What if a participant cannot complete all of the thirty-two hours due to a limitation? If a customer can participate for less than thirty-two hours during the month because of a transportation issue (the SNAP participant can only receive up to $20 during the month), the participant can be considered to have met the level of effort. For example, the Customer spends the entire $20 applying for going to classes (labs, tutoring sessions, etc.) and proof of both engagement and transportation expenses are secured, the participant may be considered "participating." Other limitations may include medical issues, limited childcare, etc.

EDUCATION (Activity code 526)**:**

Definition: Education provides SNAP participants with the opportunity to improve:

- basic skills through Adult Basic Education (ABE);
- basic skills through General Equivalency Diploma (GED) activities;
- basic literacy;
- the ability to speak and read English via English Speakers of Other Language (ESOL) programs;
- the ability to speak other languages that are required for employment;
- the ability to use computers;
- skills required by employers;
- skills required by an occupation;
- skills required by an industry;
- etc.

Level of effort: To be considered "participating," the customer must participate in educational activities an average of thirty-two hours a month.

Documentation: Same as documentation requirements listed above under "Vocational Training".

What if a participant cannot complete all of the monthly hours described due to a limitation? If an customer cannot participate in at least thirty-two hours due to a limitation, such as transportation (the SNAP participant can only receive up to $20 during the month), the participant can be considered to have met the level of effort. For example, the customer spends the entire $20 going to classes, labs, tutoring sessions, etc. and proof of both engagement and transportation expenses are secured, the participant may be considered "participating." Other limitations may include medical issues, limited childcare, etc.

WIA, INCLUDING TRADE ADJUSTMENT ASSISTANCE (TAA) (Activity code 528):
Definition: The participant is engaged in the WIA and/or TAA program activities while receiving food stamps.

Level of effort: The customer is required to participate in his/her self-sufficiency plan according to the WIA/TAA program requirements.

Documentation: Same as documentation requirements listed above under "Vocational Training".

WORK EXPERIENCE (Activity code 518)**:**
Definition: Program participants who are receiving food stamps are connected with an employer to build employability skills or job related skills through actual work experience or training at a worksite. The goal is to help the participant move into employment.

Level of effort: Participants are engaged in a Work Experience activity based on their benefit calculation. A customer cannot be requested to do more hours at a worksite during the month than their food stamp benefits for the month of participation divided by the higher of the State/Federal minimum wage. If the participants does not complete their assigned hours based on their ability, the participant may still be considered participating in the program as a volunteer. The program will encourage participants to complete all of their hours; however, the staff will work with participants based on their ability to participate. A customer may comply less than the calculation for several reasons:

- The participant has limited transportation funds;
- The participant has a health limitation;
- The participant has a hidden disability;
- The participant is complying with a treatment program;
- The participant is engaged in multiple activities;
- Etc.

Program participants who cannot comply all of the calculated hours of based on a limitation may still receive a transportation reimbursement if they provide documentation to support their hours of participation and documentation to support the cost associated with going to and from the activity.

NOTE: If the Customer opts to volunteer with the entity for more hours than the benefit calculation allows, the participant will be considered a community volunteer. These hours will not be associated with participation.

SELF-INITIATED WORK EXPERIENCE (Activity code 519)**:**

Definition: Program participants who are receiving food stamps connect directly with an employer to gain employability skills or job related skills through actual work experience or training at a worksite. Many customers know employers or community-based agencies and begin volunteering with the entity on their own. Often, self-initiated outreach to employers and volunteer experiences lead to employment because the employer sees the customer as motivated and hard-working.

Level of effort: Same as level of effort requirements listed above under "Work Experience".

Program participants who cannot comply the complete hours of participation based on a limitation may still receive a transportation reimbursement if they provide documentation to support their hours of participation and documentation to support the cost associated with going to and from the activity.

NOTE: If the Customer opts to volunteer with the entity for more hours than the benefit calculation allows, the participant will be considered a community volunteer. These hours will not be associated with participation.

EMPLOYMENT:

Program participants, who are enrolled in the SNAP program, and then gain employment based on the assistance and services the program provides will be closed down once the employment information is verified and entered into the OSST system. Customers cannot continue to receive services from the SNAP program once they become employed and they are no longer eligible for the FSRs.

Potential program participants who state they are interested in participating in the voluntary program are also not eligible to receive services from the SNAP Voluntary Program if they are already employed, including those customers employed part time. Staff should refer customers who are already employed to Core Services and other programs that can offer them job search assistance.

Standard Operating Procedure

Title: Assisting volunteer SNAP customers with cost of GED

Date: February 29, 2012; Updated 8/13/12

To: All WorkNet Pinellas SNAP Program Staff Members

General Summary:
Pinellas County Institutions training in the areas of GED, ABE and/or ESOL charge a fee for class time and for the GED exam. Class or tuition fees are due each term. There are 3 terms per year with term 1 starting in August every year. Worknet can utilize SNAP support or training funds to assist with these fees for eligible SNAP volunteers. Tuition costs will be covered term by term.
Payment for Pinellas County School fees will be processed by Worknet staff utilizing vouchers created in Microix. SNAP program staff will provide customer support/training services based on their need and eligibility. Customers are to be informed that services are only to be used to support their continued participation within their training program. Additionally, WorkNet services are subject to availability of funding and are not a customer entitlement.

Eligibility:
SNAP customers are eligible for vouchers to cover the term/portion remaining in the term or exam if they have agreed to volunteer in SNAP, have completed on line orientation, and have chosen education (Activity code 526) as their activity.
Customers currently enrolled in and attending Pinellas County School Adult Education Programs are not eligible under the state SNAP plan and may not access tuition or testing assistance. Only customers not currently enrolled in or attending adult education courses are eligible to receive this service. School Verification must be obtained to support date of school enrollment is after his/her SNAP volunteer or engagement date. School verification can be obtained through the Adult Education Institution.

Tuition and GED Exam Request Process:

1) Participants will submit a written request for GED tuition assistance to their assigned Career Counselor.
    a. For GED exam, written request should include PCS projected cost invoice AND Test Profile summary signed by school official.

2) Career Counselor will review case to ensure all above eligibility has been met
3) Upon verifying, Career Counselors will process voucher request. Vouchers for GED tuition must be made payable to one of the designated Adult Education Centers within Pinellas County School Board. GED tuition voucher will be issued in the amount of $30.00 per term. PCSB has 3 terms across the year so the maximum for annual tuition should be no more than $90 per year.
    a. Tuition voucher will include the participant's name, cost, and dates for the term or portion of the term the voucher is being issued for.

b. Exam voucher will include description of type of exam or specify which portions of exam participant will be taking.

4) Participant will take voucher to their training/exam site. PCS staff will forward voucher to WNP Accounting Dept. for billing.

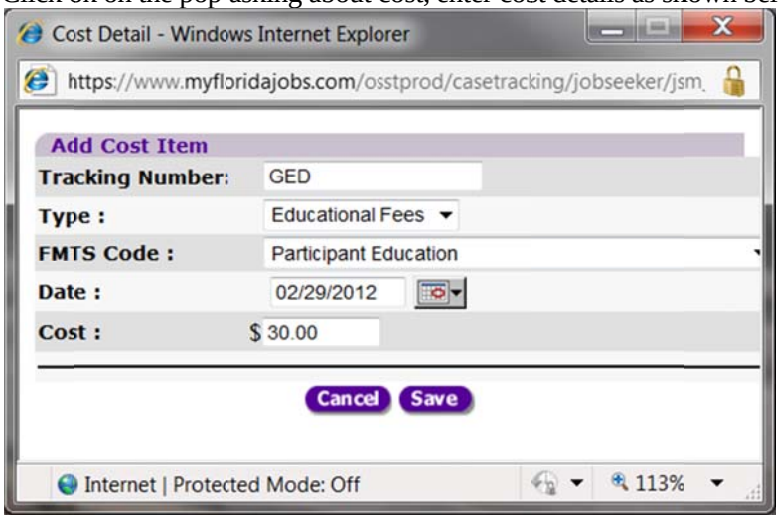
Note: Vouchers for GED exam will remain payable to PCSB-Career Technical & Adult Education. GED exam voucher amount may vary between $14.00-$70.00 depending on whether participant will take partial or full exam or retest. Staff should continue to monitor GED Pre-test scores to ensure participant is ready to sit for GED prior to exam voucher issuance.

Points of Contacts and MICROIX Vendor Information:

To streamline the communication process between PCS and WorkNet, we have established a designated contact person for each location. Additional contact information is listed in the WTP GED Tuition and Exam Process SOP dated October 17, 2011.

OSST MIS:

1. Go to skill development:
   a. Click Add Training
   b. Enter provider name-this will be the school the participant is planning to attend
   c. Click Select
   d. Training Category select Education-FSET (526)
   e. Course name one of the following: ABE/GED/ESOL
   f. Hours will typically be 32
   g. Anticipated begin date is the target date for the participant to begin classes
   h. Anticipated end date is the last day of the current term
   i. Save
   j. Click ok on the pop asking about cost, enter cost details as shown below & click save



   k. When customer begins attending class staff will go back to the activity & enter an actual begin date
   l. Cases note the request to include the name of the school, the type of training class (GED/ABE/ESOL) and dates of the training.

MICROIX MIS: CREATE A PURCHASE ORDER (ITA VOUCHER)

1. Referenced as an Encumbrance or Purchase order within the MICROIX or MIP systems.
2. Requirements to request a voucher:
    a. You must have the case updated within OSST system fully to include the appropriate training activity showing training provider and projected ITA.
3. Click on Workflow Modules link on your desktop or
4. Go to start > select PROGRAMS > MICROIX > Workflow Modules if no icon is available
5. User Log in information. Under User id, use the drop down box to find your name. The list is alphabetized by first name. Password will be provided to you by your supervisor.

Note: New users, after typing in your temporary password, click on New password and create a new unique password. Remember to keep this password in a safe place.

6. Click Ok. You should now be logged into Microix.
7. Click on Purchase Order to begin the voucher creation
    a. Click Create a new Document
    b. New Document Entry form:
        i. Document number. Do not touch, this is pre-populated.
        ii. Description – Type Customer Contract Number + First Name + Last name
            1. Customer contract number = customer's first initial + last initial + last 3 digits of their SSN (ex: customer is John Smith SSN 123-45-6789. His customer contract number would be: JS789). Capital letters, no spaces.
            2. In the Description, use spaces between the Customer Contract Number + First Name + Last name (Ex: JS789 John Smith)
            3. Typing is case sensitive, so use capital letters for the first letter of the first and last names.
            4. This Customer Contract Number will support multiple search methods when retrieving document
        iii. Prepared By – will default to your name.
        iv. Workflow – SNAP
        v. Bill to and Ship to - Do not touch, these are pre-populated.
        vi. Order Date – create date of purchase order. System defaults to system date or today's date. Generally, staff will not change this system-generated date.
        vii. Require Date – date by which you will need to produce/print your purchase order (ITA Voucher).

        Note: the Require Date should be the tuition/fee deadline of the participant's training based upon school enrollment paperwork.

        viii. Vendor Information – Accounting Department maintains our MICROIX approved and available training providers.
            1. Open drop box displaying default value of "unassigned" and scroll to the vendor needed for your purchase order (ITA Voucher).
            2. If the voucher is to cover the cost of tuition due each term the vendor is the name of the school IE: Tomlinson, Lakewood, Dixie Hollins, etc.
            3. If the voucher is to cover cost of the GED exam the vendor is PCSB-Adult Edu
        ix. Document Comments – Leave blank. This field will not populate to the final purchase order or voucher.
8. Click "ADD" at the bottom of the page to add individual line items or expenses to the new document (ITA voucher). This will open the window labeled, Add Transaction Wizard, to begin building the ITA voucher. Note: How you build your purchase order (ITA Voucher) is how your resulting voucher prints.
    a. Enter the following required fields on the Add Transaction Wizard
        i. Item No and Unit Type - Do not touch, these are pre-populated.
        ii. Unit Qty – Enter '1'

iii. Unit Price – from your school quote/invoice or back up documentation, add the cost of the purchase order line item. Example: GED tuition and enter unit price of 30. Do not add the $ and do not add the decimal point, when you tab to the next field these will pre-populate.

iv. Description – here you want to enter a thorough description of each line item for your transaction.
   1. Example: GED Term 1; 08/22/2012-12/16/12. Do Not write, "tuition" or "tuition for fall semester", or "tuition for fiscal year 2003"
   2. Make sure to enter the start of the training and end dates of the term

v. Effective date – Do not touch, this is pre-populated.

vi. Distribution – Leave blank.

vii. New Item type - Leave blank.

viii. Vendor ID – is not needed but allows user to mark each line item with the approved vendor tied to line item.

ix. GL – select the account code for individual line item
   1. Fund – funding stream tied to the purchase order (ITA voucher):

Account Code	Account Title	Include:
8342	Customer Training	Tuition
8346	Fees, exams, certs	Fees, exams, certifications, etc.

x. Fund – 163 FSET/SNAP and should pre-populate when SNAP is chosen as the Workflow.

xi. Function – 150 Direct Services and should pre-populate when SNAP is chosen as the Workflow.

xii. Contract – this is the "5-digit" Customer Contract Number. (First initial of participant first name + first initial last name +last 3 of participant SSN)
   1. Participants who are first timers into the Microix system - Staff will need to click the "+" icon to right of field. Enter the Customer Contract number (capital letters no spaces). Example: JS789
   2. In the Second pop up text box, enter the participant's first name + space + last name capitalizing first alpha of each. Example: John Smith

xiii. Alternate Contract Code Creation – Process to use if Contract Code is already in use.
   1. If the contract code generated as described above is already in use, then use the following for the contract code: (First initial of participant first name + first initial last name + first 3 of participant SSN).
   2. The alternate code should be documented in case notes as follows:

      Alt MICROIX Contract Creation. Contract code already in use for this customer based upon first initial first name and first initial last name. Will use alternate and create a new contract code for John Smith using his first and last initials and the first three of the social security number. Note entered in the Comment section of the Microix voucher also.

i. Clicks apply. Now you will see the New Document screen with your new voucher in the middle.

APPROVAL, DISTRIBUTION, FILE RETENTION AND VOIDS OF PARTICIPANT TRAINING VOUCHER(S)

1. Finance Department will manage the document approval process and MIP voids/corrections. MIS department will manage voucher voids within the MICROIX MIS.

Approval process for purchase order (ITA Voucher)

1. Participant has provided the Staff with all back up documentation for their request.
2. Back up request is provided to SNAP Senior for review, approval, pend, or denial of request.
3. Once approved by the SNAP Senior, the staff member (Career Counselor, Outreach Counselor, MIS, RS or other staff member) will enter the purchase order (ITA Voucher) into Microix.
    a. When staff click "Save" on their new or edited purchase order (ITA voucher), staff have the option to say "YES" to forward the completed document to the next level approver.
    b. If staff has not completed the purchase order and will need to do further editing or adding, then staff have the option to say "NO" to retain or save their draft document under their folder, "Edit Existing Documents".
        i. When staff has completed editing, then staff can simply resave their existing document and answer "YES" to forward document to the next level approver
4. Once staff has gone through training and demonstrated understanding of MICROIX, then the SNAP Senior will release the staff to manage MICROIX without the above approval process.
5. After clicking "Yes", the purchase order is sent to Finance for their approval.
    a. Once approved, staff will receive an email indicating that their new document has been approved, then staff may go to the folder, "VIEW all existing documents" to locate the approved purchase order and print.
        i. Staff may keep their MICROIX window open to the folder, "VIEW all existing documents" to visually monitor the status of any needed ITA voucher.
        ii. Email link or function may be used for communication back and forth between the requester and approver.
6. To print the ITA Voucher:
    a. Click on the "PRINT" icon on right navigation on the document window
    b. A print wizard or box opens and select:
        i. Staff may print only to screen to view.
        ii. Staff may print to online office printer.
        iii. Select document type – WorkNet voucher is the approved voucher form.
7. Distribution and Staff completion of the printed purchase order (ITA voucher)
    a. To finish the ITA voucher:
        i. Staff should review the printed voucher for the following:
            1. Shows "Accounting Approved" in the box labeled, Authorization Information".
            2. Correct vendor applied
            3. Correct dollar amount
            4. Correct line items with complete description
        ii. Staff should sign their name as requester in the Authorization Information box with date
        iii. Staff should sign authorizer signature on line next to the Authorization Information box followed by their initials and date
        iv. Using the WorkNet Pinellas embosser, emboss the purchase order (ITA voucher) in the box labeled, "SEAL".
    b. Ensure that the participant signs under the "Student Release of Information" section on the bottom of the printed ITA voucher prior to giving to the participant.
    c. Make a copy after signed by participant for your participant file retention.
8. Retention of the completed and printed purchase order (ITA voucher)
        a. Write "File Copy" in the box labeled, "SEAL" to avoid confusion over retention copy versus an ITA voucher not yet distributed to the participant.
        b. E-File to participant electronic file with all back up documentation
9. If a void is needed of a MICROIX voucher, the requestor will write "VOID" date & initials on the original voucher.
        a. Case note why the voucher is being voided
        b. Print the case note attach with voided voucher
        c. Forward to appropriate WN designee

d. Staff can proceed with creating and providing new voucher if no voucher has been issued to customer or training vendor.
e. If voucher has been embossed and provided to the customer or training vendor, then the original voucher must be returned prior to a new replacement voucher being entered in MICROIX, embossed and distributed to customer.

Standard Operating Procedure

Title: Food Stamp Reimbursement (FSR) Process

Date: June 3, 2011;-February 21, 2012; Updated 8/13/12

To: All WorkNet Pinellas SNAP Program Staff Members

Food Stamp Reimbursement (FSR)

SNAP customers are eligible to receive up to $20 FSR upon participation in program activities. The FSR benefit is placed in the cash account of a customer's EBT card. The FSR is issued to the primary cardholder of the household. Customers are able to access their FSR approximately seven days after the SNAP staff member has requested it in OSST. After an FSR is requested for a customer, the SNAP staff has up to six days to cancel it before the funds are disbursed.

The cash account on the EBT card is a separate account from the Food Stamp Benefit account. Customers may withdraw cash, purchase gas, other items, etc. from the cash account via ATM's, shopping centers, gas stations, and other entities which use debit machines.

Customers have one year from the date the FSR is placed into the EBT cash account to withdraw funds before they expire.

1. Who can get an FSR (transportation assistance)? A SNAP volunteer:
   - Who is engaged in a SNAP program component;
   - Who has provided documentation to support hours of participation; and
   - Who has documented costs associated with participating in the activities.

2. What documentation is needed to prove that (s)he spent money to attend activities (transportation)?
   - *Receipts for gas*
   - *Receipts for buying a bus pass*
   - Copy of used/expired bus pass with documentation verifying cost of bus pass, i.e. bus pass flyer, website printout, etc.
   - *Self-attestation*

Once the participant has turned in all of the above the documentation the career specialist will request the travel reimbursement as follows:

To request a Food Stamp Reimbursement:

1. Go to the FLORIDA system and print the participants AGPI and AGPY screen to complete the required fields in on the FSR Screen.
2. Verify the customer has turned in proof of transportation expenses for the earned month and turned in hours for their assigned activity.
3. There will automatically be drop boxes available based on the codes and activities entered on the skill development screen for staff to choose the amount for the FSR and what the FSR is for.

If the last FLORIDA update is over 90 days old staff will need also need to enter the following information on the FSR screen:

- "Case Number" field, the number will already be populated if the case is already open in OSST through the interface with the FLORIDA system. If the case number is not already populated, you must type the case number in the "Case Number" field.
- "Primary Card Holder Short List Number" is also pre-populated through the interface with the FLORIDA system. If the short list number is not already populated, you must enter the short list number in the "Primary Card Holder Short List Number" field and type it again in the "Verify Short List Number" field. This number can be found on the AGPY screen..
- "County service" number must be chosen from the dropdown box. The "County" number is the first two numbers of the referral site number that is listed on the AGPI screen. This number may be listed as one digit when chosen from the dropdown box in OSST.
- "Florida Unit" number is the last three digits of the Referral Site number that is found on the AGPI scree**n.** This number must be typed in the "Florida Unit" field in the OSST system.
- "Sequence Number" will be entered as per the SEQ number listed on the AGPI screen.

4. The printed AGPI and AGPY screens will need to be placed in customer's efile.
5. You have click on "Yes" in regards to the question about retaining documentation showing the food stamp recipient's FLORIDA case number and short list member number due to AGPI code being efiled.
    - If you answer "No" to the question, "Did you retain documentation showing the food stamp recipient's FLORIDA case number and short list member number?", this pop up message will appear indicating that you must retain documentation showing the food stamp recipient's FLORIDA case number and short list member number.
6. For the "FSR Earned/Available", click on the dropdown and choose the correct amount and activity
    - This amount must not to exceed $20. However, a customer can only receive $10 for Orientation & Assessment and if the receipts reflects customer spent less than $20 to complete the activity component that only that amount can be requested.
7. If the participant reported a cost for participating in an activity, click on "yes".
    - If you click on "No" you will receive the pop up message: "You attempted to request a FSR. You indicated that the participant did not report a cost for participating in a SNAP program activity. The transportation assistance is a reimbursement for costs the participant incurred while engaged in the SNAP program. If the participant did not report a cost, a FSR is not appropriate. Either document a cost was reported or click "Cancel". If the customer reported a cost, click "OK" to continue.
8. A box will appear prompting you to "indicate the type of supporting documentation retained to document the costs associated with participating
9. You must click on the dropdown and select the appropriate documentation:
    - **Self-attestation** may be used if the volunteer does not have a receipt. When you select "self-attestation", we suggest that you have a local attestation form that the volunteer can sign attesting that they have spent a specified dollar amount on transportation to participate in the program.
    - '**Receipt**' for such things like gas receipts or bus pass receipts (which can include a copy of the back of the bus card with dates along with a print out of the bus fares which must be uploaded to customers EDMS file when staff case note the amounts of the bus cards to request FSR. A sample case note is listed below:

        Reviewed case this date. Customer turned in all the time sheets for XX/XXXX along with a (daily/monthly/31-day) bus card dated (date). Per the PSTA web site

the retail price of a (daily/monthly/31-day) bus card is $x.xx. Requested FSR for (month).

- '**Other**' is chosen when the customer provides documented proof such as a print out of a bank statement or credit card statement clearly identifying a transportation cost.
    i. If you select "Other", this box will appear asking you to describe the "Other" type of supporting documentation retained to document the costs associated with participating. You must type the response in the box.

10. Once you have completed the screen, you will have three options to choose from, Save, Clear Changes and Cancel. If you are satisfied with the information that you have entered on the screen, click "SAVE" and the information will be stored. If you would like to clear all of the information that you have entered, click on "Clear Changes" or "Cancel".

Two (2) FSRs can be requested for a participant in a given month if one of the following conditions are met:

1. When a participant travels to attend and successfully completes Orientation (500) and/or in-depth Assessment (575) in the same month and provides documentation for the amount spent on travel in the month requested, up to $10 may be requested for each activity **if** the Orientation and Assessment occur on different days.

   NOTE: If the participant incurred expenses, i.e., a travel cost, and finished Orientation (500) **and** Assessment (575) at the same time (during one trip), he or she would only be able to receive up to $10.

2. An additional amount (up to $10) may be requested in the same month that a FSR has been requested for completion of Orientation (500 or 598) and/or Assessment (575 or 597) **if:**
   - No other FSR exists for the past 12 months for 500, 575, 597, or 598, **and**
   - No other FSR has been requested for the same month **and**
   - At least one JPR hour has been recorded for this same month for any of the following codes: 505, 511, 518, 519, 526, 527, and 528.

Up to $20 may be requested when any one of the following activities is open for at least for one day in the month requested, at least one JPR hour is recorded during that month, and if documentation of transportation costs has been submitted:

1. Job Search – FSET (505)
2. Job Search Training – FSET (511)
3. Work Experience – FSET (518)
4. Self Initiated Work Experience – FSET (519)
5. Education – FSET (526)
6. Vocational Training – FSET (527)
7. Engagement in WIA/TAA – FSET (528)

NOTE: Other than the conditions described above for a 500, 575, 597 or 598, only one FSR is allowed per month, even when more than one qualifying activity/training is open in that month. In addition, a participant can only receive reimbursement for traveling to complete Orientation and/or Assessment once every 12 months. Exception: If the participant is required to attend Orientation again due to significant program changes, he or she may be able to receive another FSR for transportation.

Standard Operating Procedure
Title: Employ Florida Marketplace (EFM)

Date: June 3, 2011; Updated 8/13/12
To: All WorkNet Pinellas SNAP Program Staff Members

SNAP staff will utilize Employ Florida Marketplace to aide participating SNAP customers in finding jobs, providing resources, and other services. SNAP staff will assist customers by creating accounts for SNAP participants, upload resumes on to the web site, show customers how to navigate the web site to find jobs, labor market information, and other resources.

Any services provided using the EFM web site should be case noted in EFM. Career Counselor's will case note services provided using EFM such as:

- Job leads/referrals
- Job searching
- LMI information
- Resume assistance/development

To enter case notes in EFM while you are assisting a customer SNAP staff will click on the Case Management folder, then Case Notes. From that point, you can click on Add Case Note. Case notes should include the type of services provided to SNAP customer.

Standard Operating Procedure

Title: SNAP Caseload Maintenance

Date: June 3, 2011; Updated 8/13/12

To: All Worknet Pinellas SNAP Program Staff Members

SNAP career counselors will pull caseload masters on the 16th and 31st/2st of every month to ensure SNAP customers are turning in time sheets and actively engaged in their work activities. Masters are to be completed within 2 business days and submitted to the senior career counselor for review using the SNAP caseload template. Completed master should include the Customers Name, OSST Id, Activity, Due Date, Re-engagement mailed and due date. Closed cases and social security numbers should not be included on spreadsheet when emailed to senior career counselor.

If a customer submits their time sheets –

1. Staff will update the JPRs and enter JPR Case note
2. Extend the anticipated end date (on the open activity) to ***5 business days*** after the 15th or 30th deadline.
   OR
3. Will close the 596 as "completed" and open the new activity code (JS, WE, VT, etc) entering the anticipated end date 5 business days after the 15th or 30th deadline.

If the customer failed to submit their time sheets –

1. Send the "Re-engagement letter" with a deadline of 5 business days. Not counting the day you are completing the letter.
2. Extend the anticipated end date of the 596 or activity code to the deadline as stated on the re-engagement letter.
3. Set an "assessment" to do to remind staff of the newly set deadline.
4. Make an outreach call to see if you can get in touch with the customer to get them involved. Must make at least 1 attempt.
5. Must case note your Outreach call including the phone number(s) you called and review OSST and FLORIDA for all numbers. If there is no phone number please case note that Outreach Call could not be completed as no contact numbers listed.

If the customer fails to respond to the re-engagement letter -

1. Close the case as "Volunteer No show" with voluntary SNAP program. This can happen the day of the re-engagement letter deadline.
2. Case note action taken on case.

If the customer responds to the re-engagement letter -

1. The career counselor will explain the new SNAP voluntary program and ask them whether they would like to continue working with the SNAP program or not.

a. If customer chooses not to work with SNAP program. The career counselor can close case immediately case noting that customer does not wish to work with the SNAP voluntary program.

2. If customer chooses to work with us, the career counselor will discuss new activity options and begin assisting as needed.
    a. Case note action taken on case.

Standard Operating Procedure

Title: FSET MIS Queue

Date: June 3, 2011; Revised 8/13/12

To: All WorkNet Pinellas SNAP Program Staff Members

SNAP career counselors will scan all documents that need to be uploaded to a customer's file into the FSET MIS folder. SNAP career counselors will no longer scan documents that need to be efiled to their personal scans folder. All documents that need to be uploaded only will be scanned to the FSET MIS folder to be efiled.

Since MIS will be uploading the documentation SNAP career counselors will need to ensure documents are completely filled out and scanned to the queue correctly.

Documents that would go into the MIS folder may include:

- Intake packets and the monthly assigned hours form - career counselors should ensure they are scanning these separately as they are uploaded under two different categories.
- AGPI/AGPI Screens - Career counselor's will ensure to write the customer's name for who the AGPI screen is for along with the last 4 digits of the social, and specify what month the AGPI screen is for i.e. "Jane Smith 1234 - FSR for xx/2011"
- Employment verification forms from the EER report.
- Participation reminder notices that have been mailed and case noted.
- And any other documents that need to be placed in a customer's EDMS file.

Standard Operating Procedure

Title: SNAP Recruitment and Outreach

Date: August 13, 2012

To: All WorkNet Pinellas SNAP Program Staff Members

It is important that SNAP career counselor's outreach and engage food stamps recipients into the SNAP Program by actively outreaching to community partners and programs within the county. SNAP career counselors will network with other agencies to build awareness of the SNAP Voluntary Program and the services offered. Outreaching efforts include:

1 Partnering with other programs such as WIA/TAA, WT Program, Core Services, PERC, NCEP, and attending job power seminars and other orientations within One Stops to notify food stamp recipients of the services offered by the SNAP Voluntary Program.
   a. Career counselors will encourage dual enrollment in programs such as TAA/WIA by attending WIA Orientations and screening applicants that could be receiving food stamps.
   b. Career Counselor's will communicate services and benefits of the program to partner staff so they can share the information with customers to

2. Community Partners – Career Counselor's will distribute flyers and update/replenish flyers as needed at various locations throughout the county, notifying agencies and their customers of the services offered by the program. Community partners may include:
   - Resource Centers
   - ACCESS Sites,
   - Libraries,
   - Churches,
   - Community Service Sites
   - Schools and GED sites
   - ESOL and the Hispanic Community
   - Social Service Agencies, or
   - Any other community organization that serves food stamp recipients.

3. Outreaching to targeted populations within the Automated Caseload will be completed on a weekly basis to notify food stamps recipients of the SNAP Program.
   a. Searches will be pulled weekly of those customers with emails and an email regarding the SNAP Program and the services offered will be sent to those potential volunteers. The email will direct staff directly to one of the local offices for further information.
   b. RoboCalling – A pilot program will be initiated in which automated phone calls made to targeted populations informing potential volunteers about the SNAP Voluntary Program, the services provided, and directing them to their local office for more information.

Standard Operating Procedure

Title: Identifying and Reporting Public Assistance Fraud

Date: August 16, 2012

To: All Worknet Pinellas Program Staff Members

Attachments:

DEO Fraud Referral Form
DEO Q&A Fraud Reporting

Purpose:

The purpose of this policy is to provide the local process for communication of legal ramifications as well as reporting of suspected Public Assistance or commonly referenced as welfare fraud. The process also guides WorkNet staff on the appropriate action to identify suspected instances of welfare fraud, to report and review suspected instances, and final reporting suspected allegations of fraud within the WT and SNAP Programs to the lead agency, Department of Children and Families (DCF). Cases of documented suspected fraud will be referred to the Public Assistance Fraud (PAF) unit for investigation. Official report will be supervised by the WT MIS Coordinator or designee.

Reference:

Florida Statute 414.39 defines Fraud as:

(1) Any person who knowingly:

(a) Fails, by false statement, misrepresentation, impersonation, or other fraudulent means, to disclose a material fact used in making a determination as to such person's qualification to receive public assistance under any state or federally funded assistance program;

(b) Fails to disclose a change in circumstances in order to obtain or continue to receive any such public assistance to which he or she is not entitled or in an amount larger than that to which he or she is entitled; or

(c) Aids and abets another person in the commission of any such act, is guilty of a crime and shall be punished as provided in subsection (5).

(2) Any person who knowingly:

(a) Uses, transfers, acquires, traffics, alters, forges, or possesses, or

(b) Attempts to use, transfer, acquire, traffic, alter, forge, or possess, or

(c) Aids and abets another person in the use, transfer, acquisition, traffic, alteration, forgery, or possession of, a food assistance identification card, an authorization, including, but not limited to, an electronic authorization, for the expenditure of food assistance benefits, a certificate of eligibility for medical services, or a Medicaid identification card in any manner not authorized by law commits a crime and shall be punished as provided in subsection (5).

(3) Any person having duties in the administration of a state or federally funded public assistance program or in the distribution of public assistance, or authorizations or identifications to obtain public assistance, under a state or federally funded public assistance program and who:

(a) Fraudulently misappropriates, attempts to misappropriate, or aids and abets in the misappropriation of, food assistance, an authorization for food assistance, a food assistance identification card, a certificate of eligibility for prescribed medicine, a Medicaid identification card, or public assistance from any other state or federally funded program with which he or she has been entrusted or of which he or she has gained possession by virtue of his or her position, or who knowingly fails to disclose any such fraudulent activity; or

(b) Knowingly misappropriates, attempts to misappropriate, or aids or abets in the misappropriation of, funds given in exchange for food assistance program benefits or for any form of food assistance benefits authorization, is guilty of a crime and shall be punished as provided in subsection (5).

(4) Any person who:

(a) Knowingly files, attempts to file, or aids and abets in the filing of, a claim for services to a recipient of public assistance under any state or federally funded public assistance program for services that were not rendered; knowingly files a false claim or a claim for non-authorized items or services under such a program; or knowingly bills the recipient of public assistance under such a program, or his or her family, for an amount in excess of that provided for by law or regulation;

(b) Knowingly fails to credit the state or its agent for payments received from social security, insurance, or other sources; or

(c) In any way knowingly receives, attempts to receive, or aids and abets in the receipt of, unauthorized payment or other unauthorized public assistance or authorization or identification to obtain public assistance as provided herein, is guilty of a crime and shall be punished as provided in subsection (5).

(5)(a) If the value of the public assistance or identification wrongfully received, retained, misappropriated, sought, or used is less than an aggregate value of $200 in any 12 consecutive months, such person commits a misdemeanor of the first degree, punishable as provided in s. 775.082 or s. 775.083.

(b) If the value of the public assistance or identification wrongfully received, retained, misappropriated, sought, or used is of an aggregate value of $200 or more in any 12 consecutive months, such person commits a felony of the third degree, punishable as provided in s. 775.082, s. 775.083, or s. 775.084.

(c) As used in this subsection, the value of a food assistance authorization benefit is the cash or exchange value unlawfully obtained by the fraudulent act committed in violation of this section.

(d) As used in this section, “fraud” includes the introduction of fraudulent records into a computer system, the unauthorized use of computer facilities, the intentional or deliberate alteration or destruction of computerized information or files, and the stealing of financial instruments, data, and other assets.

(6) Any person providing service for which compensation is paid under any state or federally funded public assistance program who solicits, requests, or receives, either actually or constructively, any payment or contribution through a payment, assessment, gift, devise, bequest or other means, whether directly or indirectly, from a recipient of public assistance from such public assistance program, or from the family of such a recipient, shall notify the Department of Children and Family Services, on a form provided by the department, of the amount of such payment or contribution and of such other information as specified by the department, within 10 days after the receipt of such payment or contribution or, if said payment or contribution is to become effective at some time in the future, within 10 days of the consummation of the agreement to make such payment or contribution. Failure to notify the department within the time prescribed is a misdemeanor of the first degree, punishable as provided in s. 775.082 or s. 775.083.

(7) Repayment of public assistance benefits or services or return of authorization or identification wrongfully obtained is not a defense to, or ground for dismissal of, criminal charges brought under this section.
(8)(a) The introduction into evidence of a paid state warrant made to the order of the defendant is prima facie evidence that the defendant did receive public assistance from the state.

(b) The introduction into evidence of a transaction history generated by a Personal Identification Number (PIN) establishing a purchase or withdrawal by electronic benefit transfer is prima facie evidence that the identified recipient received public assistance from the state.

(9) All records relating to investigations of public assistance fraud in the custody of the department and the Agency for Health Care Administration are available for examination by the Department of Financial Services pursuant to s. 414.411 and are admissible into evidence in proceedings brought under this section as business records within the meaning of s. 90.803(6).
(10) The department shall create an error-prone or fraud-prone case profile within its public assistance information system and shall screen each application for public assistance, including food assistance, Medicaid, and temporary cash assistance, against the profile to identify cases that have a potential for error or fraud. Each case so identified shall be subjected to pre-eligibility fraud screening.
History.—s. 1, ch. 69-268; ss. 19, 35, ch. 69-106; s. 1, ch. 70-255; s. 354, ch. 71-136; s. 1, ch. 76-20; s. 2, ch. 92-125; s. 42, ch. 96-175; s. 218, ch. 97-101; s. 1037, ch. 97-103; s. 30, ch. 97-173; s. 9, ch. 99-333; s. 67, ch. 2000-153; s. 46, ch. 2000-165; s. 10, ch. 2010-144; s. 30, ch. 2010-209.
Note.—Former s. 409.325.

What is Fraud?
Fraud is defined as the act of deceiving or misleading something or someone to achieve an outcome of an undeserved gain.

What is Public Assistance Fraud?
Public Assistance Fraud is defined in Florida Statute 414.39 as any person, including the designated or authorized representative, who knowingly does not tell the truth, hides information, pretends to be someone else, does not give all the information needed about themselves or the person(s) for whom they are applying for benefits or assistance, or other persons within their home, or does anything else unlawful in order to get state or federal public assistance benefits is guilty of a crime and will be punished as state or federal law allows. Further, any person (including the designated or authorized representative) who knowingly does not report a change in circumstances in order to continue to receive such aid or benefits which they should not get, or more benefits than they should get, is guilty of a crime and will be punished as state or federal law allows. Any person who purposely helps another person to do any of the above acts is guilty of a crime, and will be punished as federal and state law allows.

The WT and SNAP programs are Federally-funded programs in which federal funds are allocated to Regional Workforce Boards (RWB's) to administer these programs. Some of the program services may include:

1. Referrals for subsidized childcare services,
2. Transportation assistance,
3. Financial assistance for training programs,
4. Ancillary or supported services to assist with program participation or barriers to participation,
5. Diversion or Relocation services, and/or
6. Payments for education/creation of activities (SNAP).

Identifying Potential Fraud
Career counselors are generally made aware of potential fraudulent activity conducting follow-ups with:

- Work site supervisors
- Employers

- Schools
- Doctor's offices
- Child Care partners
- Day-to-day Case management

Example: Brenda has been assigned to complete 25 hours a week of work experience since 6/4. Brenda has turned in signed timesheets every week since 6/4 showing 25 hours per week. The career counselor contacts the worksite supervisor on 7/2 to follow-up on Brenda's progress. The supervisor informs the career manager that Brenda has not been to the site since 6/8. The career counselor now realizes that it appears Brenda has not been to the site since 6/8, but she continued to submit in a signed timesheets thru 6/29 showing 25 hours of participation each week. This is a case of suspected welfare fraud.

What steps should the career counselor take to report this suspected fraud?

In instances where a career counselor suspect's fraud, the career counselor will review the case with their Program Coordinator. Once the determination is that there is a bona fide case of suspected fraud, the career counselor will take the following steps:

1) Review the documentation that has been submitted
2) Identify the Activity Start date
3) Determine the discovery date of the suspected fraud
4) Research who has been signing the time sheets
5) Begin the pre-penalty process and make an oral attempt to inform the customer of failure to meet program requirements.
    a. Follow the pre-penalty process to determine if the customer has good cause for missing the activity.
    b. Staff is not able to sanction due to suspected fraud, but lack of compliance with program requirements or agreed to Opportunities and Obligations would be a sanctionable occurrence.
6) Enter a case note in OSST summarizing case findings. Case note will include statement that suspected fraud has been reported and escalated.
7) The career counselor will determine the time frame of the suspected fraudulent activity and needed information to be report to the PAF unit for their PAF investigation. The career counselor will also need to gather and calculate information regarding the monetary value associated with the requested investigation period. This may include or additional costs on a case-by-case basis:
    - Transportation assistance for the time period
    - Childcare assistance for the time period
    - Cash assistance and food stamp amounts received for the time period
    - Training funds provided during the requested investigation period.
    - Ancillary or supported services to assist with program participation or barriers to participation,
    - Diversion or Relocation services, and/or
    - Payments for education/creation of activities (SNAP)
8) Complete a Potential Fraud report. This report will be reviewed by the Program Coordinator or Senior Career Counselor for completion and correctness.
9) A copy of the Potential Fraud report will be retained in the customer's EDMS file.
10) Forward the Potential Fraud report to the WT MIS Coordinator with all supporting documents.
11) Enter a CLRC note in the FLORIDA MIS system

Once the suspected fraud has been identified and reported, the career counselor will continue to work with the customer in an attempt to bring the customer back into compliance. This will include completing

outreach to the customer, reassigning to another activity, and providing services that will assist the customer to remain in compliance. The career counselor will advise the customer that a fraud referral has been reported to DCF and that customer can continue to participate and receive services as long as compliance is maintained and until a final determination is made by DCF on the fraud referral.

What happens once a case is referred for Public Assistance Fraud?

When a Potential Fraud Report is received by the WT MIS Coordinator, the report and supporting documentation will be reviewed for completion and accuracy before the information is entered directly into the FLORIDA MIS system BVBR screen. Upon receipt of a suspected fraud referral, the Department of Children and Families will begin a Benefit Recovery Review. After the review is completed by the Benefit Recovery Review, the referral is then forwarded to the Public Assistance Unit Fraud Review. From here the referral is then sent to either a Disqualifications Hearing or referred to the State Attorney for Prosecution.

A Disqualifications Hearing conducts a review for an Intentional Program Violation, also known as IPV. Customers found to have committed an intentional program violation either through an administrative disqualification hearing or by a federal, state or local court, will be ineligible to participate in the program. There are 3 IPV Levels.

- Level 1 – 12 month disqualification if it is a first violation
- Level 2 – 24 months disqualification if it is a second violation
- Level 3 – Permanent disqualification if it is a third violation

Once a determination has been made by the PAF unit, DCF will update the case on the FLORIDA system. If the decision is not favorable and the customer is still participating in the WT program and receiving TANF, the FLORIDA interface will generate a case closure which will be received in OSST.

Notification to customers of Public Assistance Fraud

Customers will be advised of definition of Fraud and potential penalties with locally developed flyers posted within One Stop offices, information posted on our local website, and discussed by Career Counselors during regularly scheduled appointments.

Tracking of Suspected Fraud Cases

As suspected Fraud Cases are reported to the Department of Children and Families, the MIS Coordinator will maintain a tracking spreadsheet identifying the customer name, date suspected fraud was identified, time frame of suspected fraud, estimated monetary value of services provided during suspected fraud period, date suspected fraud was reported to DCF, and DCF outcome of suspected fraud referral.

Staff Position

WorkNet staff main responsibility in the Potential Fraud Referral process will be to review, research, and report incidents of suspected fraud. Staff will provide reports in an objective

WT Standard Operating Procedure

Specialized Career Management, SAMHC and Domestic Violence

1) Specialized Career Management
2) Abilities screening appointment and Alternative Plan Development
3) Activity Suggestions for Deferred Customers
4) Activity Hours provided by SAMHC and Domestic Violence Partners
5) Transportation options for persons with disabilities
6) How to Contact Social Security to File an Application
7) Exemptions to Work Activities
8) Domestic Violence

Standard Operating Procedure – 1

Title: Specialized Case Management, SAMHC and DV

Date: April 20, 2007, Updated 4-22-10; Updated 8-9-12

To: All Worknet Pinellas Program Staff Members

Cash Assistance recipients who are referred to the WT program as mandatory are required to participate in countable work activities unless an exception to the work activity requirement is met. Customers who meet an exception are not exempt from participation and therefore, must be referred to the WT program and participate based on his or her medical ability to comply.

All persons seeking deferral status due to medical issues will be required to submit a completed medical verification form.

The following are the 10 types of OSST deferrals:

- Medical Deferral (30 days or less)
- Medical Deferral (Greater than 30 days)
- Alcohol/Drug/Mental Health Deferral (30 days or less)
- Alcohol/Drug/Mental Health Deferral (Greater than 30 days)
- Disabled School Age Child in home
- Caring for Disabled Family Member in home
- Lack of Child Care
- Lack of Transportation
- Domestic Violence - DO NOT USE THIS
- Deferred - Other

Customers may not be able to participate 35 hours per week in countable work activities due to medical issues.

Customers stating a medical incapacity that prevents them from participating in work activities or limits their participation in work activities are required to provide a statement from a physician licensed under

Chapter 458 or 459, F.S., specifying the nature of the disability or incapacity, the duration of the disability or incapacity, the number of hours per week the individual can participate in activities, and any other limitations on participation in work activities.

- Customers may not be excused from work activity requirements unless the medical incapacity is verified (a signed statement) by a physician licensed under Chapter 458 or 459, F.S
    - Physicians licensed under 458 have license numbers that begin with the pre-fix “ME”, and physicians licensed under 459 have license numbers that begin with the prefix “DO”.
    - Customers may provide a letter or document from the physician rather than the medical verification forms.
- A deferral or “excuse” from work activity requirements is time limited and should be based on the medical documentation received.
    - The Career Counselor will meet with the customer monthly to monitor their progress and to reassess their ability to participate in work activities and/or revise their service plan to reflect the new activities.
    - Every three months, or earlier if documented by the Doctor, the Career Counselor will require that the customer secure an updated medical verification form from the physician and base decisions on this updated material.
    - To-do's should be utilized for this purpose, as well as the alternative plan section of OSST.

Evaluation of Limitations and Medical Ability to Comply

Activities, including work activities, must be consistent with the limitations identified in the medical verification/documentation. The customer will be evaluated regarding their ability to participate.

Deferral case assignment:

Once a customer submits a medical verification form stating they cannot participate in work activities or they are limited in their participation in work activities, this case will be reassigned via the Supervisor to the Specialized Career Counselor holding the medically deferred caseload. The reassignment should be noted in the case notes. These cases are the responsibility of the Specialized Career Counselor once they have been reassigned.

Specialized Case Management: Once a medical verification form is received, the Career Counselor will contact the customer's Physician to personally speak with the Doctor, or the Doctor's nurse to confirm the medical verification was completed by their office. During this call the Career Counselor will explain the WTP program and how the program focuses on the customer's abilities. In speaking with the Doctor, the career counselor is trying determine what the customer 'can do'. With this information, the Career Counselor can work better to assist the customer in building their alternative plan.

Permanent total and some permanent partial disabilities (over 30 days, and SSI applicants):

The Career Counselor will make a concerted effort to communicate to the customer that the application for Social Security is a lengthy process. In some cases, persons with disabilities have a dream to pursue some type of vocational training and emphasis should be placed in encouraging the customer to pursue such. Reasonable accommodations should be requested when functional limitations suggest that modifications to the work site are necessary.

Career Counselor will require the customer to submit the social security application, all-correspondence received by social security, and any appeal information. Should the customer be denied social security, they may appeal up to four times. If they are not approved for the final appeal, they must participate in the Welfare Transition Program, even if they re-apply for social security again.

The customer should furnish proof of each appeal filed so the OSST case can be properly updated. Case notes will be written for all interactions. If the customer decides not to appeal their denial for SSDI/SSI, the customer may be assigned to a countable activity based on the medical form for as many hours as are allowable.

Temporary total and temporary partial disabilities (less than 30 days):

The Career Counselor should focus on working with those individuals who have temporary partial disabilities to perform at the level of their capability in a work activity. The Career Counselor will conduct planning sessions with the customer to begin to establish plans to pursue work activities. These planning sessions should consider support service needs as well as the location and schedule for these work activities. The Career Counselor will conduct an analysis of transferable skills and a job analysis of each work activity to determine the most appropriate avenue for participation in consultation with the customer and/or the physician. Reasonable accommodations should be requested when functional limitations suggest that modifications to the work site are necessary. Vocational education/training should be encouraged where appropriate in order for the customer to pursue work skills that may be within the customer's current and anticipated physical capacity.

For High Risk Pregnancy cases:

The Career Counselor will monitor these individuals for change in status, birth of baby or loss of baby with the customer on a monthly basis via a telephone call. Once the baby is born, the Career Counselor will encourage the customer to contact the DCF call center to report the birth of the baby. In the event the customer loses the baby a reasonable grieving period should be allowed and the customer should be transferred to another Career Counselor for assignment into a countable work activity. The pregnancy due date will be entered in the Client Info section of OSST.

For SAMHC or Domestic Violence Cases:

The Career Counselor will follow the recommendations of the SAMHC or Domestic Violence Representative. The Career Counselor will maintain contact with the representative for frequent updates. SAMHC and domestic violence issues do not necessarily require a deferral. In many cases, an SAMHC/Domestic Violence case that is partially deferred may be able to participate in a work activity. The volunteer work they complete onsite (within the DV or SAMHC agency) or the GED classes they are enrolled in will count towards their weekly activity hours. See Activity Hours provided by SAMHC and Domestic Violence Partners SOP below. An alternative plan should be formulated with the SAMHC/Domestic Violence representative.

For cases deferred due to lack of childcare or transportation:

The Career Counselor will determine why there is not childcare or transportation available. If the child is in need of specialized childcare, this will be determined and resources will be sought to resolve this situation. If the customer does not have transportation because they do not live close to a bus route, alternatives will be discussed with the Career Counselor. Transportation and childcare barriers do not necessarily mean the customer cannot participate at all.

Standard Operating Procedure – 2

Title: Abilities screening appointment and Alternative Plan Development

Date: April 20, 2007, Updated 4-22-10; Updated 8-9-12

To: All Worknet Pinellas Program Staff Members

Good case management begins with a thorough first interview and appropriate alternative plan development. The following suggestions may be helpful:

At the earliest point that we hear an applicant/customer has possible medical limitations, the staff is to schedule that customer to attend an Abilities screening appointment with the Specialized Career Counselor. Remember to use the Abilities appointment letter which can be found on the G Drive under Intensive Services – WTP forms. During this Abilities screening appointment, the following will be discussed:

- The customers barriers to Self-Sufficiency
- Participation in the Welfare Transition Program
- Goals of the Welfare Transition Program
- How the Welfare Transition Program can assist the customer
- What is required of all customers facing medical issues
- Cash assistance time limits
- Making the customers temporary cash assistance benefits last a lifetime
- The road to receiving Social Security benefits
- Potential activities customers can attend
- Focusing on their abilities and reaching for self-sufficiency together

During this screening appointment the Specialized Career Counselor is getting acquainted with the applicant/customer and learning as much as possible about the medical limitations the customer is stating they have. Listen and observe the person, watch how they walk, move, sit and talk. Get a good history, to include past treatment, medications, general limitations caused by the medical problems, and names of treating physician(s). Once completed, all information will be documented in the OSST case notes.

Medical Verifications forms (Abilities forms):

The applicant/customer will be provided with an Abilities form during the screening appointment.

If the customer has physical and mental problems, it is especially important to request two medical forms to document both conditions. Staff should ensure the medical form is filled in with the staff's name and contact information prior to sending, faxing or providing to the applicant/customer/physician. The customer must also sign the release form in order to send the form directly to the physician.

After the medical form is returned, the Specialized Career Counselor will contact the Doctor(s) or nurse to verify the information on the Abilities form is correct as well as inform the Doctor about the Welfare Transition Program requirements, the time limits, and discuss what the customer "can do". Many times the Doctor does not understand the Abilities form and/or Welfare Transition Program and completes the form as the patient directs. Once completed, all information from the conversation will be documented in the OSST case notes.

When needed, the Supervisor will review any medical documentation the Specialized Career Counselor may have questions on and help to decide if the case will be deferred.

Alternative Plan Development:

During the Alternative plan meeting, the Specialized Career Counselor will:

- Inform the customer that a face-to-face interview will be required monthly.
- Review any submitted Abilities forms obtained from the Doctor(s). Inform the customer that the Abilities form must be updated at least every three months or more often if deemed necessary.
- Explain the difference between "deferred" and "exempt."
- Set the stage for a good relationship so there will be no misunderstanding of requirements for compliance.
- Discuss time limits at each alternative plan meeting with the customer.
- Ask questions such as: how the customer spends a normal day. Who cooks the meals? Who gets the children ready for school? Who shops for groceries? Who does the laundry and housework? Do they have any hobbies? Can they drive? Find out how functional and active the person is.
- Be aware that many disabled customers can suffer from mental illnesses as well.
- Be sensitive to language used to discuss their disability.

    - Be sure all deferred customers complete the referral determination guide to ensure they are screened by SAMHC as appropriate.
- Know local agencies and be prepared to refer the customer to any community agency that might be of help. This can include Arthritis Foundation, Epilepsy Foundation, and many others.
- Document all barriers and goals in the Alternative Requirement Plan (ARP).
- Document required activities and hours in the ARP as appropriate. Include appointments with Vocational Rehabilitation, etc. The ARP should be updated as changes occur.
- If the customer has a serious illness, question if application for Supplemental Security Income (SSI) and/ or Social Security Disability Income (SSDI) has been filed. If it has, find out if it has been allowed or denied and request copies of all Social Security correspondence. If no claim is currently pending, assist the customer by helping them set an appointment to file an application by calling the Social Security toll free number, 1-800-772-1213. Add this activity to the ARP also.
- Be aware that the customer may have special needs family members. Be alert to Caretaker situations, and the need for family members to apply for SSI, as well.

OSST Deferral Follow up:

Click on the active deferral link and scroll to the bottom of the screen and complete the "Add follow up record" every month.

Date follow up conducted – Is the date you are meeting with the customer.

Next follow up date – Is the next monthly appointment that you have scheduled with the customer.

Name of contact – The name of the contact person that the staff spoke to, to get this information (i.e. the customer, or the Doctor).

Customer status at follow up – Utilize the drop down options.

Standard Operating Procedure - 3

Title: Activity Suggestions for Deferred Customers

Date: April 20, 2007, updated 5-24-10; Updated 8-9-12

To: All Worknet Pinellas Program Staff Members

Activity assignment should be meaningful, within the capabilities of the customer limitations, and not against the Doctor's orders. The activity should be job related or medically beneficial in some way. After medical documentation is received determine how many hours the doctor states the customer is able to do each week, and any additional restrictions.

Show an interest in helping the customer find an appropriate assignment and talk to them about the assignment to make it an important part of each interview. Was the assignment helpful and informative? Do not give the customer a feeling that this is just "busy work."

Some deferred customers may be able to attend schooling a few hours per week. Some may be able to complete Job Smart modules, GED classes, etc. The Career Counselor will want to research what is available at the local One Stop, the library, and in the community. Be creative and fit the assignment to the customer. The customer will be more successful if they have input and buy-in to the assignment.

Activities need to be consistent with the customer's abilities. The customer can complete a variety of assessments such as the TABE test or an aptitude assessment through www.test4free.com. If scores are very low, investigate the possibility that the customer may have been diagnosed with a learning disability. The customer may need special tutoring or ABE. The customer may want to work with the local Literacy Council to learn to read. ESOL classes may be available and suitable for the customer. Parenting classes may be appropriate and are offered free by local agencies.

Inform deferred customers to be aware and cautious of work-at-home scams. There are many scams aimed at persons with disabilities. Any work at home program should be investigated with the Better Business Bureau.

GCF Global Learning offers free on-line tutorials and classes in basic computer skills, the Internet, Office 2003, Office 2002, Office 2000, Office 97, Open Source, and Life Skills. Florida Ready to Work is another web based program available that allows WT participants to gain and improve employability skills through online assessments and testing. Customers who are medically deferred can be referred to these programs. JPR credit can be given to each module completed.

Standard Operating Procedure – 4

Title: Activity Hours provided by SAMHC and Domestic Violence Partners

Date: October 26, 2006, Updated 4-21-10; Updated 8-9-12

To: All Worknet Pinellas Program Staff Members

In February 2006, the Deficit Reduction Act of 2005 was signed, which reauthorized the welfare reform law.

The New WTP rules and regulations now allow for our customers to get activity credit for the job search, job readiness, GED classes, community service, etc. they may complete while working with an SAMHC or DV agency.

The definitions are as follows:

Community Service Programs

Structured programs in which TANF recipients perform work for the direct benefit of the community under the auspices of public or nonprofit organizations. Community service programs must be limited to projects that serve a useful community purpose in fields such as health, social service, environmental protection, education, urban and rural redevelopment, welfare, recreation, public facilities, public safety, and child care. Community service programs are designed to improve the employability of recipients not otherwise able to obtain employment, and must be supervised on an ongoing basis no less frequently than daily. A State agency shall take into account, to the extent possible, the prior training, experience, and skills of a recipient in making appropriate community service assignments.

Community Service formula - Cash Assistance plus Food Stamps divided by minimum wage divided by 4.3. The number determined from this calculation is the maximum number of hours a person can be assigned to Community Service.

Example: $303.00 in cash assistance + $350.00 in food stamps divided by minimum wage ($7.67) = 85 monthly hours. This can be further broken down into weekly and daily hours as defined by the Career Counselor.

Job Search and Job Readiness Assistance

Job search and job readiness assistance comprises two types of activities.

- The first is preparation necessary for an individual to seek or obtain employment. This includes activities such as preparing a resume or job application, training in interviewing skills, instruction in work place expectations (including instruction on appropriate attire and behavior on the job), and training in effective job seeking, as well as life skills training.
- The second is substance abuse treatment, mental health treatment, or rehabilitation activities for those who are otherwise employable. Such treatment or therapy must be determined to be necessary and certified by a qualified medical or mental health professional. Some individuals in the WTP caseload are capable of getting and keeping a job but for a substance abuse, mental health, or other condition that treatment or rehabilitation activities would resolve.
- Job search and job readiness assistance activities must be supervised by the TANF agency or other responsible party on an ongoing basis no less frequently than daily.

A customer can only be placed in this activity if they are ready to actively seek employment. Until such time, the customer must comply with a different core activity, as determined by the Career Counselor and the participant.

How to document time:

The SAMHC and DV agency representative will complete an SAMHC and DV Activity time sheet.

These time sheets are to be submitted every Wednesday by 5:00pm for the previous week's attendance.

Community Service hours – This is defined as any volunteer work that is completed by the individual that benefits the community, such as keeping their transitional housing unit clean, grounds keeping, kitchen duty, housekeeping, etc.

GED classes – Document any actual time spent completing GED classes.

Other Activities hours – This is defined as job skills training, safety classes, domestic violence awareness meetings/counseling, relapse prevention, stress management, grief and loss, and any training related to keeping the customer employable while working with their SAMHC/DV issue.

Career Counselor steps to follow:

- Make sure that the Community Service Site is listed on our approved Community Service site list. If not, please obtain a Community Service agreement.
- Complete the top portion of the SAMHC and DV time sheet.
- During the applicant planning appointment, enter the customer in Community Service, GED and/or other appropriate activity with the agency site as the provider, on the Skill Development screen with an anticipated start date.

- Add Community Service, GED and/or other appropriate activity to the customer's career plan.
- They can stay in Community Service for up to 3 months. Then a review of the case must be completed.
- They can stay in Job Search and Job Readiness Assistance for 4 consecutive weeks not exceeding 6 total weeks in rolling 12 month period.
- The SAMHC/DV Representative would complete the bottom portion of the SAMHC and DV time sheet, separating the Community Service, GED and other appropriate activity hours making sure the form is signed.
- The customer would be responsible for turning these timesheets in weekly, no later than Wednesday 5:00pm for the previous week.

For the SAMHC and DV Agencies we will only accept reverse referrals, as long as they are actively receiving cash assistance and they are a mandatory customer.

Standard Operating Procedures – 5

Title: Transportation options for persons with disabilities

Date: May 23, 2006, updated 5-24-10; Updated 8-9-12

To: All Worknet Pinellas Program Staff Members

Worknet Pinellas

Supplemental Nutrition Assistance Program (SNAP) or the Welfare Transition Program (WT): Based on Disability Navigator's or Business Service's assessment, staff should link the persons with disability with the SNAP program or the WTP (if children under 18 are present in the home). If interested in these programs, the customer will complete the online application for DCF benefits. Cash/Welfare Transition applicants can be provided transportation services through the WTP program during their application process. Food stamps recipients when working with the SNAP program can be provided a Food Stamp Reimbursement which assists with transportation costs. For further clarification, please contact a WTP or SNAP staff member.

PSTA

Demand Response Transportation (formerly DART)

Provides pre-scheduled transportation for shopping, medical care or visits, work or school. Transportation on a regular basis for medical care, work or school may be subscribed. DART provides wheelchair service. No emergency transportation (like to a hospital). Persons must be disabled and have a doctor's certification that they are unable to use public bus. Identification card is required and there is a minimal cost of $ $4.00 each way that is payable in cash form at the time of transport. An application can be obtained by calling (727)540-1800. Please note: the application process can take up to 21 days.

Disabled Special Citizen Program

Allow eligible disabled persons to ride PSTA's regular bus routes for a reduced fare by presenting a PSTA issued Disabled Special Citizen Photo ID upon boarding. Cost is minimal with the special citizens pass. Applications must have a doctor's verification and mailed to PSTA for processing; address to

PSTA Special Citizen Program, 3201 Scherer Drive, St. Petersburg, FL 33716. The application form can be downloaded at:

http://www.psta.net/PDF/disabilityprgmapp.pdf

GREATER PINELLAS TRANSPORTATION MANAGEMENT SERVICES

GPTMS coordinates the Transportation Disadvantage Program. Persons with disabilities can apply for transportation to essential destinations such as doctor's offices, medical clinics, grocery stores, banks, etc. Eligible persons choose their own transportation providers from a list of participating vendors. GPTMS also manages the Medicaid Transportation Program which is State funded and provides medical transportation only with a 72 hour notice and 100% covered through Medicaid. To qualify for the program, customers must show they have no other means of transportation, including family, friends, or the bus system, and also have income of less than 200% of the Federal Poverty level. Once qualified, persons call a certain telephone number at least 24 hours ahead of time to arrange transportation. The cost per ride is $3.00 each way, and is due in cash at the time of the ride. A 31-day unlimited bus pass is also available for the cost of $ $8.25 per pass for qualified individuals. There is also a special citizens pass for a reduced cost if the customer is on Social Security or has a Special Citizens ID issued by PSTA. Wheelchair transportation is also available, if necessary.

To see if customers qualify, they must fill out an application form: http://gptms.com/contactus/form.pdf , or call 545-2100 and ask for one to be sent or, a customer may write to:

COMMUNITY TRANSPORTATION SERVICES
7740 66th St. NORTH
PINELLAS PARK, FLORIDA 33781

FLORIDA RIDE

Florida Ride, Inc. is an independently owned and operated transportation provider. This company provides local adult day training, non-wheelchair transport and other local transportation to and from agencies that provide services for persons with disabilities, job sites and other destinations. Costs is determined by distance and number of persons transported. Several agencies have contracts through this company. Website for this company is www.floridaride.com.

Standard Operating Procedures – 6

Title: How to contact Social Security to file and application

Date: April 20, 2007, Updated 8-9-12

To: All Worknet Pinellas Program Staff Members

Customers may walk into any Social Security Office and can transact business in person. However, without an appointment, that person will have to take a number and possibly wait long hours to see a Claims Representative, (equivalent of Career Counselor).

OR

Any Social Security business can be started with a phone call to the Social Security "800" number. This number should be given to anyone with questions about Social Security. This includes scheduling appointments for filing an application for Supplemental Security Income (SSI) and/or Social Security Disability (SSD) claims, applying for social security numbers, general information, etc. Help is available in Spanish as well as English. The toll free number is answered from 7:00 AM – 7:00 PM on business days. There is also an automated service 24 hours a day to request forms or mailed information. This number should be made available to Support Staff and all Career Specialists. The number is:

Phone 1- 800-772-1213

People who are deaf or hard of hearing may call our toll-free TTY number, 1-800-325-0778 this number is also available 7:00 AM – 7:00 PM on business days.

Customers can also visit www.ssa.gov for additional information on Disability & SSI. Customers can also apply for SSDI online by going to the Qualify & Apply portion of the SSA Disability & SSI section of the website.

IMPORTANT: SSI is not retroactive to months prior to filing. By calling the 800 number to schedule an appointment to file a claim, the filing date is protected as of the date of the call.

During an interview, the Career Counselor may wish to assist the customer by calling this number to schedule an appointment for filing for disability. The customer must be present at the time of the call as SSA will not give confidential information over the phone and will verify identity of the customer.

Customers will be assigned to an appointment at a local SSA office based on their ZIP code. If they have no transportation or are too sick to go in person, and have a phone, they may request that SSA schedule a "Teleclaim." The caller will then be told a time that a Claims Representative will call them and complete all paperwork by phone. The forms are mailed to customer who will finish completing any needed information, sign and then mail back all paperwork. A stamped, return address envelope is included. The Career Counselor may wish to offer assistance to customers in completion of any forms.
Another helpful option, especially for information, is the Social Security Web site**: http://www.ssa.gov/** on the Internet. This Web site has information about qualifying for all types of benefits, including disability, and work incentive programs for the disabled such as Ticket to Work. It is very comprehensive and user friendly.

SSDI AND SSI PROGRAMS

The Social Security SAMHCinistration is responsible for two major programs that provide benefits based on disability: Social Security Disability Insurance (SSDI), which is based on prior work under Social Security, and Supplemental Security Income (SSI). Under SSI, payments are made on the basis of financial need.

Social Security Disability Insurance (SSDI) is financed with Social Security taxes paid by workers, employers, and self-employed persons. To be eligible for a Social Security benefit, the worker must earn sufficient credits based on taxable work to be "insured" for Social Security purposes. Disability benefits are payable to blind or disabled workers, widow(er)s, or adults disabled since childhood, who are otherwise eligible. The amount of the monthly disability benefit is based on the Social Security earnings record of the insured worker.

Supplemental Security Income (SSI) is a program financed through general revenues. SSI disability benefits are payable to adults or children who are disabled or blind, have limited income and resources, meet the living arrangement requirements, and are otherwise eligible. The monthly payment varies up to the maximum federal benefit rate, which may be supplemented by the State or decreased by countable income and resources. See http://www.socialsecurity.gov/notices/supplemental-security-income/text-benefits-ussi.htm for an explanation of SSI benefit payment rates.

The medical requirements for disability are the same for both the SSDI and SSI programs. Social Security pays only for total disability. No benefits are payable for partial disability or for short-term disability. The disability must last or be expected to last for at least one year or to result in death. The applicant must be unable to do past work or be unable to adjust to any other work, due to age, vocational experience and medical factors.

SSA contracts with a state agency, Disability Determination Services or DDS, to make the medical decisions on initial claims and the Reconsideration portion of the appeals process. This agency's employees are trained in SSA law concerning medical decisions and have a staff of doctors to review each case. The DDS may send a person for a "Consultative Examination" to an independent doctor if enough information is not available from a person's own doctor to determine disability. If so, DDS will make all arrangements and there is no charge to the person.

After the medical issues are decided, the claim for SSDI and/or SSI will go back to the originating Social Security Office for processing.

SOCIAL SECURITY APPEALS PROCESS

The Social Security SAMHCinistration (SSA) wants to be sure that every decision made regarding a Social Security or Supplemental Security Income claim is correct. All the information in a claim is considered before a decision is rendered regarding eligibility or benefit amount. If SSA decides a person is not eligible or is no longer eligible for benefits, or that the amount of payment should be changed, SSA sends a notice explaining our decision.

If an individual disagrees with the decision, they can request a review. This is called an "appeal." The request for an appeal must be made in writing within 60 days (plus 5 days mailing time) from the date of the notice they receive. Under certain conditions, an extension of this time frame can be granted. There are four levels in the appeals process.

They are:
RECONSIDERATION: Reconsideration is a complete review of the claim by someone other than the individual who made the original decision. All evidence, plus any additional evidence submitted, will be reevaluated and a new decision will be rendered. If an individual disagrees with the reconsidered decision, they can choose to go to the next level of the appeals process.

HEARING: A hearing will be conducted by an SAMHCinistrative Law Judge (ALJ). The individual and/or their representative may come to the hearing and present their case in person. The ALJ will evaluate all the evidence on record, plus any additional evidence brought to the hearing, and will render a decision. A "Notice of Decision" will be issued to the individual and their representative. If they disagree with the hearing decision, they can choose to go to the next level of appeal.

APPEALS COUNCIL: The Appeals Council may decide to issue its own decision, remand the case to the ALJ to issue another decision, or allow the ALJ's decision to stand. The appellant will receive a copy of the Appeals Council's action.

FEDERAL COURT REVIEW: If the claimant disagrees with the Appeals Council's action, he or she has the right to file a civil suit in Federal District Court.

The average amount of time needed to process a hearing request during Fiscal Year 2005 (October 2004 through September 2005) was 443 days. .

SSI DISABILITY CASE MANAGEMENT REMINDERS

- Request a copy of “Receipt of Application for SSI Claim” letter for the file. If the customer has not furnished a copy of the letter to Dept. of Children and Families, it is a courtesy to fax this to them.
- In OSST, change the deferral status to “SSI Applicant”.
- Be sure the Alternative Responsibility Plan (ARP) contains information about the SSI claim, and medical responsibility issues and barriers as discussed with the customer. This should be kept updated.
- Notify the Dept. of Children and Families to change the AGPI code in the Florida system to “02”. This identifies the case as a SSI applicant.
- Check ARCA in the Florida system to keep track of the months the customer has left. The customer may be eligible for a SSI extension rather than Hardship extension in the last six months of time limits.
- Remember that once the customer is on a SSI extension, this can only be continued as long as an “appeal” is pending. If the customer files a new application during SSI extension, notify DCF immediately. It is up to them to determine if a hardship extension is appropriate and to handle any overpayment involved.

Standard Operating Procedure – 7

Title: Exemptions to Work Activities

Date: April 20, 2007, Updated 8-9-12

To: All Worknet Pinellas Program Staff Members

Caretaker Exemption (Need for Care)

Individuals, who are deferred due to having the primary responsibility of caring for an individual family member with a disability, may be eligible for a caretaker exemption through the Department of Children and Families.

All individuals who report having to care for a family member with a disability full time, should complete a Need for care form. This form will need to be completed by the disabled persons Doctor and returned to the Deferred Career Counselor for review and forwarding to the designated DCF representative for caretaker exemption. If the person declines to apply for exemption, then participation in work activities is mandatory and all time limits apply.

Although these individuals are not subject to time limits and are exempt from work registration, it is anticipated that staff may continue to see people who may become caretakers following approval for cash benefits. All persons in this category obtain a need for care form from their Career Counselor which will be completed by the customer and the customer's doctor and returned to the Deferred Career Counselor who will then review the form and forward to DCF for processing and exemption. The Deferred Career Counselor will monitor the case until such time as the exemption is approved or they are notified that the individual does not meet caretaker requirements. If it is decided that the individual does not qualify for caretaker exemption, the individual will be required to participate in work activities.

Social Security Recipients

Any cash recipient who is receiving Social Security Benefits will not be subject to time limits and will be exempted from participating in work requirements. If the person is in a two-parent household, the family is considered a one-parent family for the purpose of work activities. If both parents in a two-parent household are

receiving Social Security Benefits, the family is considered exempt from work requirements. If cases such as this are referred to us, notify DCF of the possible error.

Minor Children Under 16

Any child under 16 who is on cash assistance is not subject to work requirements and is considered exempt. These children are required to be in school, however and fall under learn-fare rules. Learn-fare requires that any child under 20 who has not graduated from high school or obtained a GED must attend either high school or a GED program. If they fail to attend, a sanction will be placed on the cash assistance for the family until such time as they do attend. The exception is if the child withdraws from school. In these cases, the child may be treated as an adult and will be required to participate in a countable activity.

Standard Operating Procedures – 8

Title: Domestic Violence

Date: April 20, 2007, Updated 8-9-12

To: All Worknet Pinellas Program Staff Members

Domestic violence is a serious issue that Career Specialists should not take lightly. All applicants will be screened for domestic violence using the Referral Determination Guide.

Any person who states they have domestic violence issues will be referred to the domestic violence provider. A call may be placed to the Shelter to make an immediate referral should the applicant/customer indicate current and immediate danger and desire intervention. Should the applicant/customer elect not to contact the shelter, a referral to the SAMHC representative at the site should be offered.

CASA

Will assist any customer in Pinellas County. The unwritten rule is that they serve customers south of Ulmerton Rd.

CASA Contact Numbers:

Crisis Line – 895-4912 x1

Outreach – 895-4912 x100

HAVEN

Will assist any customer in Pinellas County. The unwritten rule is that they serve customers north of Ulmerton Rd.

24 hour hotline 442-4128

For staff only: Contact: 442-4129, Fax# 461-5057

Florida Coalition Against Domestic Violence: http://www.fcadv.org./

Florida Domestic Violence Hotline: 1-800-500-1119

Domestic violence cases may have two files created.

1. The normal E-file kept by the Career Counselor, and
2. A separate manila hard copy file, kept in a locking 2-drawer filing cabinet in the Supervisors office. All information relating to any domestic violence situations will be placed in the separate file including the assessment page on domestic violence, all correspondence relating to domestic violence such as the safety plan, and any contacts to the DV provider. The only people allowed to access this filing cabinet are the Supervisor and the Programs Coordinator. If a file is needed from this cabinet, or a file needs to be placed in this cabinet, the Career Counselor will request one of the above persons place the file in or obtain the file from the cabinet.

All cases with DV issues will be kept confidential. At no time will any information kept in the manila file be disclosed without prior approval from the Programs Coordinator.

Customers needing to move from the CASA shelter to the CASA transitional housing will no longer receive relocation. The cost of the move from the shelter into transitional housing is estimated at: $200 for electric, $104 for water, $100 security deposit = $404 and could be paid through incentive dollars. CASA will provide a copy of the customers “transitional plan” to the Career Counselor.

What is domestic violence?

Domestic violence is abusive or coercive patterns of behavior used to control an intimate a partner and/or other family members. It includes the use of physical, sexual, psychological/emotional abuse and economic coercion. Victims of domestic violence stay in the situation out of fear of consequences if they were to leave. In many instances, the person committing the acts of violence may tell the victim that if they leave, harm will come to them, or other family members.

Safety Planning

A safety plan addresses the range of abuser-generated risks faced by the victim(s), not just physical risks. The plan may include strategies for staying in or leaving the relationship.

How can you determine if someone may be a victim? Here are some clues:

Misses appointments frequently or frequently late

Bringing husband/boyfriend to all appointments or to assigned activities

Leaving appointments or activities early frequently

Bruises, cuts, burn marks or other injuries

Nervousness on the work site, frequently looking around

How do you approach the victim?

Tell the person that part of your intake process is to screen for violence and abuse, as it is common. Do they have any abuse or violence in their personal situation?

Tell the person that you are aware that this is very personal, but you are concerned for his/her safety – Is someone hurting you or your children? Is someone interfering with your ability to work? Has your partner ever hit you? Is it safe to go home today?

If during the conversation, it appears there are domestic violence issues, explain that you are concerned for their safety and want to help. Ask if he/she would like to call the Haven or CASA and allow privacy for this. Work with the client and DV representatives as above.

WT Standard Operating Procedure

Incentives & Support Services

1) WT Program Incentives
2) JARC II Gas Card Program
3) MICROIX MIS and ITA Voucher Creation
4) Voucher Validation and Staff Release to Pay Training Vendor
5) MICROIX Credit Card and Check Request Process
6) Provision of WTP Child Care
7) Federal Bonding Program
8) Cash Assistance Severance Benefit
9) Interpreting Services

Standard Operating Procedure - 1

Title: WT Program Incentives

Date: September 9, 2009; Revised April 12, 2010; Updated April 5, 2011; Updated June 28, 2011; Updated 08-15-12

To: All Worknet Pinellas Program Staff Members

Purpose: To provide guidance and overview of WT program incentives and distribution:

- Customer Performance Benchmarks
- Distribution of Incentive Cards
- OSST Entry and File Retention

INCENTIVE SUMMARY

General: WT program staff will provide WT customer incentives based upon their need AND attainment of performance benchmark(s). Customers are to be informed that program performance incentives are only to be used to support their continued participation within their training program or assist with their successful retention of secured employment. Additionally, WorkNet incentives/assistance is subject to availability of funding and is not a customer entitlement.

Customer needs are divided into three categories (Transportation, Ancillary & Training). Specific maximum limits and the required supporting documentation of need are included on the attached "Incentive Process - Customer Need & Maximum Amount Grid".

1) Transportation Assistance – (**based upon customer statement of need)**
   a) Applicant customers - no transportation assistance available
   b) Mandatory customers -
      i) Only available to customers who are in training, work experience and/or are employed 25 hours/week or more. Customers must complete their required hours of vocational training, GED, on-the-job training, work experience or be employed and maintain compliance with the program.

(1) If the customer misses one week of training/work experience hours due to holiday breaks (i.e. spring break), documented illness or other similar reason, staff must receive supervisory approval before providing an incentive card.

(2) GED may be a stand alone activity for a Teen Parent but youth must attend full time at 25 hours or more.

(3) GED may be a core plus activity for an Adult in combination with a core activity but full time attendance must be maintained.

ii) Two parent household customers -

(1) Both referred parents must be in compliance with the program and one parent must be in vocational/on-the-job training, work experience or employed. Only the parent in vocational/on-the-job training, work experience or employed is eligible for the incentive.

(2) If one parent is not in compliance, then the other parent is not eligible to receive an incentive, because the total household is not in compliance.

(3) If both referred parents are in vocational training, GED, on-the-job training, work experience or employed and maintain compliance with the program., then both parents are eligible to receive individual cards (two parents, two cards).

c) Transitional customers - Months 1- 6 only **(**no transportation incentives are available during months 7 – 24)

i) Must maintain their employment.

ii) May also assist with vocational training if employment is maintained.

iii) Assistance can be distributed quarterly at $150.00 as long as customer meets WT Transitional eligibility during the time of review and dispersal (except for the 1st month of their transitional eligibility).

2) Ancillary Assistance – (based upon documented customer need AND attainment of a customer performance benchmark)

a) Only the needs listed below will be considered.

i) Clothing for employment

ii) Uniforms (Work related)

iii) Tools (Work related)

iv) Vehicle Repair (Vehicles not exceeding 10 years of age)

v) Vehicle Insurance, Registration, Tags, Plate (Not including taxes or impact fees)

vi) Utility Assistance

b) Applicant customers – no ancillary assistance is available

c) Mandatory customer annual cap is $400 from 7-1 to 6-30

i) Only available to customers who are in training, work experience and/or are employed 25 hours/week or more. Customers must complete their required hours of vocational training, GED, on-the-job training, work experience or be employed and maintain compliance with the program.

ii) Two parent households:

(1) If one parent meets a benchmark, then the other parent must be in compliance with the program as determined by their monthly total hour requirement in order for the parent (who is requesting the incentive) to be eligible to receive an incentive.

d) Transitional customer cap is $200 for months 1-6 (no ancillary assistance is available during months 7 – 24)

i) Must maintain their employment.

3) Vocational/On-the-Job Training Assistance/GED -

a) Is available to all open Mandatory customers & Transitional customers (months 1 - 24)

b) OJT or vocational training/tuition costs or cost of GED exam will be completed through an OJT Contract or the Individual Training Account (ITA)/voucher process.

c) Vocational Training needs will be included in the $3500 maximum ITA cost. This includes only required items to complete the training program i.e. tuition, fees, licensure, books, uniforms, tools, etc.

d) Cost of GED courses will be covered with incentives cards awarded for maintaining attendance and documenting progress in their GED training.

i. Customer will submit documentation of successful completion and progress of previous quarter.

ii. Can be issued to customer for part of full time GED attendance.

iii. Invoice from Pinellas County School Board is required

iv. Cap for this expense is $90 per fiscal year and incentives may be used as follows:

a. $30 at the end of the first quarter of successful completion of GED and documenting progress.

b. $30 at the end of the second quarter of successful completion of GED and documenting progress.

c. $30 at the end of the third quarter of successful completion of GED and documenting progress.

v. This expense will be included in the $3500 maximum ITA budget

Customer must be in compliance with all assigned activity hours as stated on IRP.

STANDARD BENCHMARKS AND INCENTIVE AMOUNTS FOR ANCILLARY NEEDS:

Staff members are to utilize the following guidelines when authorizing the use of incentives to address customer ancillary needs (this does not include transportation):

- Customers must obtain a benchmark and submit written documentation for an ancillary need to be addressed. Please see the "Incentive Process - Customer Need & Maximum Amount Grid".
- Can not authorize/approve more than one ancillary need type per year (7-1 to 6-30)
- Only address ONE customer ancillary need per customer per month.

Standard incentive benchmark amounts (listed below) will be the norm used by WT staff. However, on a case by case basis and unless otherwise indicated, WT staff may request a variance based upon staff assessment and supervisory approval. In all cases, the increase of a standard incentive benchmark amount will require supervisory approval up to the limit indicated on the "Incentive Process - Customer Need & Maximum Amount Grid" attached to this SOP.

1) Staff may decrease the standard maximum benchmark amounts based upon case management assessment and the submitted documentation showing the need does not justify or is less than the standard maximum amount.
2) Staff may request to increase the standard maximum benchmark amounts based upon case management assessment of customer need or emergency need demonstrated by customer.

Mandatory Customer Benchmarks - $400.00 Annual Cap (7-1 to 6-30)

Employment Benchmarks:

1) Attainment of part time employment (25 to 31 hours/week) with wage of $9.25/hr or higher.	**Up to $50.00**

a) Distributed based on a request by the customer.
b) Must provide required documentation of the need.
c) Requires completed and signed employment verification form or pay stub.
d) Must be distributed to the customer within 10 days of their actual employment start date.
e) Must verify customer actually started the job.
f) Does not include self employment.

2) Attainment of full time employment (32 hours/week or more) with wage of $9.25/hr or higher.	**Up to $100.00**

a) Distributed based on a request by the customer.
b) Must provide required documentation of the need.
c) Requires completed and signed employment verification form or pay stub.
d) Must be distributed to the customer within 10 days of their actual employment start date.
e) Must verify customer actually started the job.
f) Does not include self employment.

3) Attainment of employment (25 or more hours/week).	**Up to $25.00**

a) Distributed based on a request by the customer.
b) Must provide required documentation of the need.
c) Requires completed and signed employment verification form or pay stub.
d) Must be distributed to the customer within 10 days of their actual employment start date.
e) Must verify customer actually started the job.
f) Does not include self employment.

4) Submission of first full pay stub showing 35 hours/week or more	**Up to $50.00**

a) Distributed based on a request by the customer.
b) Must provide required documentation of the need.
c) Does not include self employment.
d) Must be distributed to the customer within 10 days of the employer pay date.

Training Benchmarks:

5) Successful enrollment into and start of a training program	**Up to $50.00**

a) Distributed based on a request by the customer.
b) Must provide required documentation of the need.
c) Requires proof of enrollment and one completed week of training time sheet.
d) Must be distributed to the customer within 14 calendar days of their actual training start date.

6) Successful completion of training or certificate program	**Up to $100.00**

a) Distributed based on a request by the customer.
b) Must provide required documentation of the need.
c) Requires a copy of degree, diploma, certificate or licensure
d) Must be up to date on time sheets and currently in compliance with IRP.
e) Degree, diploma, certificate or licensure must be received while Mandatory in the WT program.
f) Incentive must be distributed to the customer while Mandatory in the WT program.
g) May require a copy of school transcripts or progress reports

7) Successful enrollment into and start of a work experience program	**Up to $50.00**

a) Customer must complete at least 2 full weeks per calculation and IRP.
b) Customer must have also completed all assigned Core Plus hours for those same 2 weeks (If applicable).
c) The Work Experience site must have completed the verification process
d) Distributed based on a request by the customer
e) Must provide required documentation of the need
f) Incentive must be distributed to the customer while Mandatory in the WT program
g) Customer cannot be attending the same work experience site for more than 90 days

Transitional Customer Benchmark (Cap $200.00 for TS months 1-6 only):

1) Monthly Retention of employment (TS months 1-6)	**Up to $50.00**

a) Distributed based on a request by the customer.
b) Must provide required documentation of the need.
c) Must be Transitional Services eligible.
d) Must be distributed to the customer before the 10th of the following month.
e) <u>No ability to increase the benchmark incentive amount via supervisory approval.</u>

INCENTIVE DISTRIBUTION AND STAFF HANDLING:

1) Staff will be issued a set inventory of various dollar amounts of incentive cards in the form of Visa Bank cards
2) Staff must retain their incentives in a secure lockbox inside a locked drawer in their respective offices to maintain security and control.

3) Staff is responsible for managing their incentive card inventories. Each incentive card has a control number which will be used to track and manage.
4) Incentive card supplies are issued and signed out by the Finance department
    a. An incentive inventory log sheet is created by Finance for a batch or specific distribution of a range of incentive cards. The Finance department will have the staff sign for received supplies and sign back in returned logs when requesting additional inventory as incentives are used.
    b. Staff will retain a copy of the log sheets for their records and tracking.
    c. A customer log sheet is created by Finance and provided to the staff to use when providing incentives to the customer.
        i. The staff will maintain and ensure complete/correct recordkeeping when incentives are used.
        ii. Required information on each line based upon incentive card number:
            1. Card number – pre-defined by Finance
            2. Print Customer Name to include first and last name
            3. Signature of Customer to include first and last name
            4. Customer SSN
            5. Funding for Card = WT, WIA DW, WIA Adult, etc
            6. Customer Activity = Training (generally)
    d. Staff will review their incentive supplies on a bi-weekly basis.
        i. Manage their incentive card inventories.
        ii. Decide when to request additional cards through Finance.
        iii. Alert Finance of need. Arrange to meet with Finance.
        iv. Bring completely filled in customer logs to give to the Finance department.
        v. Sign back in the used incentive inventory sheets.
        vi. Sign out new supplies using new incentive inventory sheets.

OSST ENTRY: Transportation Incentives

1) In the Service Plan screen on OSST
    a) Mandatory – Benchmark 9
    b) Transitional – Benchmark 4
2) Providers will be entered as follows:
    a) Mandatory customers
        i) Barry St - WorkNet 402, FEID 402, Phone number 727-324-2520
        ii) South County - WorkNet 400, FEID 400, Phone number 727-608-2300

b) Transitional customers (including mail out)

i) Barry St - WorkNet 402, FEID 402, Phone number 727-324-2520

ii) South County - WorkNet 400, FEID 400, Phone number 727-608-2300

3) Cost category entry:

a) Tracking number – Type in the Transportation

b) Cost Type – Pick Transportation

c) FMTS code - Pick the closest choice (Customer support services, Unemployed customer work related transportation, etc)

d) Date – Date card is provided

e) Cost – Cost of the card(s) provided

4) Enter a case note. Sample case notes:

INCENTIVE ISSUED: Customer issued 1 $25.00 incentive card # 1451. Customer verbally stated a need for assistance with transportation.

OSST ENTRY: Ancillary Incentives

1) In the Service Plan screen on OSST

a) Clothing – Clothing

b) Uniforms – Clothing

c) Tools – Tools

d) All Vehicle Related Services – Benchmark 6

e) Utility assistance – Benchmark 8

2) Providers will be entered as follows:

a) Customers and mandatory customers

i) Barry St - WorkNet 402, FEID 402, Phone number 727-324-2520

ii) South County - WorkNet 400, FEID 400, Phone number 727-608-2300

b) Transitional customers (including mail out)

i) Barry St - WorkNet 402, FEID 402, Phone number 727-324-2520

ii) South County - WorkNet 400, FEID 400, Phone number 727-608-2300

3) Cost category entry:

a) Tracking number – Type in the need. Be Specific. (Ex: Utility Assistance, car repair, clothing, work uniforms, etc.)

b) Cost Type – Pick the closet choice (Clothing, tools, other)

c) FMTS code - Pick the closest choice (Customer support services, Unemployed customer work related transportation, etc)

d) Date – Date card is provided

e) Cost – Cost of the card(s) provided

4) Dates will be entered as follows:

a) Anticipated begin date -- the date the need was demonstrated by the customer

b) Anticipated end date – 2 weeks following the approval date

c) Actual begin date -- Date the incentive was approved

5) Case notes will be entered as:

a) Sample case note to be entered by staff approving the customer incentive:

INCENTIVE APPROVED: Approved customer to receive incentive in the amount of $25.00. Customer attained WT benchmark and has indicated the appropriate need of _____. Incentive awarded for attainment of employment 25 – 31 hours @ $9.25 per hour. Customer has been notified to pick up incentive card no later than _____. (2 weeks after the approval date).

b) **Sample case note to be entered by staff issuing the customer incentive:**

INCENTIVE ISSUED: Customer issued 1 $50.00 incentive card to assist with the cost of a utility bill. The following benchmark has also been met: _____.

6) Closing the service on OSST Skill Development Screen:

a) Click on the open service coinciding with the incentive card

b) Reason for service Outcome – Completed

c) Actual End date – The date the card was given to the customer. This date should match the date on the log

7) E-Filing (by staff approving the customer incentive):

a) Back up documentation as listed on the Need Grid is to be e-filed upon approving the incentive card

E-filling must be completed prior to the incentive card being issued

WT Incentive Process -
Customer Need & Maximum Amount Grid

Transportation Needs: Assistance of this type is based upon customer need AND completion of required attendance of vocational/on-the-job training or employment.

Type of Need	Incentive cap	Required documentation
Transportation (training & employment)	Up to $25.00/bi-weekly	• Customer verbal statement of the need

Ancillary Needs: no more than one time per fiscal year (7-1 to 6-30) per type
Assistance of this type is based upon customer need AND attainment of a performance benchmark(s)

Type of Need	Incentive cap	Required documentation
General Clothing for Full or Part-Time Employment (to include uniforms)	Up to $100.00	• Written statement of need • Employer dress code/letter from employer • Completed & verified employment verification
Tools (employment related)	Up to $100.00	• Written statement of need • Letter from employer
Vehicle Repair ****Vehicles not exceeding 10 years of age.**	Up to $250.00	• Written statement of need • Two written estimates from licensed car repair centers/shops • Valid Florida vehicle registration, Insurance card, and Drivers license in customers name
Vehicle Insurance	Up to 1 month premium, not to exceed $100	• Written statement of need • Written estimate of premium from insurance carrier • Valid Florida vehicle registration and Drivers license in customers name
Vehicle – Registration, Tags, Plate ****Will not cover taxes or impact fees.**	Standard DMV cost for registration, tag, plate, not to exceed $250	• Written statement of need • Written estimate from DMV office • Valid Florida Insurance card and Drivers license in customers name
Utility Assistance	Past due or current amount Up to $150	• Written statement of need • Copy of the utility bill with breakdown of cost.

Vocational Training Needs:
Are to be included in the $3500 maximum Individual Training Account (ITA) and are to be addressed through the ITA/Voucher process. Worknet is able to fund up to a 2-year program for up to $3500 ITA per year.

Type of Need	Incentive cap	Required documentation
Tuition, fees, licensure	Included in the ITA	• Class supply list
Books	Included in the ITA	• Book supply list
Uniforms	Included in the ITA	• Class syllabus, class supply list
Tools, supplies	Included in the ITA	• Class syllabus, class supply list

Incentive Card – WT Customer Performance Benchmark Summary

Benchmark	Monthly Incentive Cap	Required Documentation
Attainment of Part-Time Employment (MN Case): 25-31 hours at $9.25/hr or higher	Up to $50.00	• Verified EV form showing hours, wage and begin date (No Self-Employment) • Must be w/ in 10 days of begin date
Attainment of Full-Time Employment (MN Case): 32 hours or more at $9.25/hr or higher	Up to $100.00	• Verified EV form showing hours, wage and begin date(No Self-Employment) • Must be w/ in 10 days of begin date
Attainment of Any Employment (MN Case)	Up to $25.00	• Verified EV form showing hours, wage and begin date (No Self-Employment) • Must be w/ in 10 days of begin date
Submitting first full pay stub (MN Case): Does not include Self-Employment	Up to $50.00	• Showing 35 hrs per week or more (No Self-Employment) • Must be within 10 days of the pay date.
Attainment of Part-Time Employment (MN Case): 25-31 hours at $9.25/hr or higher	Up to $50.00	• Verified EV form showing hours, wage and begin date (No Self-Employment) • Must be w/ in 10 days of begin date
Enrollment and Start of Training Program (MN Case)	Up to $50.00	• Verification of enrollment and 1st Time sheet for 35 hours per week. • Must be issued to the customer within 14 days of actual start date.
Completion of Training Program (MN Case)	Up to $100.00	• Copy of the Degree, Diploma, or Certificate must be received while the customer is MN. • Must be in compliance with WT program.
Successful enrollment into and start of WE (MN Case)	Up to $50.00	• 2 full weeks completed per calculation • WE has been verified & approved by WN • CORE + hrs must be up to date • Must be in compliance with WT program.
Monthly retention of employment (Trans Case)	Up to $50.00.	• Monthly proof of continued employment.

Standard Operating Procedure – 2

Title: JARC II Gas Card Program

Date: May 20, 2012, updated 08-15-12

To: All WorkNet Pinellas Program Staff Members

Purpose: To provide an overview of the program and provide guidance on the distribution of pre-paid gas cards funded through the JARC II grant. This guidance will provide the following:

- Customer eligibility requirements
- Distribution of cards
- OSST entry and file retention

General: The program goal is to enhance our existing level of service by providing transportation assistance for customers within the Welfare Transition program who are actively receiving cash assistance (MN status) or employed and transitioning from welfare to work through employment (TS Status). Customers will have a financial need and use the gas cards for transportation to obtain or maintain employment and/or work-related activities to include training that will lead to employment.

Eligibility under JARC II Urban: JARC II services are available to the welfare recipient (TANF) or a former welfare transition recipient that has exited due to employment and whose household income remains below 200% of poverty. Eligible populations are defined below:

- Program Participant <u>must</u> reside, <u>work</u>, <u>go to</u> <u>school</u> or do their <u>work-related activity</u> within the defined JARC II counties or service delivery area. These are:
    - Pinellas County,
    - Hillsborough County, and

- Pasco County.

and

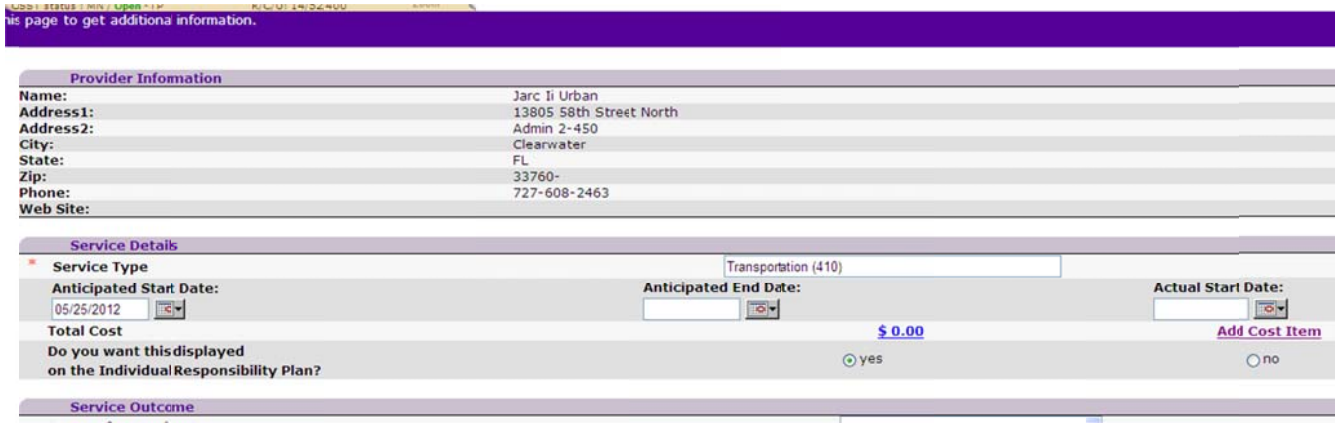
- Be an active Welfare Transition participant or an eligible transitional customer under Welfare Transition guidelines who,
  - Is receiving TANF or cash assistance in current month.
  - Is a transitional customer who remains below 150% of poverty as supported by a 150% TS tool in customer file for current month in which gas cards received and each subsequent month in which gas cards continued to be issued. Transitional customers must document continued employment during month of JARC services OR be in a 30-day break in employment documenting TS job search
  - Mandatory WT customers are eligible to receive JARC card upon completing and documenting 40 hrs of activity for each week in any given month.
    - Hours must be submitted for 4 weeks within the same month (cannot submit the last 2 weeks of one month & first 2 weeks of the next month.
    - All hours must be submitted prior to the 14th of the following month.
    - Customers may have to wait for verification of hours when required prior to receiving the card.
    - Customers must complete hours as assigned & increase the assigned hours to 40, not replace an assigned activity with extra hours. Example if a customer is assigned to 25 hours of community service and 10 hours of job skills training. A customer can not choose to complete 15 hours of community service and 20 hours of job skills training. OR the same customer cannot choose to complete 10 hours of community service, 10 hours of job skills training and 15 of job search.
    - Customers can choose to complete 160 hours in one month rather than 40 hours every week. Staff however may never assign over 40 hours weekly

NOTE: A new income determination for any noted change in family income is required. This must be documented by the completion of a new 150% tool to ensure that the employed or returning employed customer's household remains below 150% of poverty threshold. Completed tools should be placed in the customer file.

Distribution: Gas cards will be secured with a resource specialist and provided to eligible WT customers when required. WorkNet staff will issue one $50 gas card per month to support candidates' transportation needs to and from a work site, vocational training, or school providing the following conditions are met.

1. Customer must express a need for transportation assistance and need must be supported in the OSST or EFM case note;
2. Customer must be in full compliance with all program requirements including turning in time sheets or has stated assistance is needed to begin successful engagement into assigned activity
3. WorkNet staff must retain their gas cards securely in the office safe or secured location to maintain security and control.
4. JARC gas cards will be issued through the Card Tracker MIS system. Customers must sign for services at point of issuance along with staff signature (control signature needed). Please ensure the following:
    a. Customer signature is legible and auditable.
    b. Card Tracker is updated with customer Full ssn when gas cards provided. Staff must ensure customer confidentiality is managed and maintained.
    c. Use the following categories for customer PROGRAM within the Card Tracker system when issuing gas cards:
        i. JARC2, Work Act – customer is in job search, CSWE, WE, Job Smart Lab
        ii. JARC2, Training - customer is in training
        iii. JARC2 MN, Emp – customer still MN and working
        iv. JARC2 TS, Emp – customer now TS and working or 30-day JS

OSST SNAPSHOT: OSST TRANSPORTATION ACTIVITY ENTRY SCREEN



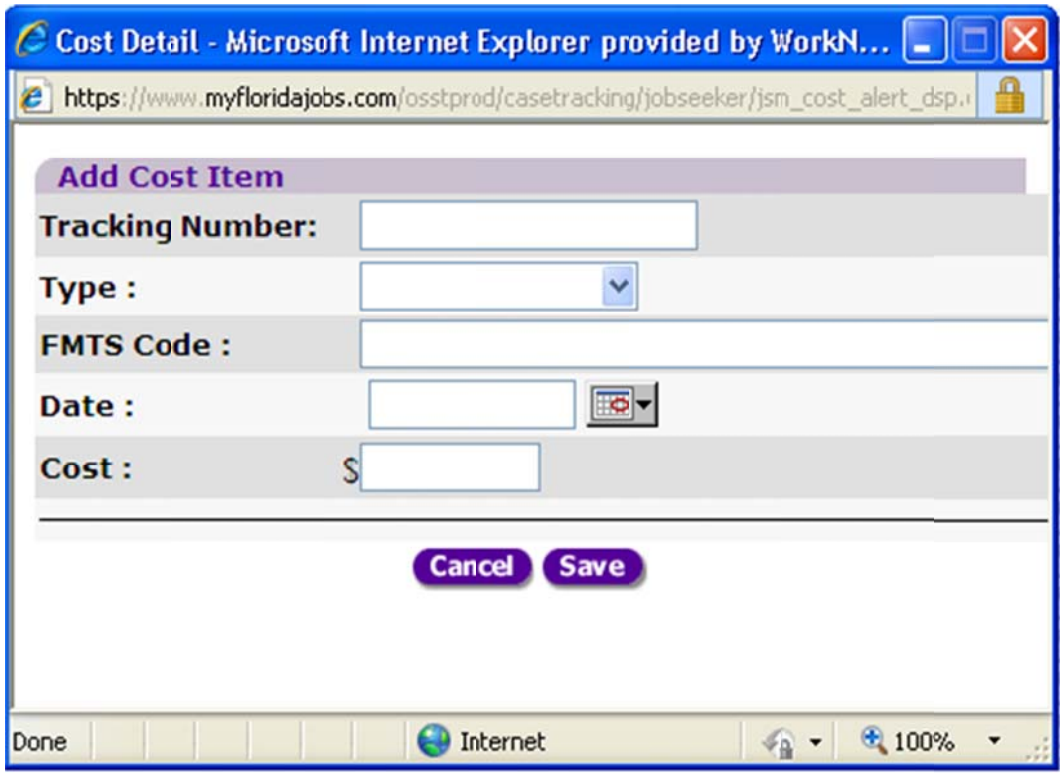
<u>OSST entry instructions</u>:

- Enter customers OSST number
- Select skill development (on left)
- Service type: if already open, select transportation – if not already there, complete the next few steps:
- Select add OSST transportation service (410) or (797 for TS case)
- Provider name for JARC I:

  JARC I Rural: Provider Telephone # 9876543210 FEID # 98765432101

- Select search
- Then select to add provider
- Select dropdown, transportation
- Complete anticipated end date (end of fiscal year)
- Complete actual start date

OSST SNAPSHOT: COST DETAIL ENTRY SCREEN



Cost detail will appear enter the following:

- Tracking number: card # from log
- Type dropdown: always select "transportation"
- FMTS code: select from the following based upon customer activity
  - "Participant Education" – if customer engaged in vocational training
  - "Participant Work Activities" – if customer engaged in job search, community service work exp, work experience or employability skill training (job smart labs).
  - "Employed Participant Work-Related Transportation" – if customer is mandatory (MN) and working. Use until customer goes transitional.
  - "Transitional Work-Related Transportation" – during first month without cash assistance as a new TS participant and customer is employed OR customer remains in transitional status.
- Date: enter date issued
- Cost: $50 or whatever the amount may be

- Select save

Next: Select case notes on the left or the Note icon at the top right in OSST. Add this OSST template case note to your retention

JARC I Service: support services issued for JARC transportation in the amount of $____; card # _____ due to customer need of _____.

Closing the JARC Transportation Activity OR the OSST Case: When closing the OSST transportation activity (410) or TS transportation activity (797), staff will use an outcome of Completed as confirmation that any past issuance

Standard Operating Procedure – 3

Title: MICROIX MIS and ITA Voucher Creation

Date: June 5, 2009, revised Sept. 3, 2009, Sept. 15, 2009, Mar. 2010; Aug. 10, 2012

To: All Worknet Pinellas Program Staff Members

Purpose:

To provide guidance and overview of Training Voucher creation and distribution:

- MICROIX Budget – TBA at a later date
- Steps to create a Training Voucher in MICROIX
- Approval, Distribution and File Retention of Participant Training Vouchers,

MICROIX System

General:

MICROIX software program will be used to create and track training budgets and vouchers or ITAs. This software uploads to the MIP or accounting system managed by the Finance team.

Each staff person is provided a unique user ID and password to access the system. Each user ID is tied to a specific Workflow and funding stream within the MICROIX system.

There are two types or levels of users or security profiles that will impact us.

- Requester – any user who can create new or edit unapproved purchase orders (ie training vouchers)
- Approver – any user set to approve a specific Workflow(s)
- Can be designated as a Requester and Approver.

Note: MICROIX is a desktop driven application. IT must install software on each needed computer to support access. System will not be available via internet or web-based connectivity..

MICROIX MIS: BUDGET

1. Click on Workflow Modules on your desktop or

2. Go to start > select PROGRAMS > MICROIX > Workflow Modules if no icon is available
3. User Log in information. Under User id, use the drop down box to find your name. The list is alphabetized by first name. Password will be provided to you by your supervisor.
4. Click Ok. You should now be logged into Microix.
5. Click on BUDGET on the left navigation menu
6. Click on folder, CREATE A NEW BUDGET"
7. Fill in the following fields and reference the "How to with screen shots"
    a. Document Description – should begin with the customer contract number and follow text guidance
    b. Workflow – select appropriate workflow for WIA Funding used.
    c. Comments – text box must contain the school/training provider and training program
    d. Effective date – should be the first day of the Program year such as 7/1/2012. This is populated by your entry on the Budget Transaction screen
8. Click on ADD button in the middle of the screen to open the budget transaction screen
9. Complete the Budget transaction entry by:
    a. You must change the begin date of the Historical Data and the Budget period to the first day of the correct Program year. Example: July 1, 2012 for Program year 2012 – 2013 or July 1, 2011 for Program year 2011 – 2012
    b. New Budget amount – enter the amount of WIA dollars that you are wanting to obligate for the entire program year for your customer. Do not include any projected incentive usage. This will be any expenses that you will do for training, training related, supported services, or fees/exams using a MICROIX voucher, check request or credit card request.
        i. .
10. Click on Budget Distribution and select most appropriate for school and period (see How to for additional guidance)
11. Click GL to add the accounting cost code.
12. Click Fund code – please ensure that you select the correct fund code for your customer's eligibility and program year in which services are being budgeted.
13. MICROIX has numeric fund codes that are created for each WIA or WTP allowable funding and program year. New fund codes are established by Finance prior the start of each fiscal year. Function – all services are to generally support customer training. Select 05 training unless other support is being provided. Function will match your OSST or EFM level of service or activity entry.
14. Contract – this is the unique identifier for the WIA or WTP customer or program participant. Ensure you review accuracy. If new participant, then click the + sign to add screen for a new contract number within the MICROIX system.

a. ADD – add the 5 digit number for customer contract using First Initial of first name and First Initial of last name + last 3 digits in the customer's social security number.

b. Second text box – enter the customer's actual first name and last name. Please ensure spelling and name matches EFM or OSST as close as possible.

i. Alternate Contract Code Creation – Process to use if Contract Code is already in use.

1. If the contract code generated as described above is already in use, then use the following for the contract code: (First initial of participant first name + first initial last name + **first** 3 of participant SSN).
2. The alternate code should be documented in case notes as follows:

a. <u>EFM Case Note Entry:</u>

Subject: Alt MICROIX Contract Creation

Case Note:

Contract code already in use for this customer based upon first initial first name and first initial last name. Will use alternate and create a new contract code for Lashonda Lumpkin using her first and last initials and the **first** three of the social security number. Note entered in the Comment section of the Microix voucher also.

b. <u>OSST Entry:</u>

Alt MICROIX Contract Creation. Contract code already in use for this customer based upon first initial first name and first initial last name. Will use alternate and create a new contract code for Lashonda Lumpkin using her first and last initials and the **first** three of the social security number. Note entered in the Comment section of the Microix voucher also.

15. Click apply to add the new transaction to your budget entry
16. Click save
17. A notification box will pop up, asking if you want to send the budget to Accounting for approval. Click yes if you want it viewed by accounting. Clicking no will enable you to edit the voucher and or to send the voucher at a later date. The budget will sit in "Edit an Existing Document" until it is sent to accounting.
18. Staff may correct or edit by clicking the EDIT button in the middle of the screen. Follow fields above to make any necessary changes.

19. Once a budget has been approved and passed to the accounting MIP system, then staff can only correct by requesting a Budget void following procedures below.
20. Request Budgets by program year for each year in which you are supporting the customer's training.

MICROIX MIS: CREATE A PURCHASE ORDER (ITA VOUCHER)

1. Referenced as an Encumbrance or Purchase order within the MICROIX or MIP systems.

2. Requirements to request a voucher:
    a. You must have a MICROIX budget entered prior to obtaining approval for a voucher.
        i. Exception will be WTP program for one time or supported services provided. The rule of thumb if it is a WTP training customer for training or training related costs, then WTP will follow these procedures
    b. You must have the case updated within the OSST or EFM systems fully to include the appropriate training activity showing training provider and projected ITA.
3. Click on Workflow Modules link on your desktop or
4. Go to start > select PROGRAMS > MICROIX > Workflow Modules if no icon is available
5. User Log in information. Under User id, use the drop down box to find your name. The list is alphabetized by first name. Password will be provided to you by your supervisor.

Note: New users, after typing in your temporary password, click on New password and create a new unique password. Remember to keep this password in a safe place.

6. Click Ok. You should now be logged into Microix.
7. Click on Purchase Order to begin the voucher creation
    a. Click Create a new Document
    b. New Document Entry form:
        i. Document number. Do not touch, this is pre-populated.
        ii. Description – Type Customer Contract Number + First Name + Last name
            1. Customer contract number = customer's first initial + last initial + last 3 digits of their SSN (ex: customer is John Smith SSN 123-45-6789. His customer contract number would be: JS789). Capital letters, no spaces.
            2. In the Description, use spaces between the Customer Contract Number + First Name + Last name (Ex: JS789 John Smith)
            3. Typing is case sensitive, so use capital letters for the first letter of the first and last names.
            4. This Customer Contract Number will support multiple search methods when retrieving document
        iii. Prepared By – will default to your name.

iv. Workflow – Change to the appropriate funding stream for the customer you are assisting (i.e. WTP for Welfare Transition, WIA for Workforce Investment Act AD, DW, etc).

v. Bill to and Ship to - Do not touch, these are pre-populated.

vi. Order Date – create date of purchase order. System defaults to system date or today's date. Generally, staff will not change this system-generated date.

vii. Require Date – date by which you will need to produce/print your purchase order (ITA Voucher).

Note: the Require Date should be the tuition/fee deadline of the participant's training based upon school enrollment paperwork.

viii. Vendor ID – Accounting Department maintains our MICROIX approved and available training providers.

1. Open drop box displaying default value of "unassigned" and scroll to the vendor needed for your purchase order (ITA Voucher).

a. Generally staff will not save or complete a purchase order request not associated with an approved vendor.

ix. Document Comments – Leave blank. This field will not populate to the final purchase order or voucher.

d. Click Save and you are finished with your request.

8. Click "ADD" at the bottom of the page to add individual line items or expenses to the new document (ITA voucher). This will open the window labeled, Add Transaction Wizard, to begin building the ITA voucher.

a. Remember you will need to create a purchase order for each separate and distinct vendor needed for a participant's training needs. Example: SPC purchase order for tuition and training items through school and separate purchase order for Barnes and Noble bookstore

Note: How you build your purchase order (ITA Voucher) is how your resulting voucher prints.

b. Enter the following required fields on the Add Transaction Wizard

i. Item No and Unit Type - Do not touch, these are pre-populated.

ii. Unit Qty – Enter '1'

iii. Unit Price – from your school quote/invoice or back up documentation, add the cost of the purchase order line item. Example: Tuition = $$3500 and enter unit price of 3500. Do not add the $ and do not add the decimal point, when you tab to the next field these will populate.

iv. Description – here you want to enter a thorough description of each line item for your transaction.

1. Example: "Tuition for Business management for Fall semester 10-8-09 to 12-31-09" or "Tuition for Nursing, Spring semester 1-12-09 to 4-20-09." or "Tuition for Medical Coding

for 10-1-09 to 12-5-09". Do Not simply write, "tuition" or "tuition for fall semester", or "tuition for fiscal year 2003"

2. Make sure to enter the start and end dates of training
3. Ensure you itemize books covered under voucher.

v. Effective date – Do not touch, this is pre-populated.

vi. Distribution – Leave blank.

vii. New Item type - Leave blank.

viii. Vendor ID – is not needed but allows user to mark each line item with the approved vendor tied to line item.

ix. GL – select the account code for individual line item

1. Fund – funding stream tied to the purchase order (ITA voucher):

Account Code	Account Title	Include:
8342	Customer Training	Tuition
8343	Customer Supp Svcs	Incentive cards, other support
8345	Training RelMaterial	Books, uniforms, tools, etc.
8346	Fees, exams, certs	Fees, exams, certifications, etc.

x. Fund – funding stream tied to the purchase order (ITA voucher). Do not touch. This is pre-populated.

xi. Function – the category of funding to be used for the created purchase order (ITA voucher)

1. Generally, all customers are being served with training services and all costs would fall under Training

xii. Contract – this is the "5-digit" Customer Contract Number. (First initial of participant first name + first initial last name +last 3 of participant SSN)

1. Participants who are first timers into the Microix system - Staff will need to click the "+" icon to right of field. Enter the Customer Contract number (capital letters no spaces). Example: JS789
2. In the Second pop up text box, enter the participant's first name + space + Last name capitalizing first alpha of each. Example: John Smith

xiii. Alternate Contract Code Creation – Process to use if Contract Code is already in use.

3. If the contract code generated as described above is already in use, then use the following for the contract code: (First initial of participant first name + first initial last name + **first** 3 of participant SSN).
4. The alternate code should be documented in case notes as follows:

a. **<u>EFM Case Note Entry:</u>**

Subject: Alt MICROIX Contract Creation

Case Note:

Contract code already in use for this customer based upon first initial first name and first initial last name. Will use alternate and create a new contract code for Lashonda Lumpkin using her first and last initials and the **first** three of the social security number. Note entered in the Comment section of the Microix voucher also.

b. **<u>OSST Entry:</u>**

Alternate MICROIX Contract Creation. Contract code already in use for this customer based upon first initial first name and first initial last name. Will use alternate and create a new contract code for Lashonda Lumpkin using her first and last initials and the **first** three of the social security number. Note entered in the Comment section of the Microix voucher also.

5. Click apply. Now you will see the New Document screen with your new voucher in the middle.

9. Staff will need to repeat Step 6 for each additional line item when multiple GL funding is included on the participant purchase order (ITA voucher).
   a. Example: purchase order for training vendor XYZ includes tuition (GL code 8342 Customer Training) and books (GL code 8345 training related materials) which are paid to the same vendor.
10. Staff will need to create a new or separate purchase order by repeating Steps 5 and 6 above beginning with a brand new document if participant expenses go to:
   a. A different vendor. Example: SPC requires a purchase order to the school for tuition and Barns and Nobles for books and other school supplies. Different Vendors are assigned to each separate purchase order.
   b. A different department within a single vendor. Example: PTEC requires participant to present tuition voucher to one location within school and books/school supplies purchased at the campus bookstore. Same Vendor is assigned to each separate purchase order.

APPROVAL, DISTRIBUTION, FILE RETENTION AND VOIDS OF PARTICIPANT TRAINING VOUCHER(S)

1. Finance Department will manage the document approval process and MIP voids/corrections. MIS department will manage voucher voids within the MICROIX MIS.

Approval process for purchase order (ITA Voucher)

1. Participant has provided the Staff with all back up documentation for their request.
2. Career Counselor, Outreach Counselor, MIS, RS or other staff member will enter the purchase order (ITA Voucher) into Microix.
    a. When staff click "Save" on their new or edited purchase order (ITA voucher), staff have the option to say "YES" to forward the completed document to the next level approver.
    b. If staff has not completed the purchase order and will need to do further editing or adding, then staff have the option to say "NO" to retain or save their draft document under their folder, "Edit Existing Documents".
        i. When staff has completed editing, then staff can simply resave their existing document and answer "YES" to forward document to the next level approver
3. After clicking "Yes", the purchase order is sent to Finance for their approval.
    a. Once approved, staff will receive an email indicating that their new document has been approved, then staff may go to the folder, "VIEW all existing documents" to locate the approved purchase order and print.
        i. Staff may keep their MICROIX window open to the folder, "VIEW all existing documents" to visually monitor the status of any needed ITA voucher.
        ii. Email link or function may be used for communication back and forth between the requester and approver.
4. To print the ITA Voucher:
    a. Click on the "PRINT" icon on right navigation on the document window
    b. A print wizard or box opens and select:
        i. Staff may print only to screen to view.
        ii. Staff may print to online office printer.
        iii. Select document type – WorkNet voucher is the approved voucher form.
5. Distribution and Staff completion of the printed purchase order (ITA voucher)
    a. To finish the ITA voucher:
        i. Staff should review the printed voucher for the following:
            1. Shows "Accounting Approved" in the box labeled, Authorization Information".
            2. Correct vendor applied
            3. Correct dollar amount
            4. Correct line items with complete description
        ii. Staff should sign their name as requester in the Authorization Information box with date
        iii. Staff should sign authorizer signature on line next to the Authorization Information box followed by their initials and date

iv. Using the WorkNet Pinellas embosser, emboss the purchase order (ITA voucher) in the box labeled, "SEAL".

b. Ensure that the participant signs under the "Student Release of Information" section on the bottom of the printed ITA voucher prior to giving to the participant.

c. Make a copy after signed by participant for your participant file retention.

6. Retention of the completed and printed purchase order (ITA voucher)

   a. Write "File Copy" in the box labeled, "SEAL" to avoid confusion over retention copy versus an ITA voucher not yet distributed to the participant.

   b. E-File to participant electronic file with corresponding back up documentation

7. If a void is needed of a MICROIX voucher or a MICROIX budget, the requestor of the original voucher will:

   - Write VOID, staff initials and the date on the voucher
   - Enter a case note in the appropriate MIS system & print that case note
   - E-mail the voided original voucher to MIS Coordinator and lead bookkeeper. This attachment must be password protected.

8. E-mail should contain:

   Request Voucher Void in MICROIX:

   Customer Name: Last 4 SSN:

   Reason: (state reason for request. Example = error in amount)

   Number: 09-EN-1810

   Type of Service: (state type of service. Example = tuition, books, fees etc)

   Replaced with voucher: 09-EN-1810

   Please include customer information such as Florida Case number or EFM state id/username to support look up and verification within the EFM system.

   a. Staff can proceed with creating and providing new voucher if no voucher has been issued to customer or training vendor.

   b. If you do not obtain assistance through the MIS coordinator within 24 hours, please forward your original email request to the MIS director when you are working against a tight due date

   c. If voucher has been embossed and provided to the customer or training vendor, then the original voucher must be returned prior to a new replacement voucher being entered in MICROIX, embossed and distributed to customer.

   d. OSST or EFM required entries:

      i. OSST or EFM MIS systems should be noted. It recommended that staff add the system case note with the information needed above and then cut/paste into email to request void.

Standard Operating Procedure – 4

Title: Voucher Validation and Staff Release to Pay Training Vendor

Date: February 25, 2010; Reviewed 08/2012

To: All Worknet Pinellas Program Staff Members

Purpose: To provide guidance on the steps required by staff members to review, validate and release payment to each Training or services vendor.

VOUCHER VALIDATION PROCEDURE:

In general:

- WorkNet Pinellas (WNP) MIS staff will obtain a copy of invoices, vouchers and other documentation submitted to WorkNet accounting department for payment by WNP vendors.
- The designated MIS staff member(s) will create a log of vouchers pending payment and inform each Program Coordinator of task and due date.
- Program Coordinators will direct appropriate staff to review, validate and record approval or denial of payment by the designated due date.
- MIS staff member will then summarize and forward notification to the accounting department to process and release vendor payment.
- Any issues arising will be resolved by the accounting lead, assigned Career Counselor, Program Coordinator and other resources as required.

CREATION OF PENDING VOUCHER LOGS:

Accounting Lead and MIS staff:

1. Accounting lead will make a photocopy of each vendor invoice submitted to WorkNet for payment including any progress reports or attained credentials. Copies are placed into a designated location.
2. MIS team will periodically pick up copies of vendor invoices each week and log details of payment request building a tracking log sheet.

   Click here to view sample. *(Ctrl + Click and READ ONLY)*

3. Voucher Logs will be batched based upon the 2-week cycle following WorkNet's check cutting calendar. Click here to view 2010 calendar. *(Ctrl + Click and READ ONLY)*

DEVELOPMENT OF TRACKING LOGS AND NOTIFICATION OF TASK:

1. The designated MIS staff member(s) will manage the generation of the logs for pending voucher payments batching and labeling due date based upon the bi-weekly check cutting cycle.
2. Per the official calendar *(Ctrl + Click and READ ONLY)*, the MIS staff will finalize the logs for current check period.
    a. After log is completed, MIS will place a copy of each staff member's list out on the public drive under folder, Voucher Validation at location below:

The Excel spreadsheets with the vouchers/invoices and PDFs with related documentation for the individual Career Counselors for the due date review and validation are on the **G: Drive**.

G:

\One-Stops\Intensive Services SOPs Forms etc

\Voucher Validation

\cc last name

\cc Vouchers due date (Folder)

\cc last name vouchers due date.xls (Excel Spreadsheet)

\cc last name Voucher Docs due date.pdf (PDF with voucher, invoice, other related documentation)

Please complete review and individual spreadsheet update (Approved = YES or NO; Issues indicated) for each customer by 5:00pm on the established due date.

b. MIS tech will case note any receipt of progress reports, credentials, certificates or diplomas in the EFM or OSST systems. MIS Tech will eFile to the participant's electronic case file.
c. The file name will include the due date required for completion.
d. MIS will monitor completion and forward reminder as needed through each Program Coordinator to ensure that task is completed per published schedule and reported back to the accounting lead.
e. Program Coordinators will be responsible for ensuring staff vacation or absence is covered and deadlines met for task completion to avoid WorkNet vendors not receiving timely payment.

3. MIS staff will notify each Program Coordinator and cc the Programs Director and WIA/WTP MIS coordinator.

4. Program Coordinators will assign completion to their respective staff members along with identification of due date.
    a. Program Coordinators will train their respective teams on the importance of timeliness in task completion and work with their staff member on issue resolution if it arises to avoid delay in release of timely payment to each training or services vendor.
    b. Accounting lead and coordinator will assist with issue resolution as needed.

WORKING THE TRACKING LOGS AND NOTING APPROVAL/COMPLETION:

1. Upon notification by their Program Coordinator, each Career Counselor or staff member will access their respective tracking log and calendar to ensure timely completion.
2. Staff will review the customer's EFM or OSST case, E-Filing and MICROIX as needed to review and validate/approve release of payment for correct amount and services for payment.

   Things to look for:
   - Did the customer indeed start their training program?
   - Are the vendor and dollar amount correct? Often the dollar amount will be less than planned costs which will be okay. Example: customer did obtain used books in lieu of new OR tuition cost reduction.
   - Do you need to make a note and/or adjustment in your 2-year budget due to actual costs not matching original voucher? Will a deobligation be required on your budget?

     Note: Please ensure that your 2-year customer training budgets are kept current.

3. Staff will record their approval in the first column of their individual log sheet. View samples

   Sample 1 *(Ctrl + Click and READ ONLY)*

   Sample 2 *(Ctrl + Click and READ ONLY)*

   Sample 3 *(Ctrl + Click and READ ONLY)*

4. If an issue arises, then staff will record "ISSUE" in the approval column and enter a comment to identify problem.
    a. As needed, staff will gather back up documentation and suggested resolution forwarding to accounting lead
    b. Staff will approach their Program Coordinator for assistance with resolution as needed.
    c. Program Coordinators will approach the accounting lead and/or WIA/WTP MIS coordinator as needed to obtain resolution.

5. Staff will record any variances in the EFM or OSST case record when actual invoice varies from the original vouchered amount ($$).
6. Staff will review the column which identifies a progress report, credential, certificate or diploma has been obtained. Staff may view the actual document within the EFiling system and take appropriate EFM or OSST action or update in the EFM or OSST system.

   EFM:

   a. Has training ended and certification now obtained to support closure of the 300 Occupational training activity and recording certificate attainment?
   b. Was certificate an Occupational Completion point or one of a series of certificates which requires the 300 Occupation training activity to remain open supported by entered EFM case note?

   OSST:

   c. Has the OSST vocational training activity ended and certification now been obtained to support closure of the OSST activity and recording certificate attainment?
   d. For OSST, was certificate an Occupational Completion point or one of a series of certificates which requires the vocational or core plus training activity to remain open supported by an OSST case note?
7. MIS Technician will review the Career Counselor's logs for completion, update the master log and escalate to MIS management all logs that are not complete by the due date and time.

FINALIZE THE TRACKING LOG AND NOTIFY ACCOUNTING OF COMPLETION:

1. The designated MIS Tech will update the tracking log with each Career Counselor's approval or issue.
2. MIS management will review the master log prior to release to accounting and CEO for payment.
3. MIS will forward notification to the CEO, accounting lead and staff leads per the published calendar.
4. Accounting lead and WorkNet CEO will review the master tracking log prior to release payment and before the checks are cut.
5. Invoices will be paid and checks cut as approved by WorkNet CEO and accounting lead.

Standard Operating Procedure – 5

Title: MICROIX Credit Card and Check Request Process

Date: September 21, 2009, revised March 2010; Reviewed 08/2012

To: All Worknet Pinellas Program Staff Members

Purpose: To provide guidance for creation and distribution of:

- Credit card requests
- Check requests

MICROIX MIS: CREATE A CREDIT CARD/CHECK REQUEST

1. Follow the log on instructions per the Microix MIS and Voucher System SOP, under CREATE A PURCHASE ORDER (ITA VOUCHER), steps 1-4.
2. Requirements to request a credit card or check request:
    a. You must have a MICROIX budget entered prior to obtaining approval.
        i. Exception will be WTP program for one time or supported services provided. The rule of thumb if it is a WTP training customer for training or training related costs, then WTP will follow these procedures
    b. You must have the case updated within the OSST or EFM systems fully to include the appropriate training activity showing training provider and projected ITA.
3. Once logged into Microix, click on Purchase Order to begin the process
    a. Click Create a new Document
    b. New Document Entry form:

    Left hand side: Labeled ***Document Information***

        i. Document number. Do not touch, this is pre-populated.
        ii. Description – Type Customer Contract Number + First Name + Last name
            1. Customer contract number = customer's first initial + last initial + last 3 digits of their SSN (ex: customer is John Smith SSN 123-45-6789. His customer contract number would be: JS789). Capital letters, no spaces.

2. In the Description, use spaces between the Customer Contract Number + First Name + Last name (Ex: JS789 John Smith)
3. Typing is case sensitive, so use capital letters for the first letter of the first and last names.
4. This Customer Contract Number will support multiple search methods when retrieving document

iii. Prepared By – will default to your name.

iv. Workflow – Change to the appropriate funding stream for the customer you are assisting (i.e. WTP for Welfare Transition, WIA for Workforce Investment Act AD, DW, etc).

v. Bill to and Ship to - Do not touch, these are pre-populated.

vi. Order Date – create date of request. System defaults to system date or today's date. Generally, staff will not change this system-generated date.

vii. Require Date – date by which you would like the credit card/check request completed.

viii. Vendor info (free text box) – Type in the vendors name. Text box is case sensitive.

ix. Employer ID (free text box) – Enter the Employer ID#, Tax ID#, or SSN of the provider.

x. Requestor 2 (free text box) – This is the name of the Program Coordinator or Management that is approving the request. If a staff member has been cleared to create Microix requests by themselves. This will be left blank.

xi. Customer name (free text box) – Type in the customers name. Text box is case sensitive.

Right hand side: Labeled ***Vendor Information***

xii. Vendor Information – Finance has entered two values for staff to use.

1. Check Request
2. Credit Card Request.

xiii. Document Comments – Type in the Vendor address to include city, state and zip code, phone number, contact name, and any other instructions.

4. Click "ADD" at the bottom of the page to continue you request. This will open the window labeled, Add Transaction Wizard, to begin building the credit card/check request.

a. Remember you will need to create a request for each separate and distinct vendor.

b. Enter the following required fields on the Add Transaction Wizard

i. Item No and Unit Type - Do not touch, these are pre-populated.

ii. Unit Qty – Enter '1'

iii. Unit Price – This is the cost as written on the quote/invoice or back up documentation.

1. Example: Example: Tuition = $5,000.00 and enter unit price of 5000.
2. Do not add the $ and do not add the decimal point, when you tab to the next field these will pre-populate.

iv. Description – here you want to enter a thorough description of each line item for your transaction.

1. Example: "Tuition for Business management for Fall semester 10-8-09 to 12-31-09" or "Tuition for Nursing, Spring semester 1-12-09 to 4-20-09." or "Tuition for Medical Coding for 10-1-09 to 12-5-09". Do Not write, "tuition" or "tuition for fall semester", or "tuition for fiscal year 2003"
2. Make sure to enter the start and end dates of training
3. Ensure you itemize books covered under voucher.

v. Effective date – Do not touch, this is pre-populated.

vi. Distribution – Leave blank.

vii. New Item type - Leave blank.

viii. Vendor ID – is not needed but allows user to mark each line item with the approved vendor tied to line item.

ix. GL – select the account code for individual line item

1. Fund – funding stream tied to the request:

Account Code	Account Title	Include:
8342	Customer Training	Tuition
8343	Customer Supp Svcs	Incentive cards, other support
8345	Training RelMaterial	Books, uniforms, tools, etc.
8346	Fees, exams, certs	Fees, exams, certifications, etc.

x. Fund – funding stream tied to the request. Do not touch. This is pre-populated.

xi. Function – the category of funding to be used for the created request

xii. Contract – this is the "5-digit" Customer Contract Number. (First initial of participant first name + first initial last name +last 3 of participant SSN)

1. Participants who are first timers into the Microix system - Staff will need to click the "+" icon to right of field. Enter the Customer Contract number (capital letters no spaces). Example: JS789
2. In the Second pop up text box, enter the participant's first name + space + Last name capitalizing first alpha of each. Example: John Smith

xiii. Alternate Contract Code Creation – Process to use if Contract Code is already in use.

1. If the contract code generated as described above is already in use, then use the following for the contract code: (First initial of participant first name + first initial last name + **first** 3 of participant SSN).
2. The alternate code should be documented in case notes as follows:
   a. <u>EFM Case Note Entry:</u>
      Subject: Alt MICROIX Contract Creation

Case Note: Contract code already in use for this customer based upon first initial first name and first initial last name. Will use alternate and create a new contract code for ____ using their first and last initials and the **first** three of the social security number. Note entered in the Comment section of the Microix voucher also.

b. OSST Entry:
Alt MICROIX Contract Creation. Contract code already in use for this customer based upon first initial first name and first initial last name. Will use alternate and create a new contract code for ____ using their first and last initials and the **first** three of the social security number. Note entered in the Comment section of the Microix voucher also.

i. Click apply. Now you will see the New Document screen with your new request in the middle.

5. Staff will need to repeat Step 3 for each additional line item when multiple GL funding is included on the participant request.
   a. Example: purchase order for training vendor XYZ includes tuition (GL code 8342 Customer Training) and books (GL code 8345 training related materials) which are paid to the same vendor.
6. Staff will need to create a new or separate requests by repeating Steps 2 and 3 above beginning with a brand new document if participant expenses go to:
   a. A different vendor. Example: USF requires a purchase order to the school for tuition and Books a Million bookstore for books and other school supplies. Different Vendors are assigned to each separate purchase order.
   b. A different department within a single vendor. Example: PTEC requires participant to present tuition voucher to one location within school and books/school supplies purchased at the campus bookstore. Same Vendor is assigned to each separate purchase order.

APPROVAL, DISTRIBUTION, FILE RETENTION AND VOIDS OF PARTICIPANT CREDIT CARD/CHECK REQUESTS:

1. MICROIX MIS (Finance Department) will manage the document approval process and MIS department will manage voucher voids within the MICROIX MIS.

Approval process for credit card/check requests:

1. Participant has provided the Staff with all back up documentation for their request.
2. Back up request is provided to Programs Coordinator for review, approval, pend, or denial of request.

3. Once approved by the Programs Coordinator, the staff member (Career Counselor, Outreach Counselor, MIS, RS or other staff member) will enter the request into Microix.
    a. When staff click "Save" on their new or edited credit card/check request, staff have the option to say "YES" to forward the completed document to the next level approver.
    b. If staff has not completed the request and will need to do further editing or adding, then staff have the option to say "NO" to retain or save their draft document under their folder, "Edit Existing Documents".
        i. When staff has completed editing, then staff can simply resave their existing document and answer "YES" to forward document to the next level approver
4. After clicking "Yes", the credit card/check request is sent to Finance for their approval.
    a. Once approved, Finance with create and mail check or pay via credit card.
5. To print the credit card/check request:
    a. Click on the "PRINT" icon on right navigation on the document window
    b. A print wizard or box opens and select:
        i. Send to - Staff may print only to screen to view or to office printer.
        ii. System forms – Choose "Detail"
        iii. Customer forms – Click on drop down box to select "Payment Request". This is the option to use for Credit card and check requests.
        iv. Paper orientation – Choose "landscape" as this is the only option that will print the entire request.
        v. Click "print" to finish.
6. Distribution and Staff completion of the credit card/check request
    a. To finish the credit card/check request:
        i. Staff should review the request for the following:
            1. Correct vendor applied
            2. Includes Employer ID #, Tax ID # or SSN
            3. Correct dollar amount
            4. Correct line items with complete description
7. E-File to participant electronic file
8. If a void is needed of a MICROIX voucher, the requestor of the original voucher will forward an email to the attention of lead bookkeeper (Ivonne Pou) and the MIS Coordinator (Penny Kebler for WPT) or (Marsha Safarik for WIA/ARRA)containing the following detail:

Request Voucher Void in MICROIX:

Customer Name: Last 4 SSN:

Reason: (state reason for request. Example = error in amount)

Number: 09-EN-1810

Type of Service: (state type of service. Example = tuition, books, fees etc)

Replaced with voucher: 09-EN-1810

Please include customer information such as Florida Case number or EFM state id/username to support look up and verification within the EFM system.

a. Staff can proceed with creating and providing new voucher if no voucher has been issued to customer or training vendor.
b. If you do not obtain assistance through the MIS coordinator within 24 hours, please forward your original email request to the MIS director when you are working against a tight due date.
c. If voucher has been embossed and provided to the customer or training vendor, then the original voucher must be returned prior to a new replacement voucher being entered in MICROIX, embossed and distributed to customer.
d. The original "Voided" voucher will need to marked as void by drawing a line across the voucher and write void on line. The voided voucher should then be forwarded to the lead bookkeeper at the Administrative offices for record retention and update to the MIP system.
e. OSST or EFM required entries:
    i. OSST or EFM MIS systems should be noted. It recommended that staff add the system case note with the information needed above and then cut/paste into email to request void.

WorkNet Pinellas, Inc.

CREDIT CARD — Payment Request Form — CREDIT CARD

Vendor Name:	maps from the MIP Vendor drop downbox	Required Vendor Information	Vendor info text box	For Requests > $600.00: include one of employer ID#, tax ID#, SSN	free text (staff entry)

List Request(s) below by Type of Service

DATE	Customer Name	MICROIX CODE				PURPOSE:	AMOUNT
		GL	FUND	FUNCTION	CONTRACT		
transaction add wizard posts saved records to the body of request form							
Required by Date of Microix	free text (staff entry)	From Transaction Add: same as purchase order entry from MICROIX (created by Dianne)				free text (staff entry)	From Transaction add by user
						TOTAL:	$ -

Instructions or Additional Information:
Please include Vendor Address, Vendor Phone number for credit card payment, Contact Name and other instructions.

free text (staff entry)

WNP AUTHORIZATION INFORMATION:

Requestor: free text (staff entry) DATE: system date

Same as Purchase Order: MICROIX time stamps and userID captured for approval process.

free text (staff entry) DATE: system date

Microix Credit Card-Check Request SOP Page 5 of 7

WorkNet Pinellas, Inc.

CHECK — Payment Request Form — CHECK

Vendor Name:	maps from the MIP Vendor drop downbox	Required Vendor Information	free text (staff entry)	For Requests > $600.00: include one of employer ID#, tax ID#, SSN	free text (staff entry)

List Request(s) below by Type of Service

DATE	Customer Name	MICROIX CODE				PURPOSE:	AMOUNT
		GL	FUND	FUNCTION	CONTRACT		
transaction add wizard posts saved records to the body of request form							
Required by Date of Microix	free text (staff entry)	From Transaction Add: same as purchase order entry from MICROIX (created by Dianne)				free text (staff entry)	From Transaction add by user
						TOTAL:	$ -

Instructions or Additional Information:

Please include Vendor Address, Vendor Phone, Contact Name and other instructions.

free text (staff entry)

WNP AUTHORIZATION INFORMATION:

Requestor: free text (staff entry) DATE: system date

Same as Purchase Order: MICROIX time stamps and user ID captured for approval process.

free text (staff entry) DATE: system date

Microix Credit Card-Check Request SOP Page 6 of 7

Standard Operating Procedures - 6

Title: Provision of WTP Child Care

Date: Jan. 22, 2010; Updated Aug. 10, 2012

To: All Worknet Pinellas Program Staff Members

Childcare can be provided for those customers engaged in or assigned to work activities to support program participation and to transitional customers for up to 2 years to support continued employment. To issue childcare, complete the childcare referral form according to instructions. This form must be completed in full. Be sure to include travel time to and from the day care site. The customer can be provided a list of childcare sites to choose from. There is a parent fee assessed per child every week. This fee is minimal and based on income, and cannot be paid for through support services.

1) Eligibility Screening Guidelines:

a) MN Customers – to determine eligibility for WT customer child care (ELC), referring WT staff will verify the status of the WT customer's in the OSST and Florida MIS systems. A WT customer should have open and active cash assistance along with a mandatory referral status on the AGPI screen by DCF. WT customer child care is based on customer need and supports the WT customer in their program participation, compliance with their IRP and assigned activity(s). A sanctioned WT customer may receive WT child care after their statement of compliance is received, penalty period is served, if applicable, and to support compliance. If a sanctioned WT customer has been without cash assistance for 30 days or greater, then the customer is considered a WT applicant and staff will follow applicant eligibility guidelines.

b) Transitional Customers – to determine eligibility for transitional childcare services (TCC), referring WT staff will verify the status of the former WT customer's exit or last period of cash assistance in the OSST and Florida MIS systems along with verification of the transitional customer's current employment status and household eligibility for transitional services. The referring WT staff will verify that the former customer 1) exited with evidence of employment, 2) remains within their 2-year

window from last exit or termination of cash assistance, 3) documents current or ongoing employment and 4) maintains TANF eligibility under 200% rules. A WT 200% tool is completed documenting TS customer remains under 200% of current poverty guidelines and household retains an eligible child(ren). Monthly review for the first 6 months of the TS period & quarterly review for months 7-24 is required to determine continued TCC eligibility to include monitoring any OSST ToDos which may impact TCC eligibility. If there are any changes reported or verified, then the WT staff will complete a new eligibility review and a new 200% tool.

2) <u>Referral guidelines:</u>

a) Childcare referrals can only be written on the form "ELC/WorkNet Child Care Referral Form 01-703-revised 05/18/12". This is the form on OSST. All other forms will be returned to the Career Counselor and considered invalid.

b) Welfare Transition staff can write all types of referrals including TCC referrals.

c) If a <u>complying</u> customer has a current ELC referral and their end date is near, it is the responsibility of the Career Counselor to update the referral.

- The customer does not need to be present for the Career Counselor to update the referral.
- Check at the top of the form whether the referral is an Initial Authorization, Redetermination, or Update. If the referral is an update, make sure to check the appropriate change (i.e. hours, children, address, custody, termination or care, or worker/unit.

d) When entering childcare into the OSST system, the Career Counselor must fill in the anticipated end date of the referral.

- This will send a To-Do when the referral end date is drawing near alerting the WT Career Counselor 7 days before actual end of the authorized, subsidized childcare coverage.
- Prioritize weekly your expiring childcare cases. Go to your desktop, access your pending ToDos, click on "SORT" and select TYPE to reorder your ToDos and go right to your Ending **Service** ToDos. The Career Counselor is responsible for writing a case note every time they update the customer's referral. If the customer is non-compliant, and the Career Counselor is not updating the referral, a case note must be written stating why the referral is not being updated and enter a corresponding sanction.

e) Referrals must have the Career Counselor signature and printed name.

f) With every referral you must check AIID to see who is on the customers grant.

- If there is a significant other (or Father of Baby) in the house and/or on the grant, you <u>must</u> write their name on the bottom of Section A in area labeled "Spouse or other parent's Name". (Even if that significant other is on someone else's WT caseload.)

- Check the UP case to make sure a childcare referral has not already been written for the significant other.

g) No more than 5 hours per week can be placed in Section C under "transportation time".

h) 25 hours or more is considered a full time referral (20 hours/week of an activity and 5 hours for transportation).

i) The childcare referral itself is good for 10 days. Please reiterate this to your customers.

j) The Career Counselor must write all of the customer's income on the ELC referral (including TANF, FS, Child Support, SSI, etc.). Please use IQAA, AFMI, AFEI to identify all sources of household income. The comment line at the bottom of the referral is for anything that may be out of the norm, EX: customer is completing two activities such as employment & community service.

k) No whiteout is to be used on a childcare referral – no exceptions. If staff makes a writing mistake, mark one line through the error, date it and initial it.

3) <u>Backdated Childcare Referrals:</u>

a) ELC does not accept any backdated referrals.

b) The date on the authorization date field on the referral must match the staff signature date & must be the same date the referral is presented to ELC.

c) If a referral is not updated by Worknet staff timely the daycare provider should not allow childcare to attend.

4) <u>Sanctions:</u>

a) If a customer is under a sanction, then a childcare referral <u>cannot</u> be written until after the penalty period has been served.

- 1st Level: there is no penalty period for a 1st level sanction. A customer's next grant amount will merely be reduced by 10 days. A 1st level sanctioned customer stating willingness to comply should be given an acceptable work activity assignment and simultaneously a childcare referral to cover barrier to starting work activity. 1st Level Sanction is the <u>ONLY</u> exception to services before the sanction penalty is served. If a customer has made statement of willingness to comply, then childcare and support services can be provided to assist customer with compliance. Remember however that the customer will not get their cash reopened until the 11th or after DCF case is closed for 10 days.
- 2nd Level: there will be a 1-month penalty period where customer must sit out for the 30-days without receiving their cash assistance or any WT support services. Please always check AOIE on Florida to ensure that you verify the end date of their 30 days. Once customer has served penalty and returns to

the Career Counselor stating willingness to comply, customer will have to be referred to DCF My Access account/website to complete a new application requesting TANF.

- 3rd Level: there will be a 3-month penalty period where customer must sit out for the 90-days without receiving their cash assistance or any WT supported services. Please always check AOIE on Florida to ensure that you verify the end date of their 90 days. Once customer has served penalty and returns to the Career Counselor stating willingness to comply, customer will be referred to DCF My Access account/website to complete a new application requesting TANF.

b) **Question**: If a customer is sanctioned, finds employment, complies to have sanction lifted and goes to DCF to reapply but is not eligible for TCA now due to earned income, is the customer eligible for transitional services including childcare? **Answer:** No. Sanctioned individuals are not eligible for transitional benefits such as transportation, education and training, or childcare during the sanction period. In the past, if a customer lifted the sanction with compliance and provided documentation of employment, (s)he was eligible to receive transitional benefits. According to Florida Administrative Code, 65A-4.218, a customer's whose assistance is terminated due to a work program sanction is not eligible for TCC. A Welfare Transition customer's case must close with a non-sanction code to receive transitional benefits and services. If a customer lifts the work sanction, does not return to assistance and subsequently obtains or provides documentation of employment, (s)he should be provided with referrals to agencies for community assistance, including but not limited to the IV-C Agency in the area. Because the customer's TCA did not terminate with one of the approved reasons for transitional benefits and services, (s)he is not eligible for transitional benefits and services (including a referral for TCC).

5) <u>Medically Deferred:</u>

a) If a customer is medically deferred and is participating from 1-19 hours/week, a childcare referral can be written for the appropriate number of hours as prescribed by the Doctor's statement. Part time care can be authorized.

b) If two parent family (or significant other in home) – One person is in a countable activity and the other person is medically deferred. NO childcare can be given, because the medically deferred person is at home and must watch the child. (Exceptions must be reviewed by a Program Coordinator)

c) DO NOT write medically deferred on the childcare referral. If you do so, it will be returned. Childcare referrals can only be written for customers complying in an allowable WT work activity.

6) <u>For Up Front Diversion:</u>

a) It is recommended the customer have a job offer or is employed at the point of their Upfront Diversion payment. Unemployed will need to become employed within 45 days to continue receipt of childcare.

b) Once the UFD has been posted by DCF staff can issue a mandatory childcare referral for 30 days.

c) TCC referral would be written for 2 years, starting the 1st of the month after the UFD payment has been received.

d) Please write "Up-Front Diversion" and the activity in the comments section of the referral & mark the diversion services box on the referral form.

7) <u>For a regular Welfare Transition referral:</u>

9. When a customer goes MN the referral can be authorized for 30 days up to 6 months. The authorization period on the childcare referral depends on their compliance and their activity.

Community Service, WE, Teen parents – suggestion is to authorize care for up to 90 days. If customer is very compliant, please feel free to write a referral anywhere from 90 days to 6 months.

Vocational Training - Suggestion is to authorize for up to 6 months, but no shorter than 90 days. A referral can be written up to 6 months, it does not have to follow the semesters or quins. Referrals <u>cannot</u> be longer than 6 months.

c) When adding a sibling to an already active referral, you must re-write the whole referral writing all of the children's names and the new authorization dates. When writing a new referral you are stating that the old referral is void.

d) When changing the hours of authorized, subsidized childcare, an "Update" should be completed checking "Hours" at the top of the referral form.

e) If a customer is working and still receiving cash assistance, the Career Counselor must submit the employment verification form, if a new job, or up to 6 weeks of pay stubs with the referral. Also please review the case for Cash Severance or customer opting out in order to transition the customer to TCC.

9. <u>Transitional:</u>

a) Must submit, to ELC, the employment verification form, if a new job, or the last 6 weeks of pay stubs with the TCC referral.

b) TCC and TED are tied to earned income. Opting not (with earned income), increase in child support (with earned income) cash severance (obviously with earned income), and time-limit ending (with earned income) are the eligibility criteria. TED referrals will be written on a semester by semester or quin by quin basis. The TED referrals will end on the last day of class/school. The TCC referral (that can be written for up to 24 months) will continue and cover ongoing employment during breaks in school.

c) TCC referrals can be written up to a maximum of 24 months in length.

d) During the first 6 months of a customer being transitional customers must document ongoing employment every 30 days. If a customer fails to do so the Worknet staff member will process a childcare termination notice with a future "term date", which allows 10 days for customer to prove existing employment. Customers in transitional months 7-24 must document their continued employment every 90 days. If a customer fails to do so the Worknet staff member will process a childcare termination notice with a future "term date", which allows 10 days for customer to prove existing employment.

i. The last date of care on this term notice cannot be changed to be less than 10 days out.

e) If the customer has lost their employment, refer to 9h (below). If customer proves existing employment, prior to the end of the 10 days, then WorkNet staff will void the termination notice and upload to File Vista.

ii. To void a termination staff will write "VOID" very large across the entire form, date & sign the form. Staff must case note they are voiding the term notice and why, print the case note & upload both the term notice and the OSST case note to file vista together. **Do not upload 2 separate items.

iii. Important Note – If a termination notice is voided the childcare service must be re-opened in OSST.

f) NO JOB, NO TCC or TED. A transitional customer must document their ongoing employment to retain continued TCC.

g) Per child care guidance 65A-4.218, if a customer loses their job or quits their job with **good cause** they are given 30 days of child care from the last date of employment to actively seek employment before their TCC is terminated. If they wanted to continue their childcare after the 30 days to job search, they would have to reapply for cash assistance to be determined potentially eligible for additional childcare (not TCC).

h) If a WorkNet staff member finds out a customer has left a job, it is that staff member's responsibility to complete the "up to" 30-day termination form from the last date of employment and upload to File Vista.

- Example #1: Customer calls today to state they lost their job today. WorkNet staff completes a 30 day termination form (which in essence allows them 30 days from the last date of employment to job search). 1) Do not close the OSST case. Set a future To-Do at day 30 to check if the customer is employed or not. If the customer is employed (at or before the 30 days), complete a new/updated TCC referral and upload to File Vista. OR, 2) If the customer is not employed (by day 30) the Career Counselor will close the OSST case and the childcare referral will end on day 30.
- Example #2: Customer calls today and states they lost their job 11 days ago. The WorkNet staff member would write a 19 day termination notice (30 days minus the 11 days since they lost their job = 19 days termination notice/19 days of job searching left). 1) Do not close the OSST case. Set a future To-Do at day 19 to check if the customer is employed or not. If the customer is employed (at or before the 19 days), complete a new/updated TCC referral and upload to File Vista. OR, 2) If the customer is not employed (by day 19) the Career Counselor will close the OSST case and the childcare referral will end on day 19.

- Example #3: Customer calls today and states they lost their job 45 days ago. The WorkNet staff member would write an immediate (10 day) termination notice (This customer has already gone over the 30 days maximum of allowed job search, however we have to allow ELC at least 10 days to process a childcare termination). 1) Close the OSST case as this customer has exhausted their job search time and is still not employed.

i) The TCC "Begin date" and the "Care Authorized From" dates may or may not match.

- Example 1:

  Customer is Transitional and their 2-Year Transitional period is 12-1-05 to 11-30-07.

  Customer provides pay stubs and the WorkNet staff is now completing a TCC referral for this customer today 3-3-06. The "care authorized from" dates would be 3-3-06 to 11-30-07 (today's date to the end of the TS eligibility period 11-30-07).

k) PCSB (Pinellas Co School Board) & Head Start employees are considered seasonal employees who's childcare (TCC) is temporarily terminated, until they can prove a purpose of care. Around the end of April, ELC sends a letter to all PCSB & Head Start employees notifying them that they have until the last day school or anytime thereafter to prove a purpose for care. It is up to that customer to provide that proof to ELC. If they do not respond, then they do not receive childcare. Job search is not covered as these customers are not "unemployed"; they are employed, just seasonally. This means that childcare stops on the last day of work, and 30 days of job search is NOT allowable, because they are not "unemployed". *This is different from a customer who loses their job. They are considered unemployed and can receive the 30 days of childcare to job seek from the last day of work.

If you have a PCSB & Head Start employee who is honestly job seeking for the summer, staff may complete an updated TCC referral for a period of 30 days from the last day of work for job search only

10. 10-day Terminations:

a) No backdating on a (10 calendar day) termination notice as this does not give ELC enough time to notify the provider. That affects the provider and how the provider gets paid. Many times the provider ends up getting short changed. In short, do not backdate a (10-day) termination notice. The day you complete the termination notice, make sure you upload to File Vista, so ELC has 10 days to take action on it.

11. VOIDING a 10-day Termination:

a) If a customer complies before the end of the 10 days on the term notice, WorkNet staff will void the notice.

b) Write VOID across the entire page, sign & date the page.

c) Enter a case note in OSST to include the reason the term notice is being voided.

d) Print the case note

e) Upload the voided term along with the OSST case note to File Vista

f) *The date on the voided term must match the File Vista upload date*.

g) If for any reason the voided term is not uploaded the same date it is voided, re-print the term, void the form same as above, enter & print a new case note & upload that date.

12. <u>Customers no longer eligible for Worknet CCC referral seeking independent CCC services:</u>

a) TCC must always be provided (pending compliance) before a customer can receive Working Poor childcare through ELC (if funding is available). Some customers are trying to receive assistance through ELC's working poor list, instead of getting it through TCC. In order to help communication, it has been agreed that if a customer is determined ineligible for TCC (ie: child support sanction), then the Transitional Representative will complete a case note. This case note will state: 1) that the customer is ineligible for TCC, 2) Why the customer is ineligible for TCC, and 3) that the customer has been referred over to ELC for working poor childcare. This case note must then be signed off and approved by the Program Coordinator or designee (ie: Senior Career Counselor). Once approved/signed, a copy of this case note will be sent with the customer to ELC.

This will help ELC to understand why they are ineligible for TCC.

<u>NOTES:</u>

- Childcare should be left in place during the pre penalty process. The date of termination notice should match the start date of your penalty on the OSST Alternative Plan screen.
- All childcare referrals must be distributed in the following manner: 1) Copy uploaded to ELC through File Vista, 2) Original can be handed to customer to take with them to ELC if the customer is present, 3) Copy is kept in the file for our records.
- Childcare services must be delivered in a uniform and consistent manner to all WT customers and transitional customers in accordance with state and local policies. The approval or denial should never be utilized in a punitive manner.

Standard Operating Procedures- 7

Title: Automated referral process for Childcare referrals

Date: September 30, 2007, Updated 6-12-09, Updated 08-10-12

To: All Worknet Pinellas Program Staff Members

In an effort to continue to automate, the Childcare referrals are to be automated and stored on the WorkNet FTP secured server by the referring WorkNet staff and accessed by the ELC staff providing child care on the ELC side.

Directions for completion and uploading of the Childcare referral:

Staff will complete the referral on OSST as usual. Once the referral is completed, it will pop up into a separate window on the computer. This is when the Career Counselor adds any information that is missing from the automated OSST referral. Once completed, the Career Counselor will:

1) Print a copy of the childcare referral to scan and upload to the FTP secured server along with uploading a PDF copy of the ELC referral to the customer's E-file.
2) The Career Counselor will then scan the referral and all appropriate back up documentation.

***It is recommended that the Career Counselor save the childcare referral under "My Documents" on their computer adding a new folder under "My documents" titled "ELC referrals", so they are kept in one common place and not on the desktop.

3) Career Counselor will then upload the referral to the File Vista WT folder.

Instructions on using the WorkNet/ELC Shared folder: to store a WorkNet referral

WorkNet Instructions:

1) Log onto: https://browser.worknetpinellas.org/default.aspx

2) There is a unique User ID and Password for each WorkNet and ELC office. Please ask your Supervisor for this User ID and Password.

3) Once you have logged on look at the left side/navigation menu and click on the folder marked: WT

4) Once you click on the folder the center screen should show a folder with the word “WT” next to it. Then underneath that is where you will see a list of any and all childcare referrals that have been uploaded into this particular folder. (See example below)

5) On the center top navigation screen, you will see an icon with a piece of paper with a green up arrow. You will use this to upload the ELC referral from your computer to the particular folder that you are in. (See example below)

6) Click “Browse”. Find the ELC referral on your computer. (See example below)

***Please make sure you Rename your ELC referrals with the Customers First and Last Name. Do not leave it as a PDF numbered name.

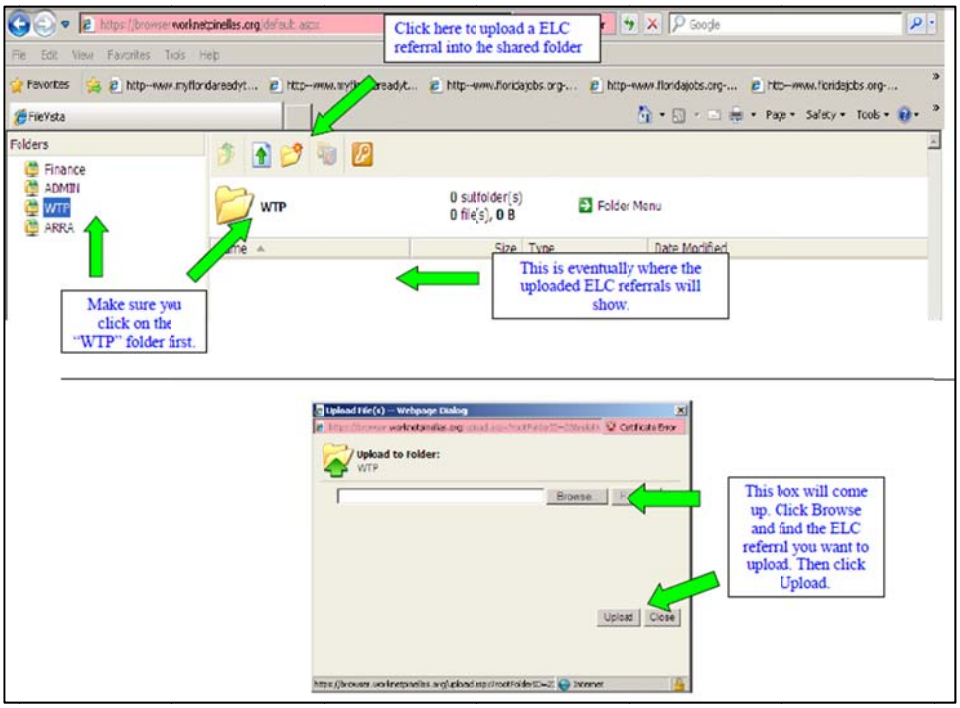
7) Click “Upload”.

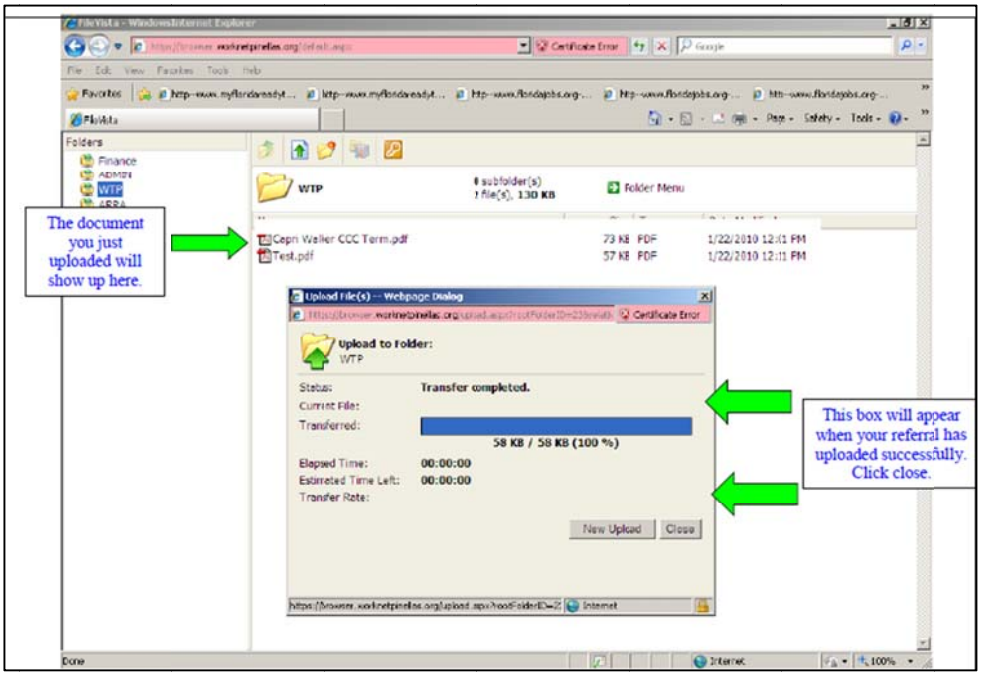
8) Next you will see a screen that says “Transfer completed”. Click “New Upload” to upload another ELC referral, or Click “Close”. (See example below)

9) Make sure that your Referral pops up on the center of the screen. If not, hit “Refresh”.

10) That is it.

***Please note the file share program will time out it runs idle (without staff touching it) for 5 minutes.





ELC Instructions: to retrieve a WorkNet referral

1) Log onto: https://browser.worknetpinellas.org/default.aspx

2) There is a unique User ID and Password for each WorkNet and ELC office. Please ask your Supervisor for this User ID and Password.

3) Once you have logged on look at the left side/navigation menu and click on the folder marked: WT. (See example above)

4) Once you click on the folder the center screen should show a folder with the word "WT" next to it. Then underneath that is where you will see a list of any and all childcare referrals that have been uploaded into this folder. (See example above)

5) The childcare referrals will be labeled with the customers first and last name, so staff can find the referral easier.

6) Double click on the actual childcare referral that you need. This should open the actual document.

7) Print this childcare referral, or save onto your computer. Close the document to bring you back to the main screen.

8) Once you have saved or printed the referral and are all complete, right click on the actual childcare referral and move it to the "Archive Folder."

9) That is it.

***Please note the file share program will time out it runs idle (without staff touching it) for 5 minutes.

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Standard Operating Procedure – 7

Title: Federal Bonding Program

Date: June 2, 2003, Updated 3-29-05, updated 6-2008; Updated 08-10-12

To: All WorkNet Pinellas Program Staff Members

BACKGROUND:

Jobseekers who have in the past committed a fraudulent or dishonest act, or who have demonstrated other past behavior which casts doubt upon their credibility or honesty, often experience a special barrier to gaining employment due to their personal backgrounds. Such persons are routinely classified as "at-risk" job applicants.

These jobseekers, whose past life experience raises an obstacle to their future ability to secure employment, could benefit from the Federal Bonding Program. Created in 1966 by the U.S. Department of Labor, the Federal Bonding Program helps to alleviate employers concerns that at-risk job applicants would be untrustworthy workers by allowing them to purchase fidelity bonds to indemnify them for loss of money or property sustained through the dishonest acts of their employees.

WHAT EXACTLY DOES THE BOND INSURANCE COVER?

It insures the employer for any type of stealing by theft, forgery, larceny, or embezzlement. It does not cover liability due to poor workmanship, job injuries, or work accidents. It is not a bail bond or court bond for the legal system. It is not a contract bond, performance bond, or license bond sometimes needed to be self-employed.

WHO DOES THE PROGRAM HELP?

Bond coverage is provided for any persons whose background usually leads employers to question their honesty and deny them a job. The program will cover any person who is a "risk" due to their being in one or more of the following groups:

- ex-offender with a record of arrest, conviction or imprisonment; anyone who has ever been on parole or probation, or has any police record
- ex-addict who has been rehabilitated through treatment for alcohol and drug abuse
- poor credit record or have declared bankruptcy
- persons lacking a work history who are families with low income

- dishonorably discharged from the military

WHAT RESTRICTIONS EXIST IN PROGRAM'S BOND COVERAGE?

The worker must meet the State's legal age for working; there are no age limits. The job usually is to be for at least 30 hours work per week. Workers must be paid wages with Federal taxes automatically deducted from pay; self-employed persons cannot be covered.

WHO MUST REQUEST ISSUANCE OF THE FIDELITY BOND?

Issuance of the bond for job placement to occur can be requested by either the employer or the job applicant. This request is to be made to the local agency certified by the Federal Bonding Program.

CAN THE BOND BE ISSUED AT ANYTIME?

For the bond to be issued, the employer must make the applicant a job offer and set a date for the individual to start work. The job start date will be effective date of the bond insurance, which will terminate six months later. After the six months, continued coverage will be made available for purchase if the worker has exhibited job honesty under the program's bond.

Additional info can be found at www.bonds4jobs.com.

LOCAL OFFICE PROCEDURE

1. Staff determines that a customer would benefit from the Federal Bonding Program.
2. These bonds can be used for any customer (Universal, WT, WIA, or Youth).
3. The customer must have a ***job offer <u>and</u> a set date for employment*** in order for the Bond to be issued.
4. Staff provides the WorkNet Administrative office with:
    a. The Customer’s name, home address including apartment numbers & zip code;
    b. The Customer’s social security number;
    c. The Customer’s phone number;
    d. The date the Employer verbally agreed to hire the Customer;
    e. The scheduled date employment is to begin;
    f. The Employer’s name, contact name, complete address with suite number & zip code;
    g. The Employer’s phone number;
    h. The amount of bonding required - $5,000 is the base amount.
5. The Administrative office shall complete the Fidelity Bond Certification Form in its entirety – following the operational definitions on the reverse side of the form.

6. The “Job Placement Agency” data on the form must be:
    a. WorkNet Pinellas
    b. 13805 58th St N. Suite 2-140
    c. Clearwater, FL 33760
7. The Administrative office shall affix one bond stamp for each $5,000 of bond insurance issued (e.g., minimum total bond issued is $5,000 & requires only 1 stamp). Although the program allows for a maximum of $25,000 (5 stamps) of insurance, WorkNet shall encourage the use of the minimum issuance, as this is an incentive to employers to establish a trust between the employer and new employee. If additional bond stamps are required to begin employment, it shall be at the discretion of the Administrative office.
8. The Administrative office designee shall sign the form with their telephone number and extension.
9. The Administrative office shall submit the original form with Bond Stamp to:

    The McLaughlin Company
    1725 DeSales Street NW #700
    Washington, DC 20036

9. A copy shall be maintained in the customer’s EDMS file, and one shall be forward to the Administrative office. For tracking purposes, upon receiving a copy of certification form, the staff shall maintain a case note in the appropriate reporting system (OSST/EFM) including the stamp number.
10. WIA, WT, and Youth – If a bond is issued, this must be added to the Career Plan.
11. This is a reportable service for EFM – Enter under Federal Bonding.

Standard Operating Procedures – 8

Title: Cash Assistance Severance Benefit

Date: January 21, 2003, updated 5-24-10; Updated 8/14/12

To: All Worknet Pinellas Program Staff Members

Goal: In an effort to reduce dependence on TCA and welfare, the Cash Assistance Severance Program was implemented. Employed Welfare Transition Customers who are receiving cash assistance may be eligible and may choose a cash assistance severance payment of $1000.00. Customer choice should be explored with the WT customer to make an "informed" decision on whether to pursue Cash Severance Assistance or continue ongoing cash assistance. If the WT customer chooses to request Cash Severance assistance, they also need to agree to not re-apply for cash benefits for a **6-month period** following the issuance of the cash severance benefit. The customer may continue to receive food stamps, Medicaid and childcare if eligible.

Customer Rights:

Each WT customer has the right to learn about the Cash Severance Assistance program. The staff should inform customer at the following points:

- At initial intake when reviewing the Opportunities and Obligations and overview of all diversion services.
- At point of placement, when earned income does not close their total amount of TCA
- May be eligible for available transitional benefits if meeting all ongoing requirements.
- May be eligible for Medicaid or Food Stamps after receiving their Cash Severance Benefit.

The criteria for eligibility are as follows:

- Is employed and receiving earnings.
- Has submitted documentation and earnings verification to DCF, which when budgeted, is not enough income to close the TCA.
- Provides employment and earnings information to their Career Counselor, so that the family's eligibility for severance benefits can be evaluated.
- Has received cash assistance in the state of Florida for at least 6 consecutive months since 10/01/96.
- Is not in their last month of cash assistance based on their 24 month clock, and is not in a hardship month.

- Expects to remain employed for at least six months.
- Chooses to receive a lump sum, one-time payment instead of ongoing monthly TCA.
- Signs an agreement to not apply or accept cash assistance for at least 6 months except in acceptable emergency situations.
- Customers reapplying for cash assistance within the 6-month period will be required to re-pay the diversion amount, which will be deducted from the cash assistance.

NOTE: Sanctioned customers who become employed, comply to have their sanction lifted and are ineligible for "on-going" cash assistance due to their earned income are ineligible for cash severance benefit.

All applicants will be informed of this option during the meeting with the Resource Specialist. At the time of employment, the Career Counselor will inform all customers of this option. There is no obligation for the customer to engage in this option nor is there penalty for declining this option.

Staff will:

1. Assist the customer in reviewing their budget and counsel regarding the likelihood of keeping their employment for the six months, money management and saving for emergencies.
2. Career advancement will also be discussed.
3. Discuss transitional eligibility.

If the customer meets the above criteria and wishes to accept the cash severance benefit, form AWI-WTP 2286 will be completed. The customer must complete section A of the form and sign stating that they will not reapply for cash assistance for 6 months unless an emergency arises. The Career Counselor will complete section B and forward to appropriate Worknet Supervisor for final approval. A copy of the form will be placed in the hard file. The original will be forwarded to DCF for processing.

Reapplying during the six months period

If a customer accepts this benefit, then reapplies during the six-month period, they must have a documented emergency (such as hospitalization or illness documented by a licensed physician resulting in significant loss of income or loss of employment, loss of earned income for reasons other than resignation without good cause or termination for good cause, loss of housing, domestic violence, a natural disaster, or other such emergencies.) and repay the $1,000. Section A of Form AWI 0001 will be completed noting whether or not emergency criteria have been met.

If the emergency is acceptable, the Resource Specialist will proceed with the work registration process noting such in the case notes. A copy of form AWI 0001 will be completed and sent to DCF after the planning workshop. The applicant will proceed with the process as normal. The repayment will be automatically deducted over an eight-month period or until their time limit ends, whichever comes first. Emergency approved based on domestic violence will also incur repayment process.

If the emergency is not acceptable, the Resource Specialist will note such in section A of the form AWI 0001. A copy of the form will be placed in E file and a copy will be sent to DCF. In the 2097 CLRC note, the Resource Specialist will note, "Not eligible for cash due to cash severance received (date), no emergency criteria met." The 2097 and AWI 0001 will be sent to DCF that day

OSST Entries:

1. When the WT customer requests cash severance assistance, go to the Skill Development screen and enter an anticipated begin date for Cash Severance Benefit under the Service Plan folder.
2. Enter an anticipated end date to review the request within 10 days.
3. The supervisor approving the severance will enter an actual begin date on the service upon approving.
3. After verifying issuance of Cash Severance benefit through Florida, enter an end date coinciding with issuance date, outcome of completed and record the cost of $1000.
4. Any denials will be recorded as "application not approved".

Standard Operating Procedures – 9

Title: Interpreting Service and New Online Resource

Date: October 11, 2005; Updated 08-15-12

To: All Worknet Pinellas Program Staff Members

The Americans with Disabilities Act (ADA) requires that governmental entities must provide access to all the benefits and services they provide to persons with disabilities.

Currently, there are TTD/TTY machines at each center to assist those individuals who are deaf, hard of hearing speech impaired or deaf/blind. These machines, through the Florida Relay Service, allow people to use specialized telephones to talk to people who use standard telephones. Electronic access buttons are located at entrances to the One Stop Centers for those customers with mobility impairments.

New computer workstations (one for each One Stop Center) were created to feature assistive technology for visually impaired customers. The JAWS for Windows v4.51, Open Book, Vera Reader System, MAGic, and large button telephones are samples of adaptive equipment that may be purchased for each resource room.

In efforts to assist those persons who are not English speaking, an interpreting service has been sought via email, which will provide translation in many different languages which of course includes Spanish. The recommendation is that first staff would use resources existing in each of our offices. We generally have bi-lingual staff available at each office. Lutheran Services can also be called upon to assist with interpretation if their schedules permit. Career Counselors, may use www.Freetranslation.com. Once the staff has logged on to the website, they must type in English, the message they wish to get across, they then click on Free Translation. Please note there is a charge for Human Translation, which we will not be requesting.

Process: Each staff member will need to be able to turn their monitor to share with customer as well as their keyboard will need to be used by both customer and staff member as we conduct our intake via "back and forth" using Online application. The staff person will then show the screen to the customer or applicant and relay the message. Once the customer reads the screen, they can type in their reply in their language and the staff person can assist them by clicking

on English translation. Staff will need to toggle between option in drop box of “English to Spanish” and then “Spanish to English” as one example to facilitate two-way interpretation.
Caution: staff might have to ask their questions a couple of ways to ensure full understanding.

Interpreter Service via the telephone may also be used with non-English speaking customers.
Staff call 1-800-225-5254, a customer service representative will answer asking for our customer code and the desired language. Our code is FLAWI.

We do encourage customers and applicants to accompany themselves with their own translator which they would feel more comfortable, however this may not always be feasible.
The ultimate goal is to provide services to non speaking English customers and /or applicants in the most effective manner available to us. No customer should walk away feeling, as if we didn’t try to assist.

WT Standard Operating Procedure

Transitional Services

1. Definition of Transitional and Referral Process
2. Reemployment Services (as needed)
3. Transitional Status Changes and Required Case Updates
4. Transitional Benefits
5. TS Incentive mailing program

Standard Operating Procedures - 1

Title: Definition of Transitional and Referral Process

Date: November 30, 2009, Updated 6-3-10, Updated 09-16-11; Reviewed 08/16/12
To: All Worknet Pinellas Program Staff Members

Definition of Transitional:

- Any customer exiting cash assistance with employment earnings.
- Any customer exiting cash assistance due to opting out, time limits expiring or exiting due to a cash severance benefit payment as long as they are employed with earnings the month they exit cash assistance.
- If the customer's case is terminated by DCF, and the customer subsequently reports employment that started prior to case closure, the customer may be able to receive Transitional services. These situations should be reviewed on a case-by-case basis.
    - Example: Customers case closes on 3-15 due to 528 (Did not follow through on application or eligibility). Customer receives March cash. Case is set to close on 3-31. Customer comes in and reports employment to WorkNet and DCF on 3-20. After verification, the job is entered into OSST. DCF receives the employment info and enters it into CLRC and possibly AFEI. As long as the customer begins employment before the end of the month that they received cash, they could possibly be eligible to receive TS services. These cases are to be reviewed on a case by case basis with the Supervisor or other member of management.

DCF positive closure outcomes (IQAA):

DCF CLOSURE CODE	MEANING
241	income is more than allowed for this program
242	income is more than 85% of the eligibility standard
244	income is more than the 130% gross income standard
320	income from rental property
470	you did not verify earned income
471	-increase in earned income
472	the $30 earned income disregard has expired
473	the 1/3 earned income disregard has expired
482	parent or caretaker earnings cause Medicaid ineligibility
491	receipt of earned income
801	you did not report earned income received by a member
812	you did not report payments other than earned income made by an employer
813	you did not report self-employment income by a member

Transitional Services:

- Eligible for up to 2 years of transitional services (childcare, transportation, etc) as long as customer remains employed, are TANF eligible and the household income does not exceed 200% of poverty level. Two years starts first month without cash assistance.
- If there is loss of employment, then there is an allowable 30-day job searching period. This 30 day period starts from the last date of employment, not the date the customer is coming in to report they lost their job.
- Sanctioned customers: If a participant is sanctioned, finds employment, complies to have sanction lifted and goes to DCF to reapply but is not eligible for TCA now due to earned income, is the participant eligible for transitional services including childcare? **Answer:** No. Sanctioned individuals are not eligible for transitional benefits such as transportation, education and training, or childcare during the sanction period. In the past, if a participant lifted the sanction with compliance and provided documentation of employment, (s)he was eligible to receive transitional benefits. According to Florida Administrative Code, 65A-4.218, a participant's whose assistance is terminated due to a work program sanction is not eligible for TCC. A Welfare Transition participant's case must close with earned income to receive transitional benefits and services. If a participant lifts the work sanction, does not return to assistance and subsequently obtains or provides documentation of employment, (s)he should be provided with referrals to agencies for community assistance, including but not limited to the IV-C Agency in the area. Because the participant's TCA did not terminate with one of the approved reasons for transitional benefits and services, (s)he is not eligible for transitional benefits and services (including a referral for TCC).

Referral Process:

Customer obtains a job. Career Counselor will verify and enter the employment into OSST and a copy of the employment verification form will be sent to the Dept. of Children and Families (DCF) for their records. If the employment earnings are sufficient to put the customer over income, DCF will close the case as "over income". The cash case may not close right away, based on time of the month the closure was requested. The Career Counselor is required to monitor the case and update JPR's through the last day cash is received. This means that the case will not be made Transitional until the first day of the next month.

1st through 3rd day of the month after cash is closed:

- The assigned staff will close out MN services,
- Change the status of the case to transitional
- Complete the 200% poverty tool to ensure case is eligible for TS services.
- Document in the case notes the change in status. The copy/paste case note on the G drive should be used.
- The case will remain under the regular Career Counselor until Participation Count up is completed (15th of the month)
- After the 15th of each month the case will be reassigned to the appropriate Transitional Representative caseload (in units 400 and 402).

Upon receipt of the case, the Transitional Representative will review the case to ensure transitional counseling code is on the skill development screen (service plan section), 200% poverty has been completed and e-filed, and check stub(s) have been received within the last 30 days. Once the case is transferred to the Transitional Representative, they will be responsible for checking alerts and tracking these customers for retention.

Standard Operating Procedures – 2

Title: Reemployment Services (as needed for TS customers incurring employment loss)

Date: May 21, 2009, Updated 09-16-11; Updated 08/16/12

To: All WorkNet Pinellas Program Staff Members

OVERVIEW:
Outreach Specialist (OS) staff will work with customers who recently lost employment and reapplied for cash assistance with DCF. OS will serve such returning customers under our Re-Employment Track**.** Customer will be required to complete an intensive Work Registration with duration of 2 weeks or sooner if becoming employed.

Customer Flow and Staff Services:
If the customer is currently under TS status, reports the loss of employment, the current TS Rep will assist and follow the customer's job searching for 30 days. When a TS customer exhausts the 30 days of TS job search, then the TS Rep will refer the customer to DCF to reapply for cash assistance. This will trigger a new intake with the Resource Specialist (RS) and assignment to the Re-employment Track.

1. When a customer applies for cash assistance, the Resource Specialist will remind customer of transitional eligibility period and assign customer to complete Job Smart Workshops. The RS will remind that customer that attendance to the Re-Employment workshop which is held every Friday is a requirement prior to RS informing DCF of customers compliance.
   - Each TS Rep towards the end of the 30-day TS job search period will assess the likelihood of replacement to employment. Should the customer appear to need further services beyond the 30-day period, the TS Rep will refer the customer to DCF to submit a new RFA, and provide the customer a detailed explanation of the entire Re-Employment process, who the Outreach Specialist is, and the process that will begin with submission of new RFA. An appropriate OSST case note recapping details must be entered and the case will be closed in OSST.
2. The RS will review the following when a Re-Employment customer is referred to reapply for cash assistance::
   - Review customer's EDMS file and have the customer complete any missing or expired intake forms. Remember that Grievance, O&O's, and Release of information need to be updated every 12 months. Each customer must complete a Redetermination Guide (ADM assessment tool) if not received from the RS.
   - Screen customer for suitability and eligibility for Upfront Diversion. Remember that the customer can only receive the UFD cash payment once in their lifetime.
   - Schedule customer for the Re-employment workshop. These are held once a week. The customer will be informed of job searching in EFM during this workshop. The customer can receive a certificate of completion once completed.
   - Refer customer to Job Smart workshops for countable activity assignment. It is recommended that the customer repeat the online job search workshop. Workshops will count as TS Job Search.

- Inform the customer about the capability to complete a resume in EFM.
- Schedule TABE when needed. If the customer is interested in vocational training, ABE or GED.
- Refer customer to ADM for a screening as deemed appropriate based on assessment and Redetermination guide.
- Review customer's case in the Unemployment Compensation screens, BD01 and BH10 to assess if customer has filed a claim for unemployment benefits. If not, then assign customer to apply and submit confirmation prior to completing Work Registration process. TS Rep will assist as needed with actual online filing of UC claim.
- Review past OSST orientation and if over 6 months, then ensure WT orientation is completed prior to completing Work Registration
- Inform customer that weekly or twice a week meeting will be required to assist with program requirements, receive their completed Job Search forms, follow up/review the outcome of job searching efforts.
- Provide customer their next appointment. This must occur at each face to face defining next appointment.

3. Update OSST
   - Open case if needed.
   - Re-work register the case in OSST. Ensure that address information is correct through rework registration or secondary address field. The re-work registration should edit the case status to "applicant". Verify case status.
   - Enter all Re-employment/Applicant services provided.
   - Provide customer their next appointment
   - Enter Re-employment OSST case note which must include results of assessment, recap reasons/barriers of employment loss and all details of mini intake.

4. At the end of the 2-week period or when all Re-Employment Track criteria has been completed the customer's 2097 form will be signed off on to authorize opening of cash. The customer will be given an appointment to meet with the OS within 5 business days. Customer will be assigned to Workshops with supervised job search until their cash assistance has been issued and an updated IRP is completed or until the customer reports employment.

Standard Operating Procedures – 3

Title: Transitional Status Changes

Date: May 21, 2009, Updated 6-3-10, Updated 09-16-11; Updated 08/16/12
To: All Worknet Pinellas Program Staff Members

What is required when changing a customer from applicant (UFD) or mandatory (Cash active) to transitional status?

What steps are taken when changing a case to transitional status?

- Verify the correct last day of the month that cash is received. This is accomplished by reviewing the IQCH screen on the FLORIDA MIS system. With the timing of DCF and the DCF reoccurring payroll, often a customer who reports their employment late in the month may receive one more month of cash assistance. DCF requires customer to report new a job at least 10 days from receipt of their first pay check.
- On the first day of the first month without cash assistance the customer is considered transitional. Staff should make necessary updates to the customer's OSST case. These updates are recommended to be completed on the first day, but no later than the third day, of first month without cash.
- If a case is changed to TS to early or late it will have a negative impact on customer transitional services. Changing the case status to early will stop generation of JPRs to track customer's participation. Too late in the month will delay the start of customer's transitional benefits especially change from WT child care to TCC child care.
- Staff are not required to track JPRs on a transitional case. If there is no cash issuance in the month, there will be no JPR hours generated..

OSST:

- Ensure that the placement is updated in OSST and the first 30-day follow up is completed if timing dictates. If we do not have a check stub showing the customer has been employed for 30 full days the follow up can not be completed.
- Close all Welfare Transition Services under OSST Service Plan using employed or completed as the closure reason.

Case at a Glance:

- Go to the Case at a Glance page and on the Case Action field, use the drop down box arrow and select: Change Status to Transitional option. Upfront Diversion customers will be changed from Applicant to Transitional status.

Skill Development updates:

- On the Service Plan section of the Skill Development page, open Transitional Counseling using the first day of the month without cash as the Anticipated Start Date. The Anticipated End Date

will be the last day of the 2-year transitional eligibility period. Provider for South County cases is WorkNet 404 and for North County cases is WorkNet 406.

- Open Transitional Childcare code only if the customer is using childcare AND is in compliance. The Actual Begin Date and Anticipated Begin Date entered in OSST will be the day you are processing the referral and t. The Anticipated End Date will be the last day of the 2 year Transitional eligibility period. The appropriate TCC provider is ELCP.
- Open Benchmark 4 under Service plan screen if customer is using incentives for transportation. - Provider is WorkNet 404/WorkNet 406. Anticipated begin date is first day of the first month TCA is not received. Anticipated end date is 2 years later. Watch that you are using the appropriate funding category for your TS service. It will generally always be Employment Related transportation. Cost is usually entered by the MIS specialist when the incentives cards have been provided.

Case Noting:

- Enter your TS Eligibility period in an OSST case note with full details. It is also very important that you flag UFD transitional customers, as you will work with them differently. Remember that UFD customers are only eligible for TCC and transportation assistance for the full 2-year period and ancillary support services are open only for the first 4 months from receipt of UFD payment or service.
- Program Coordinator's will reassign the case from the WT career counselor caseload to the Transitional Representative caseload after final Par rate has been published.

Other Tasks:

- Career Counselors will complete a 200% poverty tool to ensure customer meets all eligibility requirements for ongoing transitional benefits.
- Enter the correct transitional training activities. There are a variety of options available under Skill Development in the Skill Development/Training section. We need to ensure appropriate credit is accrued. If a customer is going to school such as GED, continuing education, vocation training, or pursuing their Bachelors or Associates degree, the career counselor will have to update the appropriate training activity on OSST.
- When entering any type of training information in OSST, the following filed are requied to be completed: Course name, expected outcome, area of study, and Anticipated End Date.
    - For GED, the correct activity would be 793 GED/High School (Transitional). It is required to complete each of the following in OSST for a GED activity:
    - For Training where a degree of certificate is ward the correct activity would be 794 Vocational Educ. (Transitional).
    - You can provide support services such as transportation, TED or other services as needed to support/remove barrier for training activity in addition to employment activity. The exception to this would be UFD exits as these are not eligible for any training assistance.

Reopens:

- Review Florida MIS and OSST system
- Verify the following:
    - Returning TS customer has children in the household under the age of 18.
    - Customer is natural parent or legal guardian of child. Use AIID or AGCC in Florida. If child is over 18, career counselor must verify child is enrolled in a full time high school program
    - Customer is employed with earning or customer states willingness to diligently job search and is in the 30-day period from last day of employment.
    - Household countable income is below 200% of poverty.

- Customer is not sanctioned by WT or CSE. Customer is not under review for fraud or ineligible as determined by DCF due to illegal alien, conviction of drug trafficking.
- Customer exited cash with employment, or employment with earnings was reported in the last month cash assistance was received.

- Complete a 200% poverty tool to ensure customer's TS eligibility criteria has not changed and customer remains eligible.
- OSST entry will require the following:
  - Reopen the case from the Case at a Glance page
  - Review the skill development page and reopen TS services (currently OSST allows removal of the end date). Staff will reopen or enter new as appropriate. Appropriate reopens would be your Transitional Counseling service and your transitional transportation service.
  - Verify status of case is transitional
  - Verify the job placement is open or entered
  - Verify that job search activity is open with an anticipated end date marking the 30th day from the last day of employment.

Closing the TS counseling Service:
There are only 3 Outcomes for TS Counseling:

1. If the closure is due to it being the end of the Two year TS eligibility period – Outcome would be "Completed"
2. If a TS case has lost a job and has re-applied for cash assistance - Outcome would be "Referred back to PAS – Redeterm"
3. If a TS case closes for failure to submit pay stubs, CSE sanction, moved out of Pinellas County, or any other reason other than #1 and #2 - Outcome would be "Exited without Completing"

***Along with these outcomes, the TS Rep is to enter a case note explanation of why the case was closed.

If a customer comes back onto TS and is still under the original 2 year TS period:
If a TS case closes for failure to submit pay stubs. Two months later, they come back in for services and submit new pay stubs (and they are still eligible for TS services)

- TS Rep will click on the original TS counseling service (the closed one with the original 2 year TS period)
- The TS Rep will delete the Actual Start and End dates and the Outcome and hit Save. This will reopen the original TS Counseling service.

This way we are not opening up a duplicate TS counseling when they are still in their original 2 year TS period and keeps staff using only one line item or entry of the transitional counseling to keep track of actual 2-year time period.
***Remember this is the only scenario in which staff would delete the Actual Start and End dates, and outcome

Standard Operating Procedures – 4

Title: Transitional Benefits

Date: May 21, 2009, Updated 6-3-10, Updated 09-16-11: Updated 08/16/12

To: All Worknet Pinellas Program Staff Members

Transitional services are those services that assist customers maintain employment and self-sufficiency. For all services, the customer must qualify for TANF and must be under 200% of poverty, and the TANF Eligibility Screening Tool (also referred to as the 200% tool) must be completed and placed in the file no less than every 6 months. The following is a comprehensive listing of transitional services that are available to customers after their TANF ends.

Childcare. At the point that the person goes to work, the assigned staff person should explain to the customer that they might be eligible for transitional childcare (TCC). Worknet Pinellas staff are the authorizing authority of TCC. The TCC referral is uploaded in the childcare file vista system e-filed into the customer electronic file. A referral ending at the end of the 2 year transitional period should be authorized.

If the person is going to transitional education or school as well as working, the person might be eligible for transitional education and training childcare (Ted). The service must be entered into OSST as a Transitional Childcare service in the service plan section of skill development. Ted is only allowable if the customer is working. Case notes are required to detail services given.

Transportation. Current support services may be utilized in transitional services including incentive cards (for transportation). Provision of this service must be entered as Benchmark 4 on the service plan section of skill development. Transitional transportation incentives may be utilized for up to 6 months after cash ends. Case notes are required to detail services given.

Incentives. WT program staff can provide WT customer incentives based upon their need AND required program participation and/or attainment of performance benchmark(s). Customers will be informed that program performance incentives are to be used to assist their successful retention of secured employment, or anything that may arise which challenges their ability to continue to participate in the WT program. Incentives are subject to availability of funding and are not a customer entitlement. Transitional customer annual cap is $400 for months 1 -6 (no ancillary assistance/needs available during months 10 – 24)

Transitional Medicaid. Extended Medicaid is automatically offered for 6 months through the Department of Children and Families. Depending on income level, an additional 6 months may be available.

Transitional Counseling. All follow-up contact should be documented on the OSST system. The Transitional Representative conducting follow-up should ensure that the appropriate counseling is documented on the skill development section of OSST. Appropriate case notes to document the service delivered must accompany all services.

Upfront Diversion and Transitional Service Eligibility: As noted in Agency for Workforce Innovation's Questions and Answers #3 published May 2002, Upfront Diversion recipients potentially are eligible for the following Welfare Transition supported services, initially and transitionally:

Transitional Services

Transitional services are not an entitlement benefit but may be provided to eligible customers depending on resources available and RWB priorities. Please refer to Section 445.028, F. S. for additional information on this issue."

40. Question: **Are the criteria the same for all TCA recipients who receive a cash severance or relocation payment and clients who are eligible for Up-front Diversion regarding eligibility for transitional services?**

Answer: *The eligibility criteria are different for each program. Those customers who were receiving and continued to be eligible for TCA but requested and received a cash severance and/or relocation payment were then eligible for all transitional services as long as they continued to meet income eligibility criteria.*

An Up-front Diversion applicant who is potentially eligible for TCA would be eligible for one-time diversion services for 4 months and a one-time diversion payment of up to $1,000. These applicants would also be eligible for transitional child care and transportation services for up to 2 years but would not be eligible for transitional education and training.

Transitional services are not an entitlement benefit but may be provided to eligible customers depending on resources available and RWB priorities. Please refer to Section 445.028, F. S. for additional information on this issue."

UFD services breaks down:

- Ancillary Supported Services for a period of up to 4 months after receipt of Upfront Diversion Payment .
- Transitional Transportation for up to 2 years.
- Transitional Childcare for up to 2 years.
- Must maintain ongoing transitional eligibility, which requires customer document current employment, not sanctioned by another government agency, and household income falls below 200% poverty level.

Transitional Childcare (TCC)

Any person whose case is closed due to exceeding income guidelines which may be a result of employment, child support payments, or due to time limits only if they are employed may be eligible for **transitional** childcare (TCC). In addition, any applicant who accepts Up-Front Diversion may be eligible for transitional childcare, if they are employed. If the applicant's/customer's household income exceeds 200% of poverty, they will not be eligible for subsidized childcare. TCC and Diversion childcare may be provided for up to two years from the date the cash closes. TCC is provided only for the hours in which the person is engaged in employment, plus travel time.

As soon as staff becomes aware that a customer has obtained employment, transitional services will be reviewed with that customer. Upon cash closing, a "Notice of Change in Child Care Status" form will be completed with Section A indicating "terminated" and number "1" being checked, indicating "employment/case closed" as the reason. Number "3" should also be checked indicating a contact person and phone number and "to discuss transitional childcare." A copy of the form will be retained in the file, a copy will be sent to the childcare agency, and the original will be sent to the customer.

If the customer is interested in continuing to receive subsidized childcare, a new referral will be completed indicating in section "B" "TCC" (transitional childcare) for any customer whose case is closed due to employment or "Diversion" for any applicant who elects Upfront Diversion. TCC will be entered into OSST system. Instructions for completing this form are attached to the form. The form is a system-generated form upon entry into OSST of the service. This form and copies of pay check stubs, if available will be sent to the childcare agency, along with the following screen prints: AWAA, IQCH, AIID, Employment Verification and 6 weeks of pay stubs.

For all transitional and diversion childcare, the two years starts on the date the cash case closes. For example: A customer gets a job and the cash ends effective October 31st of 2000. The TCC time would begin November 1, 2000 and would end October 31, 2002, regardless of when the customer chose to utilize it.

Transitional Education Child Care

Any former customer who is currently working or actively seeking employment (up to 30 days) while attending school or training which is job related may receive up to two years of transitional education (TEd) (based on income) which starts the date the case becomes Transitional. . TEd is provided in addition to the TCC provided for employment. TEd is provided only for the hours the person is in school, plus travel time. Ted will be entered into OSST system. The form is a system-generated form upon entry into OSST of the service. This form, copies of 6 weeks of pay check stubs or EV form if check stubs have not been received by the customer, school enrollment form and the most current Vocation Education timesheets will be sent to the childcare agency, via the file vista system. There is no required number of hours the person must be working to receive Ted.

For all transitional childcare, the two years starts on the first day of the first month the customer does not receive cash assistance. For example: A customer gets a job and the cash ends effective October 31st of 2000. The TCC time would begin November 1, 2000 and would end October 31, 2002, regardless of when the customer chose to utilize it.

Transitional Transportation

Incentive cards in $50.00 increments. The staff person and transitional customer will complete the customer log when an incentive is issued. Transitional Transportation may be used for up to 6 months after cash ends. The customer must be under 200% of poverty to be eligible.

Transitional Ancillary Support Services:

- See WT incentive process SOP on the G Drive

Standard Operating Procedures – 5

Title: TS Incentive Mailing Program

Date: May 21, 2009, Updated 6-3-10, 09-16-11, 08/16/12

To: All Worknet Pinellas Program Staff Members

Transitional services are those services that assist customers maintain employment and self-sufficiency. In line with our automation and streamlining efforts here are our plans and required OSST entries to authorize and request TS transportation for your customer through the Transitional mail out.

Process:

1. No transitional customer is to receive any TS services through the Transitional mail out during their first month of Transitional. This is the first month during which the customer does not receive cash. Teams need to see these customers to collect needed participation documentation and ensure that transitional childcare is in place to keep customer on the new job.
2. To be eligible and for each staff to document this eligibility in the E File, a 200% of poverty tool must be completed:
   - based on customer's income falling below 200% of poverty for household size
   - remains within first 6 month eligibility period
   - TANF eligible children remain in the home
   - No child support sanction showing on case in the Florida System.
   - Customer is working and documents such at point of receipt of service
   - Transitional job search is a valid activity for **30 days from last day** of employment. If customer fails to re-employ, he or she will no longer receive transitional services until documenting re-employment. Customers in transitional Job Search should be referred to the Transitional mail out. They should come into the office to submit their completed Job Searches and at that time receive service.
3. Each month, the transitional customer must submit ongoing pay stubs to their Career Counselor and then subsequently to their Transitional Rep. These pay stubs are to be submitted by the 15th monthly. If the customer received a pay stub prior to the 15th, then a copy is required. Worknet's goal will be to obtain a pay stub during the current month in which transportation service is provided if customer's pay schedule permits.
4. TS Reps can request three months of incentives (transitional transportation) for an active, current transitional customer who has been transitional and receiving ongoing TS services for a minimum of 3 consecutive months. In an effort to enhance customer service to a continually employed customers and efficiency in tracking a TS customer's continued employment, TS Reps can place the TS customer on a 3-month TS cycle. The following occur:
   - Customer must submit his/her most recent pay stub by the 15th of the month for each month during the 3-month TS cycle.
   - When on a 3-month TS Cycle, only one pay stub is required each month to document and support continued employment and eligibility for continued services.

- The TS Rep may refer long term TS customers to the Transitional mail out requesting $150 of TS transportation services or a 3 month's supply.
- Should a long term TS customer have a break in employment or fail to document/submit proof of continued employment at the beginning of each 3-month cycle, then the TS Rep will complete a Job Follow Up with "no" as the status of continued employment generating a TS Termination Letter off the OSST system mailing to the customer to begin their TS termination of services. TS Terms will be set for 30-days. If failing TS customer is using TCC, then a TCC term notice will also be included. If customer fails to respond and provide proof of continued employment, then at the end of the 30-day notice the TS rep will close all open services/activities and close the case pending customer's return.
- All returning TS customers should be placed on a 1-month TS cycle until TS rep determines that the customer's employment has stabilized and customer demonstrates commitment to follow through with ongoing TS requirements of WT program. After successful completion, then the TS rep may return the TS customer to a 3-month TS cycle.
- TS reps will track all customers receiving transportation via the mailing system on a master spreadsheet. This spreadsheet is QA'd every month by a member of a management prior to the mailing list being finalized and prior to any incentive cards being placed in the mail.
- Staff need to ensure that they identify the status of the customer on their master. Record UFD when customer becomes transitional through receipt of an Upfront Diversion. Record TS when customer exits cash assistance due to earned income.
- Address will note "Primary" or "Secondary" address which the customer is using for mailing of their TS transportation. TS rep must also ensure that the OSST flag under the Demographics screen matches current address of customer.
- Current month's request for TS transportation should define how much service is being requested. The TS rep will state $50 for a single month's or $150 for a 3-month TS cycle when requesting mailing services.

5. REMEMBER, if staff place a customer's name on the list, then staff is confirming their eligibility and continued, documented employment.
6. Required OSST entries must be completed prior to the spreadsheet being QA'd by management. These required entries are:

OSST Entries:

- Transitional Counseling under Service Plan with anticipated start date and anticipated end date which defines the 2-year TS eligibility period. Example: customer exits in April 2004, then TS eligibility period would be May 1, 2005 through April 30, 2007. This is critical to ensure we do not serve customer past end of 2-years.
- Benchmark 4 under Service Plan with anticipated start date for the first day of the first month when you authorize mailing of services. Upon receipt of first gas card or bus pass, then Benchmark 4 should have a start date and be left open for each subsequent month where you continue to authorize and request transportation through mailing program. Please close if change occurs. Please reopen with the first day of new month where you are again requesting service through mailing program.
- The most important piece is the VALID ADDRESS for customer where you need the incentives mailed. It is each staff requesting or referring who must ensure that they monitor/update OSST with correct address. Failure to do so will result in customer not getting service. Please use the secondary address field under Demographics on the Case-at-a-Glance screen to update if address varies from the Primary or Florida address. YOU MUST ensure that you set the flag or address default on OSST to the primary address.

Use for Address Correspondence: ☑

- Open Benchmark 4 or leave open for continuing customers. MIS will come back and add actual incentive card amount into OSST.
- MUST HAVE A JOB FOLLOW UP Record entered for the month in which you are referring/requesting service through mailing program. No follow up … no incentive … the name will be deleted off the list. To enter, merely go to your job placement record on the OSST Skill Development screen and click hyperlink "Follow UP" to enter. You must have an open placement also.

Job Title	Employer	Start Date	End Date	Days Worked	Follow-up
Cna	Apollo Health	02/29/2004	Present	503	Follow-up

Follow Up Entry:

Add/Edit Follow-Up Record

*	**Date follow-up was conducted:**	03/31/2004
	Name of Contact spoken to	pay stub
*	**Was customer employed at Follow-up?**	◉ Yes ○ No
	Type of Follow-up	30
	Wage (per-hour) at Follow-up	10
	Hours (per-week) Scheduled at Follow-up	0
	Type of verification used	Pay Stub

- "YES" must be the value for "Was customer still employed?"
- Use NULL value if the 30-day, 60-day, 90-day, 180-day, 365-day value on Type of Follow Up is not appropriate
- Date of Follow up at top must will be the Period End Date for the pay stub you are entering. This will provide staff a clearer picker of what customer is submitting the required documentation to support issuance of services.

7. Upon receipt of your lists and ensuring that your OSST updating is maintained and complete, the list will be emailed to the Finance Department who will prepare and mail the incentives to the customers.
8. Returned envelopes due to an incorrect address run the risk of not receiving service for the month. All returned envelopes must be researched by the Transitional Rep. A case note defining return due to bad address must be entered into OSST. Correct address information obtained from customer and updated into OSST setting secondary address flag.
9. OSST required entries (cost entry and OSST case note) will be updated by designated MIS documenting in OSST under cost screen the distribution of the incentive and cost involved.

WT Standard Operating Procedure

Up-front Diversion

1. Up Front Diversion
2. State Question and Answers

Standard Operating Procedures

Title: Up-Front Diversion

Date: August 25, 2008, Updated August 10, 2012

To: All WorkNet Pinellas Program Staff Members

Many applicants do not need ongoing cash assistance, but due to an unexpected circumstance or emergency need, they may require some immediate, non-recurrent assistance (such as rental assistance, utility assistance, auto repair, etc.) in order to obtain or maintain self-sufficient employment. Up-front Diversion allows a cash assistance applicant, who has a one-time need, to receive a cash payment or services instead of receiving on-going cash assistance. In exchange, DCF may pay (one time) for the needed service *not* to exceed $1,000 per family. A family may only receive this Up Front Diversion payment once in a lifetime. These payments do not count toward cash assistance time limits. UFD payment is considered a lump sum asset the month of receipt and could affect food stamps and/or Medicaid the month of receipt only.

Once the UFD applicant's case goes Transitional , then we would provide transitional childcare for up to 2 years. Other ancillary support services may be provided for up to 4 months, which includes transportation, auto repair, clothing, and other needed services, based on funding availability. The applicant does not have to take the cash payment to receive diversion; they may simply elect to take services, which will make particular payments on their behalf directly to the payee (i.e. car insurance company, electric company, etc).

To be eligibility for Up-Front Diversion, the applicant **must**:

- Have applied for cash assistance through the Department of Children and Families (RFA) and
- Show proper identification for self and household members by presenting documents such as Driver's License, Florida ID card, State ID card, Birth Certificate or Work/School ID card, (a copy must be placed in the file for each household member) and
- Have a child or children under the age of 19 or have a pregnant woman in the family meeting DCF pregnancy criteria (445.017) and
- Document their household composition. A self-attestation is allowable or the Florida AIID screen print placing a copy in the applicants file.
- Document their household income and resources. Income is defined as "income on the date of application." For employment loss, staff will need to ensure that they include any pay stubs received in month of RFA on the budget sheet (Page 2 of the AWI-WTP 2073). For the start of new employment after the date of RFA (application with DCF), this is considered anticipated income and should not be included on the budget sheet Page 2 of the AWI-WTP 2073).
- Have a need that if met would result in not needing on-going cash assistance and
- Likely be eligible for cash assistance to include: a review of customer's time clock to ensure it is not exhausted, a review of any current WTP, FSET or CSE sanction, and legal alien status and
- Complete the Diversion paperwork (AWI-WTP 2073) and
- Document supporting bills and estimates to substantiate the emergency need or barrier to obtaining or retaining employment. For example: electric bill, auto repair estimate, rent, etc.

Applicants may elect diversion as long as their cash assistance is still pending. After cash assistance is opened, there can be no diversion from TCA

When meeting with an applicant, who is interested in UFD, the Resource Specialist will first review FLORIDA to ensure they have not already used Up-Front Diversion assistance. The Resource Specialist will also ensure the applicant is not on a Child Support Enforcement or Welfare Transition Program sanction. If the person has used Up-Front Diversion already or is on a Child Support Enforcement Sanction, they are not eligible for this option. If the person is on a WTP sanction, they are not eligible until the sanction is lifted.

The Resource Specialist will then review the BD01 screen on ODDS to determine if the applicant has filed for unemployment compensation, been notified of potential ability to apply for unemployment compensation, or is approved and receiving unemployment compensation. If the customer is potentially eligible but fails to apply, we should not move to an UFD payment when the customer has failed to follow through with the DCF worker's directive to file for unemployment compensation. Additionally, we should not move to an UFD payment if the customer is soon to receive unemployment compensation (same month they are applying for UFD). The actual receipt of UC benefits makes the customer ineligible for ongoing TCA regardless of the dollar amount, and as such they are ineligible for UFD.

Up-Front Diversion shall involve a four-step process by staff that includes:

Step 1 Linking applicants with job opportunities as a *first option*;
Step 2 Offering services, such as childcare or transportation, as an alternative to welfare;
Step 3 Screening applicants to respond to the emergency needs of the family;
Step 4 Offering a *ONCE IN A LIFETIME* payment of up to $1000 per family.

Upfront Diversion Process:

A. The Resource Specialist will screen all TCA applicants for Up-Front Diversion as a condition of intake. If the applicant is interested in UFD, then the Resource Specialist will determine if the applicant meets the criteria, using WT_2073 Comb Up Front Diversion Scrng 091907 form (This is 4 pages long), to pre-screen if the family has an emergency situation that can be resolved with up-front diversion assistance and whether or not the up-front intervention will eliminate the need for ongoing cash assistance.
***If it does not appear diversion would eliminate the need for ongoing cash assistance, do not proceed with the process. If it does not appear that the customer or household is "work ready' and are better served by receiving ongoing cash assistance, then do not proceed with the process

B. If it is determined that the applicant could benefit from this service or the applicant requests to be considered for service, the official "start date" of the Upfront Diversion process is defined. Complete form AWI-WTP 2073 (4 pages) to determine potential eligibility for cash assistance. *If it does not appear the applicant is eligible for cash assistance, do not proceed with the process*. Ensure that the FLORIDA MIS is reviewed for all evidence of earned and unearned income. Be especially aware of unpaid or pending payroll checks. Remember that the amount of income used to calculate the potential eligibility is determined by using all counting income received or that will be received, during the month of UFD request/RFA.

C. After completing the UFD forms, if it appears the applicant is potentially eligible for cash assistance, identify which services the applicant needs in order to decline the cash. Refer the customer to provide documentation of emergency need or unexpected circumstance.
Emergency needs can be:
- Utility bills where payment is needed to avoid interruption of service.
- Car Repairs, Car Insurance, Car Payments
- Payment of medical services or counseling
- Coverage of income loss due to medical leave without pay
- Emergency Childcare payments until permanent childcare can be secured.
- Tools, Uniforms, Equipment, Supplies need to obtain/retain employment.
- WorkNet also has funding to provide assistance as outlined in the WTP Incentives procedure, except training services.

D. Define the budget and plan for self-sufficiency. A written statement (plan) by the UFD applicant and a budget should be completed to demonstrate resolution of emergency need and how the customer's household will maintain without ongoing cash assistance and with employment. UFD applicant must have a plan to secure "on-going" means of meeting monthly recurring expenses in household budget.

E. Provide community-based referrals to obtain community support as deemed appropriate by staff.

F. The applicant must be informed that if they elect this diversion, they may not apply for cash assistance for three months. If they do apply within the three months, they must have a demonstrated emergency such as hospitalization or illness resulting in significant loss of income or employment, loss of housing, a natural disaster responsible for destruction of the family's major property or other such emergency. Form AWI-WTP 2073 will be completed and signed by the Resource Specialist and applicant.

G. The AWI-WTP 2073 form along with the supporting documentation (bills, identification, etc.) will be forwarded to the Supervisor for approval. Upon review and approval, the Supervisor will sign off and enter a case note on OSST indicating approval of the UFD. If the Supervisor denies the UFD, a case note will be entered into OSST indicating denial and the reason for denial, and will write, "DENIED" on the forms. In all cases, a copy of all forms will be maintained in the E File.

H. A CLRC (2097) case note will be completed in Florida with whether or not UFD was denied or approved. A copy of the AWI-WTP 2073 forms and backup documentation will be sent the same day of paperwork completion to DCF to process. After completion of screening or completion of paperwork, copies of the AWI-WTP 2073 forms, will be sent to the DCF designee for their records. State time standards per 65A-4.212, state "The up-front diversion payment must be expedited and processed by the department within five (5) work days of receipt of the completed AWI-WTP 2073 from the RWB designee." Where customer delays, or requests additional time, then an OSST case note must be entered documenting customer request. A due date must be defined for delay.

I. Please ensure all applicants denied an Upfront diversion are informed that their RFA will immediately be processed for eligibility for TCA by DCF. Applicants should complete orientation if they have not already completed, assigned Job Smart workshops, and informed of next steps.

J. The UFD payment upon completion of processing on the Florida MIS system will be posted to the customer's EBT card. Customers should be referred to the 1-866 DCF Customer Service Line to check on the processing of their UFD payment.

<u>Recap of Support Services:</u>

1. Transitional childcare can be written for up to 2 years if customer meets ongoing transitional eligibility requirements. Start date of TCC coverage would be the first day of the month after date the UFD payment is received. If customer failed to use TCC during the 2nd and 3rd months while obtaining employment, then the TCC referral would be written for remaining 9 months.
2. Upon obtaining and documenting employment to Worknet, the UFD recipient determined to be transitional can continue to receive and incentive card monthly for up to 4 months in order to assist the customer to retain employment. UFD transitional customer must comply with transitional requirements to maintain eligibility. If the customer fails to provide employment by day 30, then they are no longer eligible to received transportation services, until they have provided proof of employment.
3. Other, ancillary support services may be provided for up to 4 months**,** which includes transportation, auto repair, uniforms, and other needed services, based on funding availability.
4. An UFD applicant or a UFD recipient is not eligible for training services, which is perceived as recurrent assistance.

In cases in which the applicant is unemployed or underemployed, the applicant will be referred to the Job Smart Workshops and Resource Room for assistance in job search. Sanctioned UFD applicants must serve out any remaining penalty period and then begin compliance which can be the job search or employment component of the Upfront Diversion process. Staff should request the lift of a WTP penalty upon verification of countable activity.

FLORIDA MIS Entry:

- UFD request: Upon staff's assessment that the applicant is a good candidate for UFD or the applicant formally requests UFD, then the staff must enter a CLRC note to notify DCF of this request. It is important that the start date of the Upfront Diversion process is also included in the CLRC.
- At Outcome: Staff will enter a CLRC recapping the outcome of UFD processing, dollar amount requested, and the date in which the UFD packet is forwarded to DCF for review, final approval and processing.

OSST Data Entry:

- A work registration on OSST will be completed on the applicant.

On the Skill Development Screen:

- Up-Front Diversion will be selected from the drop box with an anticipated start date as the date the applicant requests diversion service or Worknet staff determines that the customer is a good candidate for this program. Remember that this begins the 5 day time standard for Worknet processing and DCF review. The anticipated end date is set for 5 consecutive days after the anticipated begin date. The actual begin date is entered by the Supervisor, once they review and approve the UFD. The actual end date is the date that DCF determines UFD applicant eligible after DCF reviews/approves and posts the UFD monies into the Florida system. The Supervisor will enter the outcome as "Approved" to define positive outcome. The Resource Specialist is responsible for entering the UFD dollar amount under the cost screen.
- If denied, then the Supervisor will enter the outcome as "Denied" No other outcome reason should be used. The case could become mandatory if ongoing cash assistance is approved and should then be processed as per "End Applicant" procedures
- Confirm OSST entry of applicant services (ie: transportation, , community referrals).
- Document any other services such as transportation, as normal.
- The UFD applicant should be assigned job search on the Skill Development Screen and assigned a due date to return their complete job search forms. The case will remain in applicant status until the customer receives a UFD payment and obtain/documents employment. If the customer is already employed, then the case status is changed to transitional on the Demographics screen. Both types of cases are reassigned to the Transitional Representative.
- If the person is employed, an employment verification form and any paycheck stubs are required, and the employment will be entered in the job section of skill development. Customer will be treated as a UFD Transitional case which will require monthly receipt of pay stubs to continue TCC and any incentive services.
- If not approved for UFD or ongoing cash assistance, then the case should be reviewed in FLORIDA MIS and closed as application denied.

On the Case at a Glance Screen:

- Status change the case to transitional, once customer receives UFD payment and documents employment.
- Review the contact information and update as needed.

Case Notes:

- Case note the meeting, the outcome, the services offered and their employment information if applicable, etc.

<u>Reapplying for Cash Assistance within the 3-Months</u>

In the event the applicant re-applies within the 3-month time frame and no emergency was identified, the applicant will be informed that they are not eligible for cash assistance. The 2097 CLRC note will be completed noting, "Not eligible based on UFD provided on (date)."

In the event the applicant re-applies within the 3 month time frame and an emergency was identified, the applicant will be informed that they may proceed with the process; however they will be required to repay the diversion payment in 8 payments which will automatically be taken out of their cash assistance.

A form WFI-0001 (Diversion Services Emergency Criteria) will be completed and forwarded to the DCF worker.

For an applicant whose full time clock has expired, a Hardship Review meeting must be completed to determine the customer "potentially TCA eligible" We would need to expedite the Hardship review as an "RFA pending" turning paperwork around in 10 days. It is highly advised that the UFD become part of the Hardship review due to the time element completing paperwork for both simultaneously. UFD is not a criteria for hardship extension.

State Questions and Answers:

Up-Front Diversion

Question: How does the failure of a customer to follow through with their filing of Unemployment Compensation (UC) impact their eligibility and suitability for an Up-Front Diversion (UFD) service?

Answer: There is no state guidance on what to do if someone does not follow through with UC filing. Regional Workforce Boards (RWB) are handling this situation as best meets their needs, with a written local operating procedure.

Question: What is the eligibility or suitability of a customer who has filed for UC but is still awaiting actual receipt and their emergency will not wait?

Answer: If the individual is eligible for Temporary Cash Assistance (TCA) in the month they apply for UFD, they are potentially eligible for UFD services.

Question: What does the impact of a customer being out on strike have on their potential TCA (UFD) eligibility? Does this change after the strike has lasted for three months?

Answer: The family is ineligible for TCA (and therefore ineligible for UFD) if the parent or caretaker is on strike. If a teen in the household is on strike, the teen is removed from the assistance group, and the rest of the family is potentially eligible for TCA. There is nothing in policy about being on strike for three months.

Question: When a client is eligible for UFD services, can we pay past due bills such as light bills or past due rent? If yes, how far in past due bills would you pay?

Answer: The UFD program does allow RWBs to pay past due rent and utility bills. Each RWB sets their own limit as to how much they want to provide to each client. They may issue a one-time payment of up to $1,000. However, the RWB provider must first go through the 4-step process and determine on a case-by-case basis if the client is eligible. The client must also be potentially eligible for TCA. The UFD Guidance Paper and the Florida Administrative Code regarding UFD can be found at the following web site:
http://www.floridajobs.org/workforce/WT_StLegis.html

Question: A two-parent household was receiving TCA but lost it due to employment but then one parent was laid off and the other is not working. Both parents are looking for work but do not wish to reapply for TCA. Would this household be eligible for UFD even though the household would be eligible for transitional services once they are employed?

Answer: The household would be eligible for UFD if they meet the eligibility requirements, e.g., they are potentially eligible for TCA, the RWB screens them for eligibility criteria, they are not currently sanctioned, and

they have a short-term emergency situation. The other possibility would be transitional services. If their TCA closed within the last 24 months due to earned income, they should be screened for transitional services eligibility. Diversion clients are TCA applicants.

Question: Can diversion services only be issued **after** authorizing the $1,000 payment to the applicant?

Answer: No. The last step in Up-Front Diversion is issuing a payment of up to $1,000. Up-Front diversion shall involve a four-step process by the RWB provider. Once the family has received a diversion service, the family may receive TCC if eligible.

Step 1	Linking applicants with job opportunities as a first option;
Step 2	Offering services, such as childcare or transportation, as an alternative to welfare;
Step 3	Screening applicants to respond to the emergency needs of the family;
Step 4	Offering a one-time payment of up to $1000 per family.

Question: Under the UFD, if a client loses their job can they still get childcare?

Answer: Yes. As provided in the Florida Administrative Code, the UFD client can continue getting subsidized Transitional Childcare for up to thirty days after they lose their job in order to seek employment. And once the customer has secured new verifiable employment, we would continue assisting the client with the remainder of the two years of Transitional Child care as long as they submit pay stubs.

Question: In a case where an UFD participant has been determined potentially eligible for a Relocation Assistance payment by RWB staff and the appropriate paperwork has been submitted to DCF for payment, is DCF staff required to complete a TCA eligibility determination prior to issuing the payment or should they just issue the payment as requested by the RWB?

Answer: The RWB staff is responsible for determining eligibility for relocation payment. Eligibility is based on income as reported on the initial application. However, if DCF reviews the information and determines that the client does not meet eligibility criteria, they will not issue the payment and will inform the RWB of the outcome.

Question: Can a participant who received Relocation Assistance due to domestic violence a month ago apply for UFD? Since she received relocation and signed the agreement, it would seem she would not be cash eligible.

Answer: When a participant applies for relocation due to Domestic Violence, (s)he does not have to qualify for an emergency to start receiving cash again (F.S. 445.021). The participant must meet all other eligibility requirements for both the UFD and for TCA to be considered eligible. A local operating procedure concerning how the region focuses on the intent of the statute for the individual to avoid on-going dependency and achieve self-sufficiency should be developed.

Question: When tracking an applicant who has accepted an UFD payment (from DCF), is it tracked under *Skill Development/Service Plan*, or should the case be closed since they are not able to re-apply for TCA for three months unless an emergency is demonstrated? Also, if they accept transitional services, are they tracked as UFD, since it was an UFD service or as transportation specifically?

Answer: Those who receive an UFD payment should have a service coded under *Skill Development/Service Plan*. Anyone who is receiving services should continue to have an open OSST case; in the case of UFD, a participant who has received the payment or provision of services should be coded transitional in the OSST *Case at a Glance/Demographic Information/Registration Status*. In addition, any TCC that UFD recipients

receive to obtain or maintain employment should be coded in the appropriate category (e.g. transportation, childcare, education and training).

Question: Who is eligible for UFD?

Answer: As an alternative to receiving cash assistance, families who qualify for TCA may receive UFD. RWB designees must review each family's situation on a case-by-case basis and respond to emergency needs. Two screening tools are used for determining eligibility for UFD: AWI 2073A determines if UFD is likely to be effective, and AWI 2073B determines if the family is likely to be eligible for TCA.

Question: What does UFD include?

Answer: UFD includes, in this order:

1. Linking applicants with job opportunities
2. Offering services such as childcare and transportation as an alternative to welfare
3. Screening families to respond to emergency needs
4. Offering a one-time payment of up to $1000 per family

The services offered may vary based on the family's circumstances and what they need to overcome their current situation so they can focus on finding or keeping a job.

Question: What is the turn-around time for the UFD payment?

Answer: Recognizing that UFD is designed to help families cope with emergencies, payments should be authorized within five working days after DCF receives the authorization (2075) from the RWB provider.

Question: Can a family receive TCC if they only receive services in the UFD program?

Answer: Yes. If a family is eligible and is diverted through the UFD program with the provision of services (e.g. car repair, mortgage payment, utility payment) only, they are eligible to receive TCC. Any other diversion support service would be considered short-term and available for up to four months.

Question: Who pays for UFD?

Answer: Depends on the type of diversion provided: payment or provision of services. In regards to the UFD payment, the DCF issues the payment of up to $1,000 utilizing TANF funds. In regards the provision of services, the diversion is paid for by TANF local funds through the local RWB. All other services, i.e. car repair, utility payments, mortgage payments, are paid for by the RWB.

Question: Can a family who is sanctioned qualify for UFD?

Answer: Sanctioned families are not eligible for TCA and therefore are not eligible for UFD. Sanctioned individuals must serve the penalty time period (for a second and third level sanction) and comply with the program to have the sanction lifted. If the household is not receiving time limited TCA, the individual can then reapply for benefits and request receipt of UFD. However, individuals who are sanctioned and are receiving time limited benefits for a portion of the household (i.e. TCA benefits are still being provided for the children through a protective payee) are not eligible for UFD. The household cannot be receiving time limited TCA benefits to be considered eligible for UFD.

Question: What is meant by income as existed on the date of application for UFD?

Answer: If the participant has no earned income on their date of application but has earned income that will begin after the date of application (e.g., the same month) then do not count the anticipated income to determine income for UFD. On the other hand, if the participant has earned income that begins on or before the date of application, count that income when determining eligibility for UFD.

Question: Since unemployment compensation is considered in establishing Temporary Assistance for Needy Families (TANF) eligibility, should it not also be considered in establishing diversion eligibility?

Answer: Yes. UFD requires that a participant be potentially eligible for TCA and UC payments are considered unearned income when determining TCA eligibility. Thus, unemployment compensation payments would be included as income for determining eligibility for UFD.

Question: When coding the status for an UFD participant, is there any specific closure reason. We are using "employed" and "assistance cancelled" if not employed.

Answer: "Employed" or "Assistance cancelled" if the recipient is not employed are correct.

Question: When do the three disqualifying months start after receipt of UFD? Does the month of UFD payment/receipt count as the first of the three months of ineligibility? For example, an UFD payment is issued June 27th; are the three months of ineligibility June, July and August with September being the first month they would potentially be eligible for TCA or are the three months of ineligibility July, August, and September with October being the first month they would potentially eligible for TCA?

Answer: As the client cannot receive a TCA payment in the same month an UFD payment is received and the UFD payment does not count as a time-limited month of TCA receipt, the month the payment is received counts as one of the three months of non-receipt of TCA. The answer to your example is June, July and August.

Question: Are customers receiving cash payments for UFD currently considered TANF recipients for the month in which the payment was made? If so, how does that impact the WT Entered Employment performance measure?

Answer: These customers have no impact on Entered Employment. They are not considered recipients, and applicants are not included in the WT Entered Employment Rate.

Question: Can a participant receive books and training as a part of or as the core purpose of the UFD?

Answer: UFD is designed to assist participants in obtaining and/or attaining employment by meeting emergency non-recurrent needs. Although books and tuition can assist a participant in gaining training for career advancement, it is not necessarily an emergency need to obtain and/or retain employment. The RWB would need to determine what constitutes emergency need regarding UFD. It is recommended to assist the participant with finding alternative funding sources for educations, including but not limited to the Pell Grant and the WIA program.

Question: Are the services described in 445.018 and 445.017 available through the same program, i.e. is this the same program described in two different statutes?

Answer: No, the two statutes describe two types of programs. F.S. 445.018 describes paying the cost of the provision of services related to employment, including assessment, job placement, etc. The payments for services are likely to prevent the family from becoming dependent on welfare by enabling employable adults in the family to become employed, remain employed or pursue career advancement. An example would be the

RWB paying for family counseling to help reduce the number of missed workdays due to family problems. Another example would be paying for a computer class for employee advancement.

Chapter 445.017 of Florida Statute describes the diversion services program that assists applicants of TCA with emergency services and/or a one-time lump sum payment of up to $1,000 in conjunction with intensive job search assistance. The diversion assistance is offered to an applicant who, "due to an unexpected circumstance or emergency situation requires immediate assistance to secure or retain employment and/or child support."

Both programs are a diversion from TCA. Eligibility rules are applicable.

Question: Are we prevented from providing a participant that is pregnant and unable to work UFD?

Answer: It is important to ensure that the UFD is an appropriate use of TANF funds for a diversion. Although we are not prevented from granting UFD to a participant that is pregnant, it may not be appropriate. The RWB should create a UFD local operating procedure that will best represent the intent of the legislation and guidance. The UFD is to assist an applicant with an emergency need to secure/retain employment and/or child support payments. If the participant is unable to work and will not be self-sufficient after the receipt of UFD, the approval of UFD benefits will not be appropriate.

Question: Does a participant who receives UFD and reapplies for TCA due to domestic violence have to repay the UFD? Or is UFD similar to Relocation?

Answer: UFD and Relocation Assistance are two different programs. If the applicant agrees to receive UFD, he or she signs an agreement not to reapply for TCA within a three-month period. If the participant demonstrates an emergency and the criteria is approved by the RWB, then the case can be forwarded to DCF. According to F.S. 414.017, there is no stipulation for certain emergencies as not being accountable for repayment.

Question: The participant received an UFD payment. She is now a two-parent family case and her partner wants UFD. Of course approving UFD now would provide the benefit to her twice in a lifetime. I directed staff to deny the application. DCF is questioning my decision. I need your analysis... Does the addition of the husband and/or the PA to UP situation reset the once in a lifetime requirement?

Answer: No**.** The Florida Statute states, the family is eligible for UFD payment one time. Florida Statute also states that the family is restricted from applying for TCA for three months (Chapter 445.017). If the participant is taken into consideration regarding the needs of the grant, he or she is included in the definition of family.

Question: Are we prevented from providing a participant that is pregnant and unable to work receive upfront diversion? Would that be a "good" use of UFD program funds?

Answer: Although you are not prevented from granting UFD to a participant that is pregnant, it may not be appropriate. If the participant is unable to work and will not be self-sufficient after the receipt of UFD, the approval of UFD benefits will not be appropriate. The RWB should create a UFD local operating procedure that will best represent the intent of the legislation and guidance. The UFD is to assist an applicant with an emergency need to secure/retain employment and/or child support payments.

Standard Operating Procedures

WIA Adult and Dislocated Worker

WIA Adult and Dislocated Worker

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Standard Operating Procedures

Title: WIA Eligibility

Date: February 19, 2009, revised July 2010, update August 19, 2012

To: All Worknet Pinellas Staff Members

Cc: Ed Peachey, Executive Director WorkNet Pinellas, Inc.

Purpose:

Provide guidance to establish Program Eligibility broken down by funding requirements and corresponding documentation under Title I Workforce Investment Act (WIA) for adults, dislocated workers, and youth. Outline acceptable forms of verification and documentation thereby preventing inappropriate enrollments based on eligibility leading to disallowed costs. [WIA and 20CFR Part652]

WIA Eligibility:

General Eligibility Requirements for the Adult and Dislocated Worker:

All Applications enrolled into WIA under the Adult and/or Dislocated Worker funding must meet general eligibility requirements providing acceptable documentation. These include:

- Meet the **Age Requirement** at registration/participation. Applicant must be a minimum of 18 years or older.
  - [Act 101(1) and 20CFR 663.110]
- Meet the **Citizenship or Authorization to Work** in the United States at registration/participation.
  - [Act 188(a)(5)]
- If male and date of birth is January 1, 1960 or greater, then meet the **Selective Service requirement** at registration/participation.
  - [Act 189(f)]

WIA Adult Eligibility:

Due to limited funds and local board policy, **Adult** means an individual who:

1. Meets Low-Income Requirement when job seeker meets one of the following criteria:
   a. Income Calculation: receives an income or is a member of a family receiving an income, which in relation to family size, is not in excess of the current, annual Lower

Living Standard Income Level (LLSIL) for Pinellas County and poverty income guidelines.

i. WIA defines Family as noted below.
ii. WIA defines the types of income to be included in the income calculation and types of income to be excluded as noted below.
iii. WIA defines a Family of One based upon a documented substantial disability.

b. TANF recipient: receives or is a member of a family that receives cash assistance under a federal, state, or local workforce development area income-based public assistance program.
c. Food Stamps recipient: receives or is a member of a family that receives food stamp benefits or was determined eligible to receive food stamp benefits within the most recent 26 weeks.
d. Publicly Supported Foster Youth: is a foster youth for whom the court order exists and on behalf of whom the state or local government makes payments
e. Homeless: based on the definition in the Stewart B. McKinney Homeless Assistance Act, including:
    i. An individual who lacks a fixed, regular, and adequate nighttime residence; and
    ii. An individual who has a primary residence that is:
        1. A publicly or privately operated shelter designed to provide temporary living accommodations (including welfare hotels, congregate shelters, and transitional housing for the mentally ill); or
        2. An institution that provides a temporary residence for individuals intended to be institutionalized; or
        3. A public or private place not designed for, or ordinarily used as, a regular sleeping accommodation for human beings.
    iii. [Section 103(a) and (c)]

    Note: a homeless individual does not include any individual imprisoned or otherwise detained pursuant to an Act of the Congress or a State law. An individual who may be sleeping in a temporary accommodation while away from home should not, as a result of that alone, be recorded as homeless.

2. Meets locally-defined Employed Adult criteria defined in board directive, Employed Worker Training 14.0500, and falls below Self Sufficiency threshold.

<u>WIA Dislocated Worker Eligibility:</u>

Dislocated Worker means an individual who:

1. The job seeker has been terminated or laid off, or who has received a notice of termination or layoff, from employment, and is unlikely to return to a previous industry or occupation, and

- is eligible for or has exhausted entitlement to unemployment compensation, or
- has been employed for a duration sufficient to demonstrate to the appropriate entity at a one-stop center attachment to the workforce, but is not eligible for unemployment compensation due to insufficient earnings or having performed services for an employer that were not covered under a state unemployment compensation law;
- [Category 1 Dislocation]

2. The job seeker has been terminated or laid off, or has received a notice of termination or layoff, from employment as a result

- of any permanent closure of a plant, facility, or enterprise; or
- or any substantial layoff at a plant, facility, or enterprise;
- [Category 2 Dislocation]

3. The job seeker is employed at a facility at which the employer has made a general announcement that such facility will close within 180 days and announcement includes both:

- Declaration of closure stating planned closure to the media, and
- Documented verification to the State
- [Category 4 Dislocation]

3A. For purposes of eligibility to receive core services other than training services, intensive services, or supportive services, is employed at a facility at which the employer has made a general announcement that such facility will close.

- [Category 4 Dislocation]

4. The job seeker was self-employed (including employment as a farmer, a rancher, or a fisherman) but is unemployed as a result of:

- general economic conditions in the community in which the individual resides or
- because of a natural disaster
- [Category 3 Dislocation]

5. The job seeker meets the classification as a displaced homemaker who

- has been providing unpaid services to family members in the home;
- has been dependent on the income of another family member but is no longer supported by that income, and
- is unemployed or underemployed and experiencing difficulty obtaining or upgrading employment.
- [Category 5 Dislocation]

NOTE: A displaced homemaker may lose supportive income due to a divorce or the death of a spouse. However, the loss of supportive income may also be the result of a former wage earner's job loss and the former wage earner may still be living in the home. This allows potentially the serving of the spouse of a dislocated worker as well as the dislocated worker.

6. The job seeker is a military service member and/or spouse of a military service member who meets other WIA dislocated worker guidelines by:

- Military Service member who is a non-retiree and discharged from armed forces under honorable conditions; and/or
    - Satisfy other WIA criteria for dislocated worker eligibility including the requirement that the job seeker is unlikely to return to his/her previous industry or occupation
- A Spouse of a military service member
    - Leave a job to follow his or her spouse who is a military service member; or
    - Be unable to continue employment due to his/her spouse's change of military station; or
    - Lose employment as a result of his/her spouse's discharge from the military; and

- Satisfy other WIA criteria for dislocated worker eligibility including the requirement that the job seeker is unlikely to return to his/her previous industry or occupation.

LEVELS OF SERVICES AVAILABLE TO ADULTS AND DISLOCATED WORKERS

- WIA establishes three levels of employment and training services for adults and dislocated workers: core, intensive, and training.
- WIA eligibility determination is required when a job seeker needs staff-assisted services to obtain or retain employment. As a job seeker moves through the service levels, additional requirements must be met to show that the job seeker is appropriate for the next level of service, and requires that level of service to obtain or retain employment.
- All job seekers are eligible to receive core services. Intensive services are available to unemployed job seekers who have been unable to obtain jobs through core services and to those who are employed but need additional intensive services to reach self-sufficiency. Training services are available for those job seekers who have been unable to find employment through intensive services.
- Acceptable verification and documentation may vary based upon escalation of level of service. Staff are required to obtain added documentation prior to escalation of service.

WIA Youth Eligibility:

General Eligibility Requirements for Youth:

All Applications enrolled into WIA under the Adult and/or Dislocated Worker funding must meet general eligibility requirements providing acceptable documentation. These include:

- Meet the **Age Requirement** at registration/participation. Applicant must meet:
  - Younger Youth: between the ages of 14 – 18 not reaching their 19th birthday; or
  - Older Youth: between the ages of 14 – 18 not reaching their 22nd birthday
  - [Act 101(13) and 20CFR 664.200(a)]
- Meet the **Citizenship or Authorization to Work** in the United States at registration/participation.
  - [Act 188(a)(5)]
- If male and date of birth is January 1, 1960 or greater, then meet the **Selective Service requirement** at registration/participation.
  - If the youth was not 18 years of age at registration/participation and then the youth reaches their 18th birthday during WIA participation, staff must verify and document Selective Service registration.
  - [Act 189(h), 50 USC app and 453(a)]
- Meet **Low-Income Eligibility Requirement** at registration/participation. A youthful job seeker who meets one of the following criteria satisfies the low-income eligibility requirement:
  - Income Calculation: receives an income or is a member of a family receiving an income, which in relation to family size, is not in excess of the current, annual Lower Living Standard Income Level (LLSIL) for Pinellas County and poverty income guidelines.
    - WIA defines Family as noted below.
    - WIA defines the types of income to be included in the income calculation and types of income to be excluded as noted below.

        - WIA defines a Family of One based upon a documented substantial disability.
    - TANF recipient: receives or is a member of a family that receives cash assistance under a federal, state, or local workforce development area income-based public assistance program.
    - Food Stamps recipient: receives or is a member of a family that receives food stamp benefits or was determined eligible to receive food stamp benefits within the most recent 26 weeks.
    - Publicly Supported Foster Youth: is a foster youth for whom the court order exists and on behalf of whom the state or local government makes payments
    - Homeless Youth: based on the definition in the Stewart B. McKinney Homeless Assistance Act, including:
        - An individual who lacks a fixed, regular, and adequate nighttime residence; and
        - An individual who has a primary residence that is:
            - A publicly or privately operated shelter designed to provide temporary living accommodations (including welfare hotels, congregate shelters, and transitional housing for the mentally ill); or
            - An institution that provides a temporary residence for individuals intended to be institutionalized; or
            - A public or private place not designed for, or ordinarily used as, a regular sleeping accommodation for human beings.
        - [Section 103(a) and (c)]

        Note: a homeless individual does not include any individual imprisoned or otherwise detained pursuant to an Act of the Congress or a State law. An individual who may be sleeping in a temporary accommodation while away from home should not, as a result of that alone, be recorded as homeless.
- Has a **General Youth Barrier Requirement** by the youthful job seeker meeting one or more of the following categories:
    - Deficient in Basic Literacy Skills
    - Is a School Dropout
        - Note: youth who are homeschooled are not defined as dropouts.
    - Meets the definition of Homeless, Runaway, or Foster Child
    - Is a Pregnant or Parenting Youth
    - Is an Offender
    - An individual who requires additional assistance as defined by local, regional Workforce board.
- Has a **local, board-defined Youth Barrier** supporting determination that the individual requires additional assistance to complete an educational program or to secure and hold employment
    - Individual has completed educational program, but lacks the appropriate license for that occupation
    - Individual with poor work history
    - Evidence of alcohol or substance abuse
    - Dysfunctional family as documented by youth services personnel
    - Low grades – failing two or more basic skill areas
    - Low standardized test scores

- Retained one or more times in school
- School discipline problem
- Frequent moves between schools
- Truancy or excessive absences
- Limited or no English proficiency
- Parents or siblings dropped out of school
- Enrolled in a drop-out prevention program
- Enrolled in a GED program
- GPA below 3.0
- Residing in subsidized housing or an empowerment zone.
- Transportation Barrier or a daily trip route requiring 2 or more transfers or a total commute time in excess of 1 hour
- Inability to secure Adequate Child care
- [TEGLs 7-99, 14-00, 17-50]

Definitions used under WIA Eligibility:

1. Basic Skills Deficient means an individual who:
    a. Computes or solves problems, read, writes, or speaks English at or below grade level 9; or
    b. Is unable to compute or solve problems, read, write, or speak English at a level necessary to function on the job.
2. Economic Conditions that result in dislocation of a self-employed individual may include but are not limited to:
    a. failure of one or more businesses for which the self-employed individual supplied a substantial portion of products or services;
    b. failure of one or more businesses from which the self-employed individual obtained a substantial portion of products or services;
    c. substantial layoffs from, or permanent closure of one or more plants or facilities that support a significant portion of the state or workforce area economy;
    d. depressed prices or markets for the article(s) or service(s) produced or provided by the self-employed individual; or
    e. generally high levels (above 4.5 percent) of unemployment in the workforce area.
3. Eligibility Determination means the entire process used to obtain information about a job seeker's eligibility status at the time of application, and to identify and evaluate the elements that are necessary for the participant's eligibility for WIA programs.
4. Employed Individual means an individual as per Bureau of Labor Status DOL who is with a job as, "Persons 16 years or older who worked for at least on hours as a paid employee during the reference week.
5. Family is defined under WIA means two or more persons related by blood, marriage, or decree of court, who are living in a single residence, and are included in one or more of the following categories:
    a. A husband, wife and dependent child(ren);
    b. A parent or guardian and dependent child(ren);
    c. A husband and wife.

    Note: the phrase "living in a single residence" with other family members includes temporary, voluntary residence elsewhere (i.e. youth attending school or college, or visiting relatives). It does not include involuntary temporary residence elsewhere (i.e. incarceration or placement as a result of a court order into a residential drug and alcohol

treatment facility). Members of the armed forces on extended temporary assignment elsewhere are included under involuntary temporary residence.

6. Family Income is the income received from included sources of income of all members of the "family" defined under WIA. Family income means income as defined by the Department of Children and Families in connection with the annual poverty guidelines with the exceptions noted under excluded income. Self employment income is to be determined on the basis of the most recently submitted federal income tax return or on the basis of annualized proceeds posted in more current, acceptable accounting records. All other income is to be annualized based upon receipts during the most recent 6-month period prior to registration/participation.
7. Family of One is defined based upon individual having a substantial disability under WIA who for the purposes of income eligibility determination may have his/her income separated from the family's [WIA 101(25)]
8. Family Size shall be the maximum number of family members during the income determination period. For a separated or divorced applicant, income shall be prorated depending upon the length of time during the most recent 6-month period where the applicant lived with the other wage earner.
9. Homeless based on the definition in the Stewart B. McKinney Homeless Assistance Act, including:
    a. An individual who lacks a fixed, regular, and adequate nighttime residence; and
    b. An individual who has a primary residence that is:
        i. A publicly or privately operated shelter designed to provide temporary living accommodations (including welfare hotels, congregate shelters, and transitional housing for the mentally ill); or
        ii. An institution that provides a temporary residence for individuals intended to be institutionalized; or
        iii. A public or private place not designed for, or ordinarily used as, a regular sleeping accommodation for human beings.
10. Offender means any adult or juvenile who:
    a. Is or has been subject to any stage of the criminal justice process, for whom services under the WIA Act may be beneficial; or
    b. Requires additional assistance in overcoming barriers to employment resulting from a record of arrest or conviction.
    c. Youthful Offender will be defined as individual who has attachment to DJJ during adjudication.
11. School Dropout means an individual who is no longer attending school and who has not received a secondary school diploma or it recognized equivalent.
12. Self Sufficiency under Employed Adult is defined as an individual whose:
    a. Earned income cannot be above 200% of the annual Lower Living Standard Income Level (LLSIL) established for Pinellas County; or
    b. Hourly equivalent of 80% of the layoff wage.
13. Unemployed Individual means an individual as per Bureau of Labor Status DOL who is without a job as, "Persons 16 years or older who had no employment during the reference week.

Allowable Documentation based upon ETA Data Validation Guidance:

Note: staff should use the defer to the current Source Documentation Requirements based upon Program Year of Participation and ETA Defined Data Element Validation guidance.

Eligibility Item	**Adult/Dislocated Worker Eligibility Documentation Sources**	**Youth-Low Income Documentation Sources**	**Youth-Not Low Income Documentation Sources**
Social Security Number	• DD-214, Report of Transfer or Discharge (Other) • Employment Record • IRS Form letter • Letter from Social Security Agency • Passport (Other) • Pay Stub • School Records • Social Security Benefits • Social Security Card • W-2 Form • Applicant Statement • Telephone Certification • Driver License (Other) • School/State or Federal Identification Card (Other)	Documentation sources are applicable to all youth	Documentation sources are applicable to all youth
Authorization to Work /Alien Status	• Documentation specified on the I-9 Form • Alien Registration Card Indicating Right to Work • Baptismal Record • Birth Certificate • Food Stamp Record • Foreign Passport Stamped Eligible to Work • Hospital Record • Naturalization Certification • Public Assistance Records (If place of Birth is shown) • U.S. Passport • Social Security Card (“Work Eligible”) • Native American Tribal Document • Telephone Verification • Applicant Statement • DD-214, Report of Transfer or Discharge (Other) • School/State or Federal Identification Card (Other) • Driver’s License (Other) • School Work Permit (Other)	Documentation sources are applicable to all youth	Documentation sources are applicable to all youth

Eligibility Item	**Adult/Dislocated Worker Eligibility Documentation Sources**	Youth-Low Income Documentation Sources	Youth-Not Low Income Documentation Sources
Selective Service Registrant	• DD-214, Report of Transfer or Discharge (Other) • Selective Service Registration Card (Other) • Selective Service Letter/Registration Letter • Stamped Post Office Receipt of Registration • Selective Service Website printout (http://www.sss.gov) • Selective Service Telephone Verification (847) 688-6888 • Selective Service Advisory Opinion (Waiver) Letter	Documentation sources are applicable to all youth	Documentation sources are applicable to all youth
Veteran Status	• DD-214 (Other) • Cross-match with veterans data base (Other) • Cross-match with Wagner-Peyser (Other) • State management information system (Other)	Documentation sources are applicable to Males 18 years of age and older	Documentation sources are applicable to all youth
Birth Date/Age	• Baptismal or Church Record • Birth Certificate • Driver's License • Federal or State of Florida or Local • Government Issued ID Card • School Records/Identification Card • Hospital Record of Birth • Passport • Public Assistance/Social Services Records • Work Permit if date of birth is shown (Other) • Telephone Verification • DD-214, Report of Transfer or Discharge (Other) • Tribal Records (Other) • Cross-Match with Dept of Vital Statistics (Other)	Documentation sources are applicable to all youth	Documentation sources are applicable to all youth
Unemployed	• Self Attestation • Job Search Worksheet • Unemployment Pay Check Stubs (Other) • Case File Notes (Other) • UI Cross-Match (Other)	Documentation sources are applicable to all youth	Documentation sources are applicable to all youth

Eligibility Item	**Adult/Dislocated Worker Eligibility Documentation Sources**	Youth-Low Income Documentation Sources	Youth-Not Low Income Documentation Sources
Individual Status/Family Size	• Self Attestation • Applicant statement of Family size/income • Birth Certificate • Court Decree • Divorce Decree • Family of One (Disabled) • Landlord Statement • Lease • Marriage License • Medical Card • Most Recent IRS Tax Document • Public Assistance records (Other) • Public Housing Lease (Other) • Cross Match with TANF (Other)	Documentation sources are applicable to all youth	Documentation sources are applicable to all youth
Food Stamps	• Authorization to obtain Food Stamps • Letter from FS distributing Agency • Post marked Food Stamp mailer with applicant's name and address • Public Assistance Record/Printout (FL IQFS and AIID screens)	Documentation sources are applicable to all youth	Documentation sources are applicable to all youth
Cash Public Assistance (TANF)	• Copy of Authorization to receive public assistance • Public Assistance Record/Printout(FL IQCH and AIID screens) • Refugee Assistance Record • Applicant Statement (Other)	Documentation sources are applicable to all youth	Documentation sources are applicable to all youth

Eligibility Item	**Adult/Dislocated Worker Eligibility Documentation Sources**	Youth-Low Income Documentation Sources	Youth-Not Low Income Documentation Sources
Individual/Family (Low) Income	• Pay stubs • Employer statement/records • Social Security benefits records • Alimony agreement • Quarterly estimated tax for self-employed persons • Unemployment insurance documents and/or printout • Award letter from veterans administration • Bank statements (direct deposit) • Compensation award letter • Court award letter • Farm or business financial records • Housing authority verification • Pension statement • Public assistance records • Applicant Statement (Other) • Collateral verification from an individual providing residence or shelter (Other) • Collateral verification from a social service agency (Other)	Documentation sources are applicable to all youth	Documentation sources are applicable to all youth
High School Graduate (Includes certificate of attendance or completion (disabled students)) or GED Graduate who is basic skills (reading or math) deficient (8.9 grade level of less)	N/A	▪ Applicant Statement ▪ Copy of diploma or GED ▪ TABE test or other generally accepted standardized or criterion referenced test (to document basic skills deficiency) ▪ School Record (Other) ▪ School verification (Other)	Documentation sources are applicable to all youth

High School Graduate (Includes certificate of attendance or completion (disabled students)) or GED Graduate unemployed	N/A	▪ Applicant Statement (school status) ▪ Copy of diploma or GED ▪ Unemployment Status ▪ School Record (Other) ▪ School verification (Other)	Documentation sources are applicable to all youth

Eligibility Item	**Adult/Dislocated Worker Eligibility Documentation Sources**	**Youth-Low Income Documentation Sources**	**Youth-Not Low Income Documentation Sources**
High School Graduate (Includes certificate of attendance or completion (disabled students)) or GED Graduate underemployed	N/A	▪ Applicant Statement (school status) ▪ Copy of diploma or GED **AND** ▪ Unemployment Status ▪ Income verification documentation (i.e., UTCR) ▪ School Record (Other) ▪ School verification (Other)	Documentation sources are applicable to all youth
Supported Foster Child	N/A	▪ Court Representative ▪ Court Documentation ▪ Medical Card/Records ▪ Verification of Payments made on behalf of the child ▪ Written Statement from State/Local Agency Applicant Statement	Documentation sources are applicable to all youth
Individuals with disabilities	▪ Physician's statement ▪ Medical records ▪ Letter from drug or alcohol rehabilitation agency ▪ Psychiatrist's diagnosis ▪ Psychologist's diagnosis ▪ Rehabilitation evaluation ▪ School records ▪ Sheltered workshop certification ▪ Social security administration disability records ▪ Social service records/referral ▪ Veterans administration	Documentation sources are applicable to all youth	Documentation sources are applicable to all youth

	letter/records ▪ Vocational rehabilitation letter ▪ Workers compensation records ▪ Applicant Statement		
Basic skills deficient (8.9 grade level or less)	N/A	▪ Assessed by a generally accepted standardized test ▪ School Records (Other) ▪ Applicant Statement ▪ Case notes (Other)	Documentation sources are applicable to all youth
Hard to serve eligibility	▪ RWB's list of acceptable documentation	Documentation sources are applicable to all youth	Documentation sources are applicable to all youth

Eligibility Item	**Adult/Dislocated Worker Eligibility Documentation Sources**	**Youth-Low Income Documentation Sources**	**Youth-Not Low Income Documentation Sources**
One or More grades Behind	N/A		▪ School Record (Other) ▪ Report Card (Other) ▪ Telephone verification (Other) Applicant Statement (Other)
Faces Serious barriers to employment as identified by local Board	▪ Local Board's documentation ▪ Applicant Statement		Documentation sources are applicable to all youth
Pregnant or parenting	N/A	▪ Self Attestation ▪ Child's birth certificate ▪ Hospital record of birth ▪ Medical card ▪ Physician's note confirming pregnancy ▪ Referrals from official agencies ▪ School program for pregnant teens ▪ School records ▪ Written statement from social services agency	Documentation sources are applicable to all youth

		▪ Baptismal Record	
Offender	▪ Self Attestation ▪ Documents from Juvenile/Criminal Justice system ▪ Court documents ▪ Halfway house resident ▪ Letter of parole ▪ Letter from probation officer ▪ Police records ▪ Telephone verification with Juvenile Justice Officer (Other) ▪ Juvenile Justice System Case File Notes (Other)	Documentation sources are applicable to all youth	Documentation sources are applicable to all youth
Homeless or run-away youth	▪ Self Attestation ▪ Written statement form an individual providing temporary residence ▪ Written statement from shelter ▪ Written statement from social service agency	Documentation sources are applicable to all youth	Documentation sources are applicable to all youth

Eligibility Item	**Adult/Dislocated Worker Eligibility Documentation Sources**	**Youth-Low Income Documentation Sources**	**Youth-Not Low Income Documentation Sources**
RWB local definition of requires assistance to complete an educational program or to secure and hold employment	▪ RWB Local definition statement ▪ Medical or school records of disability ▪ Self Attestation	Documentation sources are applicable to all youth	Documentation sources are applicable to all youth
School drop out	N/A	▪ Self Attestation ▪ Dropout letter/documentation from school (Other) ▪ School attendance records (Other)	Documentation sources are applicable to all youth

Has been terminated or laid off or has received a notice of termination of layoff from employment	• UCTC and JT12 • Layoff notice • Letter from employer • Telephone verification from employer • Applicant Statement	Not Applicable	Not Applicable
Verification of laid-off position	• Telephone verification with employer or • O*NET code assigned by AWI and verified by applicant or • O*NET code assigned by One stop person and verified by applicant or • Written verification from employer	Not Applicable	Not Applicable
Eligible for or has exhausted unemployment compensation	• UCTC and JT12 • Telephone verification with the UC office • Telephone verification with the UC office in the state where the claim is filed for out-of-state claims • Applicant Statement	Not Applicable	Not Applicable
Eligibility Item	**Adult/Dislocated Worker Eligibility Documentation Sources**	**Youth-Low Income Documentation Sources**	**Youth-Not Low Income Documentation Sources**
"Has been employed for a duration sufficient to demonstrate attachment to the workforce, but is not eligible for unemployment compensation due to insufficient earnings or having performed services for an employer that were not covered under a state unemployment compensation law."	• Telephone verification with employer • Employment verification letter from an employer • Pay stubs • OSST demographic screen • Applicant Statement	Not Applicable	Not Applicable

Unlikely to return to their previous industry or occupation because of the lack of currently available jobs	• O*NET code of their current job • Evidence of viewing job listings for up to 7 working days and still no success in finding job with the same 9-digit O*NET code or descriptive job title as the last job • No Growth or Decline in Job Openings (Other) • Labor Market Analysis (Other) **OR** • Unsuccessful Job Search (Other) • Contact with Separating Employer (Other) • Profile Re-Employment Program (PREP) (Other) • Telephone Verification (Other)	Not Applicable	Not Applicable
"Individuals who have not received a job offer for a job in their previous occupation, for which they have applied, will be considered as unsuccessful in their job search and unlikely to return to their previous occupation."	• Proof that the applicant has applied for a least 5 jobs and was not hired • 8 weeks have passed and the applicant has not received a job offer • Job search worksheet • Applicant Statement	Not Applicable	Not Applicable

Eligibility Item	**Adult/Dislocated Worker Eligibility Documentation Sources**	**Youth-Low Income Documentation Sources**	**Youth-Not Low Income Documentation Sources**
Individuals who have a medical problem or a disability that no longer permits them to perform the essential functions of their previous occupation are considered to be unlikely to return to their previous occupation.	• Doctor's statement • Medical verification form • Certification from a rehabilitation agency • Applicant Statement	Not Applicable	Not Applicable

Individuals who have committed a criminal offense that precludes them from performing the essential functions of their previous occupation and are considered to be unlikely to return to their previous occupation.	• Licensing agency verification • Documentation from the criminal justice system, stating the offense and the applicant's statement that states why the offense precludes them from returning to their previous occupation • Applicant Statement	Not Applicable	Not Applicable
Permanent closure or substantial layoff-Has been terminated or laid off or has received a notice of termination or layoff from the employment as a result of any permanent closure	• Termination or layoff notice • Collateral contact with employer • U.I. JT12 (must reflect permanent layoff) and collateral contact with AWI • Copy of WARN with pay stub showing employment at time of plant closure • Applicant Statement (Other)	Not Applicable	Not Applicable

Eligibility Item	**Adult/Dislocated Worker Eligibility Documentation Sources**	**Youth-Low Income Documentation Sources**	**Youth-Not Low Income Documentation Sources**
Has received a notice of termination or layoff from employment and the employer has made a general announcement that such facility will close within 180 days	▪ Termination or layoff notice ▪ Collateral contact with employer ▪ Self Attestation ▪ Newspaper article or announcement reflecting or indicating permanent closure within 180 calendar days of the date of the newspaper article or announcement with current pay stub ▪ AWI notification reflecting or indicating permanent closure with 180 calendar days of the date of AWI notification with current pay stub ▪ State Level Rapid Response Team notification reflecting permanent closure with 180 calendar days of the date of Response Team's notification date with current pay stub ▪ Employer letter reflecting permanent closure with 180 calendar days of the date of the employer's letter (addressed to specific	Not Applicable	Not Applicable

	employee or with current pay stub)		
Is employed at a facility where the employer has made a general announcement that such a facility will close in a time period beyond 180 calendar days or the time period is not specified	▪ Newspaper article or announcement reflecting or indicating permanent closure beyond 180 calendar days of the date of the newspaper article or announcement (with current pay stub) ▪ AWI notification reflecting or indicating permanent closure beyond 180 calendar days of the date of AWI notification (with current pay stub) ▪ State Level Rapid Response Team notification reflecting permanent closure beyond 180 calendar days of the date of Response Team's notification date (with current pay stub) ▪ Employer letter reflecting permanent closure beyond 180 calendar days of the date of the employer's letter (addressed to specific employee or with current pay stub) ▪ Other	Not Applicable	Not Applicable

Eligibility Item	**Adult/Dislocated Worker Eligibility Documentation Sources**	**Youth-Low Income Documentation Sources**	**Youth-Not Low Income Documentation Sources**
"Has been terminated or laid off or has received a notice of termination or layoff, from employment as a result of a substantial layoff at a plant, facility, or enterprise."	▪ Termination or layoff notice addressed to the applicant, or written verification from employer ▪ Telephone verification from employer	Not Applicable	Not Applicable
"Was self-employed (includes farmers, ranchers, or fishermen), but is now unemployment; AND Reason for unemployment is a result of	▪ Copy of tax return filed within the past twelve months **AND** proof that income from business **NO LONGER** provides for self-sufficiency due to disaster (such as an insurance claim) ▪ Business or occupational license that was in effect within the last six months **AND** proof of income reduction or elimination so that individual is no longer self-sufficient due to disaster (such as an insurance claim) ▪ Articles of incorporation **AND** proof of	Not Applicable	Not Applicable

general economic conditions in the community in which the individual resides or because of natural disasters"	income reduction or elimination so that individual is no longer self-sufficient due to disaster (such as an insurance claim)		
Applicant is now unemployed as a result of general economic conditions.	▪ Foreclosure notice and Applicant Statement on business closing, relating how general economic conditions in the community resulted in their unemployment. Newspaper article and Applicant Statement on business closing, relating how general economic conditions in the community resulted in their unemployment. ▪ Agency information and Applicant Statement on business closing, relating how general economic conditions in the community resulted in their unemployment	Not Applicable	Not Applicable
Applicant is now unemployed as a result of natural disaster	▪ Proclamation from government and Applicant Statement relating how the natural disaster resulted in their unemployment ▪ Newspaper article and Applicant Statement on business closing, relating how the natural disaster resulted in their unemployment	Not Applicable	Not Applicable

Eligibility Item	**Adult/Dislocated Worker Eligibility Documentation Sources**	**Youth-Low Income Documentation Sources**	**Youth-Not Low Income Documentation Sources**
In the process of going out of business	▪ Foreclosure notice/notice that foreclosure action will take place and applicant's statement on business closing, relating how the process of closing their business has left them unemployed ▪ Bankruptcy filing and applicant's statement on business closing, relating how the process of closing their business has left them unemployed ▪ Documentation that the business has failed to turn a profit in the prior 12 months and applicant's statement on how failure for the business to turn a profit,	Not Applicable	Not Applicable

	has left them unemployed ▪ Documentation of failure or inability to make payments on business loans has left them unemployed. ▪ Documentation of failure or inability to obtain necessary capital and applicant's statement on how failure or inability to obtain necessary business capital has left them unemployed. Failure to gain capital should be occurring at the time of application.		
Applicant is a displaced homemaker who has been providing unpaid services to family members in the home	▪ Applicant Statement ▪ UCTC which does not negate applicant's statement ▪ Telephone Verification ▪ Public assistance records	Not Applicable	Not Applicable
Has been dependent on the income of another family member but is no longer supported by that income	▪ Court Records (Other) ▪ Medical Records (Other) ▪ Bank or Financial Records (Other) ▪ Divorce Decree ▪ Family member's death certificate ▪ Family member's disability check ▪ Applicant statement ▪ Divorce decree ▪ Separation papers ▪ Spouse's layoff notice (Other)	Not Applicable	Not Applicable

Eligibility Item	**Adult/Dislocated Worker Eligibility Documentation Sources**	**Youth-Low Income Documentation Sources**	**Youth-Not Low Income Documentation Sources**
Is unemployed and experiencing difficulty in obtaining employment	▪ AWI ODDS A screen ▪ Job Search Worksheet ▪ Applicant Statement	Not Applicable	Not Applicable
Underemployed	▪ Pay stubs ▪ Employer statement/contract ▪ Social security benefits ▪ Alimony agreement ▪ Quarterly estimated tax for self-employed persons ▪ Unemployment insurance documents and/or printout ▪ Award letter from veterans administration ▪ Bank statements	Not Applicable	Not Applicable

	▪ Compensation award letter ▪ Court award letter ▪ Farm or business financial records ▪ Housing authority verification ▪ Pension statement ▪ Public assistance records ▪ Authorization to obtain food stamps ▪ Food stamps card with current date ▪ Food stamp receipt ▪ Letter from food stamp disbursing agency ▪ Postmarked food stamp mailer with applicable name and address ▪ Copy of authorization to receive cash public assistance ▪ Copy of public assistance check ▪ Medical card showing cash grant status ▪ Public assistance identification card showing cash grant status ▪ Refugee assistance record ▪ Applicant Statement		
Experiencing difficulty in upgrading employment	▪ AWI/Wagner-Peyser Printout ▪ Job search worksheet ▪ Applicant Statement ▪ Individual Service Strategy/Career Plan (Other) ▪ Case Notes (Other)	Not Applicable	Not Applicable
Need assistance to obtain employment	▪ Employer Statement ▪ Applicant Statement	Not Applicable	Not Applicable
Local definition of self-sufficiency	▪ Local Regional Intake Forms	Not Applicable	Not Applicable

Standard Operating Procedures

Title: Suitability for Training

Date: July 1, 2005: UPDATED July 18, 2007, Revised 3/2009, Revised August 20, 2012

To: All Worknet Pinellas Program Staff Members

Cc: Don Shepherd, Program Director

Purpose:

To provide guidance in establishing customer suitability for training assistance under WIA and

Trade Unit (formerly known as: TAA/TRA)**Background:**

Questions have arisen in the past as to how to determine if a prospective WIA/Trade Unit customer requesting training assistance is suitable. While determining eligibility is cut and dry, one is either eligible or not eligible based on formal guidelines, suitability can at times be challenging. The criteria for determining suitability is based on multiple factual items, it can also be based on preferences in agreement with our local Administrative Entity.

Items Used in Determining Suitability

- **Received training previously under WIA, WTP, Trade Unit/TAA. OJT or other viable/similar programs.**
  Generally speaking it is of the intent of our Administrative Entity that if the customer has already received training under one of the above mentioned programs and their skill sets still fall under a targeted occupation based on our approved list at the time, they will not be considered for additional training assistance. They would definitely not be considered if they were a negative performance factor in Region 14 or any other region that they may have participated in. If the customer is in need of an upgrade in their skill set since they initially received training, prior to completing an intake packet, contact the immediate WIA Senior Career Counselor for possible consideration. If additional assistance is needed in determination of new, additional or an upgrade in training the WIA Senior Career Counselor will contact the WIA MIS Coordinator for review. Again, for minor upgrades in their previous training field, their active participation in their previous case would be taken into consideration. If they failed the first time in turning in credentials and employment details and failed to maintain appropriate contact with their WIA specialist, it is unlikely they will receive services again.
  - ✓ Various management information systems (MIS) should be checked prior to completing any intake packet in determining if an individual has been previously served: OSST, EFM, UC comments and DCF CLRC notes. If UC comments , EFM case notes, DCF CLRC case notes indicate that a customer was in a WIA training program and the case does not appear in EFM, it is likely that the date of

case outcome was prior to 7/1/2003. Those cases did not convert into EFM. In the event of this situation, the WIA Senior Career Counselor will contact the WIA MIS Coordinator for further review.

- **Presently hold skills or credentials/degrees in a targeted occupation.** WIA is not an entitlement program and with that being said, if a prospective customer holds skills, credentials and or degrees in a targeted occupation, they will not be considered for training. If it is demonstrated that an individual needs a minor upgrade in their present skill set, then an intake packet may be put together for consideration. In certain situations, the customer, if appropriate needs to show active participation in the PPN program and due diligence in job search to include the result of applications submitted, interviews, etc. The customer must demonstrate a lack of ability to become reemployed due to specific skills that they are lacking. A good example would be a customer lacks computer skills in Word, Excel, Access and therefore a minor upgrade would be considered.

- **Presently hold skills or credentials/degrees in a targeted occupation and they want to make a career change.** Once again, WIA is not an entitlement program. If a prospective customer holds skills, credentials and/or degrees in a targeted occupation, they will not be considered for training in a new career field. For it to simply be that they are tired of what they have been doing, or it is their life's dream, or if an individual can get a quick training in another targeted occupation just so they can get a job quicker than in their present skill set due to less competitiveness, then WIA is not for them and we will not consider training assistance.

- **Presently hold skills or credentials/degrees in a targeted occupation and due to medical or offender record can no longer work in their field.** In this situation they would need to provide proof of their medical or offender record demonstrating that they can no longer work in their targeted occupation. An intake packet should be completed however careful career planning needs to take place with the prospective customer in order for them to select a new targeted occupation that would not be in conflict with their present barriers to employment. It is recommended you redirect the customer to review career fields using the Occupational Outlook Handbook. The web address is as follows: http://www.bls.gov/oco/

- **Literacy levels.** A customer generally needs to be within two grade levels of the literacy requirements in order to be suitable for training. If they have low TABE results, they need to remediate and bring up their scores. There are certain training programs that if they did actually go to school and complete but they can't hit the state required literacy levels, they will struggle or never attain their certificate of completion.

  On the other hand, if you have a customer that has been a delivery driver for numerous years and you review his/her past years earnings on BD01 showing a consistent work history in driving truck and the individual doesn't do to well on the TABE test but wants to go to CDL training, contact the immediate WIA Senior Career Counselor for consideration. The WIA Senior Career Counselor will review their work history, earnings, and test results.

  A review of their UC screen for negative employer comments would also be necessary to determine if literacy levels had any impact on layoffs. It may determine that the individual may not have to remediate. Staff should refrain from contacting the WIA

Senior Career Counselor on someone that has grade levels of 3 and 4 and proceed with assigning remediation to individual. Generally if someone has 7.9 or 8 but cuts a 6 in a category, then check. If additional assistance is needed in making a determination, the WIA Senior Career Counselor will contact the WIA MIS Coordinator for review.
If it is not within that general reasoning, then you really should recommend the customer remediate. Remember, even truck drivers need to be able to operate on board computers, maintain their log books, account for inventory (on and off loading), that require the ability to read and do math along with interact appropriately with not only their employer but with the employer's vendors.

TABE testing is a valuable tool in the assessment process and should be used in most instances prior to completion of intake. It is in the best interest of the customer as an indicator demonstrating the ability to complete a training program and its level of intensity and lessens the chances of setting an individual up for failure.

Some instances that a TABE test may not be necessary are as follows but not limited to: school transcripts of a self enrolled individual showing an acceptable cum gpa, passing grade, mastered as per our service agreement, copy of an approved training provider's enrollment exam results (if said results are borderline however, TABE testing is recommended), customer's present education level (Bachelor's, Master's but in these instances one would need to refer back to the section regarding degrees in a targeted occupation-the degree in itself may be the determining factor as not being suitable for training)

- **Income versus expenses.** Can the individual afford to be in school and still maintain their monthly bills? When completing the intake packet ensure that the customer's WIA Household Resource Worksheet is completed. Do not explain the purpose of the form prior to the customer filling in the detail. If an individual realizes that the form may initially determine due to financial reasons that they may not be suitable, it creates the tendency to misrepresent accurate detail. If a customer questions why we need to complete this form, explain that it is a required form and failure to complete it will result in their application not being considered. The detail provided on the form helps determine their ability to maintain monthly expenditures while in training. Items that must be considered are as follows but not limited to: Is their income going to carry through the entire training period? Do they have children in which child care expenses need to be taken into consideration? When it appears a customer's income will not cover the expenses or the length of training far outlasts their anticipated income, an applicant statement and or statements from other parties are likely needed. If they have a spouse or significant other's income taking care of expenses, this is generally a non-issue. If the individual tells you that they are going to live off their savings, you would need to obtain an applicant statement stating as such and ask them for proof of referred to savings. If the customer advises that friends and or family will help with their expenses, then another applicant statement stating so and then applicant statements from those individuals explaining the extent they will help to include their names, addresses and phone numbers. Child care can be a very costly supportive service and regulations for a recurring service such as this restricts the limit be no more than 50% of the ITA in a program year. With that being said, it must be addressed at intake. One needs to inquire how they were paying for it previously. If they state that their mother will watch the child/children for free, then obtain an applicant statement stating as such and also have the mother complete a statement attesting to the fact the she will do this. Once again, the mother's name, address and phone number must be present in order for this to be validated. Anytime an

outside party is going to assist, we need the appropriate statement with their name and contact information. What we are tying to do is to cover any potential regular expense that if enrolled in the near future, the customer does not come back and advise they can no longer remain in training due to financial hardship. We all realize that there are enough financial surprises in life that come along on an any given day but we need to put to rest any concerns that are visible at intake. If an individual is living out of their car, are they suitable for training? Probably not. One needs to investigate the reason for no living quarters. Was their lease ending and the customer's intent to attend truck driving school so they could obtain employment and live their life over the road? In most instances, this is not the likely answer, but it does need to be taken into consideration. If the reason was not intentional due to preparation on the customer's behalf of an intended career field, it is incumbent upon us to refer the customer to various community agencies so they can take care of their barrier for future consideration in the program.
CC Assessment: It is important to note that if an individual is showing a financial hardship, the training program they are interested in is a Pell program and the prospective customer is eligible for Pell, consideration can and should be made to determine if they retain their Pell for living expenses the financial barrier would no longer exist and enrollment should then be considered. Trade Unit customers must abide by the Federal Rules and Regulations based on their petition number for the retention of Pell for living expenses. If Pell is retained for living expenses, it needs to be itemized for the full award amount being retained by the customer throughout the training budget and noted as such utilizing the cost columns and noting Pell in the ACCT column. Said Pell living expenses noted on the paper budget also needs to correspond to the customer's WIA Household Resource Worksheet.

- **Can the customer be served under another program that would better suit their needs?** Before you complete intake on an individual, check out some basics. If they are under sanction with the WTP program, they need to comply with that program and seek training services there. Child care in itself is a very good reason along with excellent benefits under transitional services. Be aware of additional special programs/grants in the WorkNet arena as well as other community agencies that we may join forces in assisting the customer. Some other programs are Vocational Rehabilitation, OJT (employment rather than formal classroom training), etc.

- **Suitability to enroll in training overall, but suitability to enroll into specific training programs.** Suitability for specific training programs looks to items such as minimum qualifications, offender history, driving history, etc. If a program states that an individual must have a high school diploma or GED in order to enroll, then we need that document in the intake packet. If the customer does not hold the minimum requirements for the training program of interest, then we cannot assist them until they meet those requirements. The other alternative is that they change their training program of interest to one that they do meet the minimum requirements set forth by the training provider. Offender history can impact many career fields so it is incumbent upon staff to discuss the offenses with the customer. You may have to ask them for court records and final dispositions. The training program of interest may not be reasonable given the customer's background and they should be redirected to occupations that would not be impacted. We knowingly cannot train an individual who will not be able to obtain employment in their field once completed. A few examples: Truck driving—If someone has driving under the influence, an open container charge, multiple driving infractions that makes them a habitual offender, then truck driving is not the route to take. Also industry occupations that generally require one driving a company service vehicle. In

this case, it not so much the actual training program but when they complete it is the employer and their insurance carrier that puts the breaks on them obtaining employment due to liability issues. Drug charges, assault, grand theft all have to be taken into consideration for the type of training. Many of these charges are not accepted in medical career fields. Again, the background of an individual will quite often dictate what type of training a customer simply can't pursue. Again, it is recommended you redirect the customer to review career fields using the Occupational Outlook Handbook as previously mentioned in this policy. You will find that even under truck driver, age can be a factor. U.S. DOT sets minimum requirements for interstate commerce and state and federal regulations cover in-state commerce. In some instances, it may be necessary for a customer to obtain a letter of offer of employment contingent upon their successful completion of training/certification that would be included in their intake documentation.

- **Red flags.** Look for "red flags" when completing intake packets. A customer may not be divulging everything. If an individual has skills in a targeted occupation but can't secure or hold employment, perhaps it is something in their background. Look them up in Public Data. Goodwill pays for this service and quite often it is not totally up to date but it can provide insight. The web address is as follows: http://www.publicdata.com/ Quite often one then needs to refer to the State Statues in order to determine what the infraction was.

  A few more regional web addresses when looking for an offender history are as follows:

Florida Department of Corrections	http://www.leg.state.fl.us/Welcome/index.cfm http://www.dc.state.fl.us/
Pinellas County Sheriff's Office arrest inquiry	http://pcsoweb.com/InmateBooking/
Hillsborough County Sheriff's Office arrest inquiry	http://www.hcso.tampa.fl.us/
Pasco County Sheriff's Office	http://pascosheriff.com/webapps/ims500r.pgm
Hernando County Sheriff's Office	http://www.hernandosheriff.org/Records/
Federal Bureau of Prisons	http://www.bop.gov/iloc2/LocateInmate.jsp
U.S. Immigration and Customs Enforcement (AKA:ICE)	https://locator.ice.gov/odls/homePage.do

  If an individual does not have a driver's license and only a state ID and you think that is strange, look them up. If their license does not say safe driver and it is a factor for prospective training. Check them out. Look up their UC history, even if it is an Adult intake packet. You may see comments that may lead you to redirection of the customer and or training interest. Back up in their BD01 quarterly earnings several years to see an employment pattern of job jumping/multiple employers. Review BD01s for additional income that a prospective customer may not remember to tell you about when you are completing income vs. number of family. You may recommend they attend some of our workshops and ask the instructor for a report of behavior, attendance, etc. Review CLRC case notes.

American Recovery Act (ARRA) revised guidance, March 1, 2009:

Use of Skills Upgrades or short Track Training programs:
Current economic conditions, funding availability to name a few will require ~~to~~ staff to complete a case by case, customer by customer assessment to determine suitability for

training. In this severe economic downturn, we are seeing a different profile dislocated workers and more low income adults as families exhaust their resources.

All Staff are encouraged to staff cases with their peers, supervisors or the WIA MIS Coordinator . Often a skill upgrade or added certification may make the difference in the out of work customer's ability to return to work. The primary focus should be to ensure the customer has an employment strategy at the end of their training or skills upgrade. Staff are encouraged to use the EFM LMI, ONET, BLS or traditional LMI (targeted occupation) when assisting customers at career planning or with their employment strategy.

Solid justification needs to be defined in the customer's documentation of services (DOS) along with use of customer self attestation, obtaining a letter of intent to hire or other sources/networks.

Waiving TABE:
Staff assessment *may* be used to waive our normal TABE requirement under the certain economic environments and where a jump in unemployed professionals is hitting Pinellas County. Staff should note on the customer Career Plan their waiving of TABE requirement with appropriate justification. Refer to the Literacy Level section of this SOP for additional guidance relative to Tabe testing.

- **Trade Unit (formerly known as: TAA/TRA)**
  Trade Unit customers not only need to be evaluated for the above but must also meet the Six Criteria.

Standard Operating Procedures

Title: WIA Intake

Date: March 21, 2005, updated 7/2009, updated 8/11/12

To: All WorkNet Pinellas Program Staff Members

Cc: Don Shepherd, Programs Director

Purpose:

To provide guidance through the intake process of gathering and compiling documentation, satisfying eligibility and suitability for prospective enrollment into the Workforce Investment Act (WIA).

In general:

Each local office or designated satellite location will conduct group intake sessions at minimum once per week.
If a customer is unable to attend a regularly scheduled mass intake, staff will accommodate that individual by virtue of a one on one intake session. **This is to be determined by each office and availability of staff and funding.**

This standard operating procedure is broken down via the following WIA funding categories:

- Adult
  - Employed, underemployed and not employed
- Dislocated
- Trade Unit (formerly known as: TAA/TRA) Special Projects
- Youth

And further delineated by ***activity or level of services:***

- Assisted Core Services
- Intensive Services
- Occupational Skills Training

Definitions of Activities:

- Assisted core services purpose is to quickly engage or re-engage the customer into the workforce (employment is eminent). Under assisted core if supportive services are needed, the intent is to not exceed $300 in expenditures unless customer need justifies or warrants on a case by case approval of the program director. A paper career plan is not completed on an intended assisted core enrollment.

- Intensive services purpose is to provide intensive and one-to-one career counseling services to customers who are unable or have not obtained employment through the assisted core services process. In many instances, intensive services is determined based on a greater anticipated date of securing employment (usually 2 to 6 months), and or the need of additional supportive service funds such as licensure and exam fees exceeding our normal restraints under assisted core. Under intensive services if supportive services are needed, the intent is to not exceed $600 in expenditures unless customer need justifies or warrants on a case by case approval of the program director.
- Occupational skills training for those individuals unable to secure employment through assisted core and or intensive services. Candidates commonly display lack of skills and or credentials in a targeted occupation or are in need of upgrades in their current skill set.

Adults Employed or Underemployed at Enrollment:
All Adults **employed** or **underemployed** at enrollment must have special consideration in the development of the career plan and must secure a nationally recognized credential after the enrollment date and prior to request for outcome. The credential can be earned prior to or after the start date of the new or upgraded employment but cannot be prior to the enrollment and participation date as a WIA customer. This is generally tied to an upgrade in employment due to forthcoming licensing or a change/upgrade in employment due to newly acquired skills.
Intensive Level of Service:
Adults enrolled for intensive services generally are currently self-enrolled in training under other financial aid or at their own expense but are seeking supportive services in the form of licensure and or certification costs. For those that were self-enrolled in a training program and have subsequently completed, but are seeking supportive services and being an Adult employed or underemployed at enrollment their level of service will be required to remain as that of intensive due to the need for a nationally recognized credential even if the anticipated expenditure level for supportive services is $300 or under.

Training Level of Service:
In many instances individuals in this category may be upgraded to a training enrollment rather than intensive level after the WIA career counselor assessment of need or potential need, at the discretion of management and/or the availability of intensive versus training funding availability. For those that are presently in a training program, the customer should turn in a copy of their completion of training, which will be after their WIA participation date. Whereas the goal of the ISS and the enrollment's expected result is that of a state issued license, should the exam results in an unsuccessful outcome and retesting not a potential and if the customer has not submitted their certificate of completion/transcripts, it is incumbent upon the Career Counselor to request via consent release for through the training provider said documents. This will prevent possible negative performance should they fail their licensing or certification exam.
Process: Intake for Training

- At anytime during the intake process for training a customer may be asked to Tabe test or submit results of previous testing with an administer date no older than 6 months prior to intake process. Additional information relative to Tabe testing can be located in the Suitability for Training and/or Tabe Test SOPs.
- In all instances the intake session can and will be made up of a mix of candidates primarily being that of Adult, Dislocated Worker, Displaced Homemaker and Youth.
    - Once prospective customers have completed the WIA online process to include registration, filling out online forms, watching orientation and completing what's next steps they will contact a member of the WIA team to make an intake appointment. Staff will then review customer's e file to ensure successful completion of all online forms and successfully viewing of the WIA online

orientation as well as posting a resume in EFM. If anything is missing prospective applicants will be notified at that time. If all items have been completed then prospective applicants will be scheduled for an intake appointment at an office of their choice, Staff will review with the customer the WIA required documents that they will need to bring to their intake appointment. Staff at this juncture will record in WP a Referred to WIA service; 211. Wagner-Peyser case notes should be updated to record all contact with the customer through this initial process to include dates and times. A sample WP case note is as follows: **Subject Line:** Customer Referred to WIA **Drop box selection should be:** Wagner-Peyser **Contact Type:** Face to Face **Body of case note sample:** Customer has indicated and interest in receiving training assistance under the WIA program. He/she has completed the initial online process and met with staff for additional direction. A 211, Referred to WIA service has been entered under WP.

- At intake each customer will be provided additional required forms. Customers will be advised at initial intake that today's forms will be completed as a group and line by line, block by block. Staff will take note of all customers completing each block/line prior to proceeding to the next item.
- All customers will be advised that nothing less than black or blue ink is acceptable.
- All customers will be advised that should they make a mistake, nothing is to be obliterated by inking out, trying to erase, utilization of whiteout, etc. Upon identification of an error, the customer is to advise staff. Staff will in conjunction with the customer draw a single line through the mistake while both staff member and customer initial the error. The correct detail shall then be noted/marked.
- Staff will ask customers to place beside their folders all documents they were asked to bring. Staff will make copies of the documents and immediately return them to the customers during the intake process. In the event the customer has not brought all required documents, staff will provide them with an Incomplete Applicant Checklist outlining outstanding documents. The customer will retain the original while staff maintains a copy.
- Staff will once again remind the customers that by virtue of completing the intake process by no means have they been approved for WIA and that additional review of their request for services will take place for eligibility, suitability, accuracy of the documentation presented, etc. prior to notification of approval , pended and/or denial for said services.
- Based on strict eligibility and suitability requirements until such time that the intake packet is reviewed for accuracy by staff, the customer will be contacted and advised if their request for assistance has been approved, denied, or pended. If the case has been approved, the customer will be informed they have been approved and to wait for a call from their career counselor letting them know their next step or if voucher is ready... They are further apprised that if WIA is the only funding source that is paying for their requested training program, they are NOT to start training without their voucher in hand. If customer chooses to start training, then WIA assistance for training will begin with the next term or semester. If the case has been pended, the customer will be contacted in order for pending issue(s) to be resolved. If the case has been denied, staff will contact the customer and advise the rational for denial. A denial letter will also be mailed to customer.

The forms:

A copy of required forms will be attached with this procedure. A brief explanation of all required forms for both the online and paper version is noted below:

- WIA online Registration
  - To start the online application process customer will go to the WorkNet Pinellas website www.worknetpinellas.org and register from the TAUW link. Once registration is completed customer will log into the WorkNet Pinellas website to complete the E-Signature form. Once E-signature has been submitted the online forms will be released to continue enrollment.

- WIA Application
  - The online WIA application consists of 8 pages and the manual version (as needed for remote intake sessions or systems downtime) consists of 3 pages. Critical items to review are as follows:
    - ✓ Email Address-Should the customer elect to communicate via email, they must provide a valid email address
    - ✓ First Name-The name provided must be their legal name and not that of an abbreviated nickname. An example would be that of Pat for Patricia or Bob for Robert. Neither Pat nor Bob is allowed in the first name field.
    - ✓ Last Name-Their last name should be the same as that of their photo ID and Social Security Card and/or other acceptable right to work documents. In most cases issue in this area is common with females that have been married or divorced. Documentation showing the name change should be provided. In the case of Social Security cards that have not had the last name corrected, customers need to apply to the Social Security Administration for an updated card. Failure to do so could result in problems with income tax or with future earning reported. Also, varying names do not validate right to work in the United States.
    - ✓ Primary Phone & Alternate Phone-In every instance we must be provided at least one phone number, two are recommended. The alternate phone can be a neighbor, relative, friend, in state, out of state, etc. *Remind the customer that if at any time either of these numbers change, they must update you. Further ask them when providing an alternate number other than that of their own, to please notify that individual that they have provided it as means of contact for WorkNet Pinellas.*
    - ✓ Current Address & Mailing Address-Explain the difference between the two and that the current address cannot be that of a P.O. Box or a Rural Route, that it must indeed be a physical address. It must be validated by the photo ID, voter ID, recent month's utility bill, lease, etc. It cannot be items such as magazine subscriptions.
    - ✓ Date of Birth-This field is extremely critical for males as well as determining possible Youth candidates and the beginning age for Adult.
      - Younger Youth 14 through 18 (not yet 19)
      - Older Youth 19 to 21 (not yet 22)
      - Adult 18 or older
      - Males born January 1, 1960 or after must meet Selective Service Registration requirements or meet the guidelines of the selective service attestation as outlined in that standard operating procedure.

- ✓ Occupational License Education status-This should be the last level completed. Any certificates, degrees or licenses need to be listed in the box provided.
- ✓ Explain various types of licenses/certifications one could have and ask them to describe it/them in the box below. Some examples are: certified nursing assistant, real estate salesman/broker, LPN, RN, Class A CDL
- ✓ Date of Application-Date of application is defined as date application is completed. Date of Eligibility or WIA enrollment approval is defined as the date the case is approved.
- ✓ Selective Service-If the male customer has brought with him proof of registration, staff will copy that documentation and place within the intake packet. If the customer has not brought proof, staff will go on-line and print the on-line printout (www.sss.gov). If the male customer failed to register with selective service in accordance with the law, please see the selective service attestation standard operating procedure.
- ✓ Citizenship-Most common proof of citizenship is a photo ID and a signed Social Security card. Other acceptable forms are those required in completing and I-9 form. For males that have become citizens, it is critical that proof be provided when they entered the county for Selective Service Registration purposes.
- ✓ Individual with a Disability-Staff are to review with applicants some common disabilities and advise that by no means does the response to this question affect the determination of their eligibility.
- ✓ Offender-Yet another critical field as some previous backgrounds prevent one from being able to obtain state and or federal credentials even though one could actually complete the training program. An example is in the case of applying for LPN or RN licensure a question posed on the state application as about offender history to include DUI. We must be made aware of any offense in past history even if it has been expunged or adjudication withheld.
- ✓ Number in Family-Even though this does not have a bearing on Dislocated Worker eligibility, it can be important in the long run when trying to locate a customer that has failed in maintaining monthly contact despite your best efforts.
- ✓ Dislocated Worker Status-All questions must be answered for employer of layoff details and support documents are to be provided by customer such as letter of layoff, letter from UC or Bank Account showing UC deposit. BH10 will be added by career counselor for comparison.
- ✓ Low Income-When basing eligibility on food stamps customer should provide award letter showing approval of services. If you are basing eligibility on number of family members vs. income, customer would need to provide copies of pay stubs to be used with LLSIL chart and Income Determination Worksheet. Using Applicant Statement, BD01 printout and final guidance can be used in some cases.
- ✓ Are you a Veteran or Eligible Person- If the answer is yes to this question, please ensure the entire Veteran box is completed and that a DD214 has been provided.. In the absence of a DD214 staff can have the prospective customer complete the release form for a Veteran Cross Check, however, it the individual has not received services through the VA, their name will not appear in the database.

- ✓ REMINDER-Please ensure the customer prints their name and SSN at the tops of pages where it is required.

- Grievance/Complaint
  - Online version requires customer checking each box on the left then saving. Manual version customer would initial to the left of each item and sign the bottom. Customers should be encouraged to read it in its entirety.
- Form C Disclosure & Release of Information
  - The customer should be asked to read this form in its entirety. Both versions need to be filled out completely.
- Services Agreement
  - Online version requires customer to check boxes to the left. Manual version requires a signature at the bottom after staff has explained the importance of complying.
- Application Attestation form
  - This is online only and serves as an acknowledgement that all forms have been filled out to the best of their knowledge,
- Documentation of Services Provided
  - Staff will simply ask the customer to print their name and SSN at the top of page 1 and to subsequently print their name in the fields on page 1 and 2 that start I, *print name in these fields,* do hereby… and sign on the line below each. The customer is not to date this form until such time they have been approved for enrollment. Staff will mark the appropriate boxes under each category of service (not all boxes need be marked) but (at minimum at least one box) per category. Staff will, after intake, complete the justification for training based on their review of the customer's need for training.
- Customer Expenses and Resources
  - Staff will have the customer complete the Amount Now columns under both monthly expenses and regular monthly income. If there is an expected change such as in the instance of a Dislocated worker of which their UC will be ending, the projected change should be completed as well. Staff should not explain the purpose of this form until such time it has been completed in order to keep the customer "honest" in their responses. This form is a critical piece in determining suitability for training. Should the customer realize this in advance, they may be tempted to lessen their monthly expenses and increase monthly income thereby invalidating their ability to afford being in a training program. Staff will total both columns after intake is completed. Online forms will automatically be totaled.
- School Manual Budget
  - Staff simply asks the customer to print their name and SSN on this form. Staff will develop the customer's budget after intake has been completed through the entire length of the customer's training program. At no time shall there be just one funding source on this budget. There will be a minimum of two funding sources. Examples would be: WIA and self or WIA, PELL, Stafford Loans, self, etc. If after review of the customer's intake packet and Household Resource worksheet, it is determined that if an individual is approved for Pell and that they would benefit if some or all of the award amount be applied toward living expenses, the amount being retained by the customer must be fully accounted for over the course of their enrollment on the budget. For example: if they are keeping $4000 in Pell for living expenses then $4000 over the period of the training period/enrollment must be identified in the appropriate line item and throughout each period from/to on the paper budget. Rent for instance & this should directly correlate to their Household Resource worksheet

$1000 in the cost column and Pell in the ACCT column and through the balance of the period to account for the amount being retained.

- WIA Manual Career Plan
  - Staff can ask the customer to print their name and SSN on this form. Staff will review the barriers to employment during the intake session. We simply must know if the customer has issues such as homeless, legal issues, substance abuse, other, etc., as once again these items help determine suitability. Staff should not explain the purpose of this form until such time it has been completed in order to keep the customer "honest" in their responses. Customers who have unresolved issues are likely not to be successful in completing training and ultimately obtaining employment in a targeted occupation. Staff may want to explain that if we are aware of barriers that one may have, we or a partner agency may be able to help resolve those issues at little or no cost to the customer. The customer is not to date this form until such time the case has been approved for enrollment. Staff will complete the additional information required on this form for staffing purpose and will not place a date complete on the top sector of the first page until such time the case has been approved for enrollment. In all or most instances, staff will always mark other on page one and note "Customer is aware of supportive services and is not in need of them at this time". The exception would be is if you are going to provide supportive services. An example would be: transportation is checked off and in the comments sections staff would write customer in need of incentive cards for transportation back and forth to school.

- Applicant Statement
  - This form is utilized as outlined on the Data Validation tool in the WIA Eligibility SOP as well as a customer to advise various other items such as but not limited to the following: they understand they are responsible for any costs exceeding the cost of training as covered by WorkNet Pinellas and how they are going to pay for those costs, or, I understand that I am fully responsible for cost of travel and living expenses while in training in Texas, or how they are financially going to afford to be in school while they have no income coming in. Quite often applicant statements may lead to management requesting some type of supporting documentation from the customer. This form is not to be dated by the customer until such time they have been approved for enrollment. Staff will complete the bottom section explaining the reason for the applicant statement. A separate applicant statement will be utilized for each individual item of concern.

The above forms conclude the immediate customer participation in completing the initial paperwork. Staff will collect from the customers the following prior to their leaving after having completed a cursory review of the intake, make copies and return originals: *Please note that not all these documents are required for all customers. At minimum you must have proof of right to work.*

- ✓ Drivers license or photo ID
- ✓ Signed Social Security card
  Staff must see the original document of both of the above items. They cannot accept a photocopy that a customer may have brought with them nor a faxed copy.
- ✓ Copies of any licenses/certifications a customer presently hold
- ✓ Copies of any degrees the customer may have (determined on a case by case basis)
- ✓ Copies of UC check stubs, auto deposit statements (proof of UC). A wage transcript is not proof of eligible for or receiving unemployment compensation.
- ✓ Letter of layoff if available

- ✓ Job Searches if not employed
- ✓ Birth Certificate (if possible, this helps in future research of a lost case)
- ✓ High School Diploma or GED if requested training program require such
- ✓ DD214 if applicable (this also helps determine in some situations if one had to register with Selective Service)
- ✓ Alternate means of proof of address should their photo ID not be accurate
- ✓ Citizenship paperwork if applicable
- ✓ Documents such as "green card" for lawfully admitted alien/refugee
- ✓ If self enrolled in school, a copy of their present grades and or progress reports
- ✓ Adults receiving food stamps.-food stamps award letter or staff to print off from the Department of Children and Families MIS system the AWAA, IQFS, AIIA, IQIG, AOIE, AGCC and AIID.
- ✓ Adults basing eligibility on income vs. number in family
    - Pay stubs for the previous 26 weeks or alternate acceptable documentation (payroll records, etc.). If married spouse's proof as well.
    - If married, spouse's signed SSN
    - If married and spouse's last name is different than customer's-copy of marriage license or an applicant statement.
    - Birth Certificates of children
    - Copies of another other income that is required to be counted under included income per the WIA eligibility SOP
- ✓ TABE scores and/or entrance exams
- ✓ EChoices
- ✓ School paperwork itemizing costs, location, duration of training
- ✓ Proof of PELL
- ✓ Offender-If the customer has an offender record, it may be necessary to obtain court documents

- ➢ Trade Unit (formerly known as: TAA/ hold their own specific orientation/intake session due to additional paperwork requirements. The above mentioned list of documents would hold true in the intake process for a Trade Unit customer. In addition, the Trade Unit customer would turn in copies of their valid petition documentation as administered by the liable state. Refer to the Trade Unit SOP for additional clarification.
- ➢ Special Projects generally prescribe a customized one page application and or documents as outlined in their individual standard operating procedure such as the REA program.
- ➢ Youth intakes will rely upon the above mentioned list of documentation and be that of out of school youth. If the Youth is under age 18, the parent or guardian will be responsible for submission of income requirements and ultimately if the customer is approved that parent or guardian will also be required to sign all documents.

Upon completion of the intake process with the customer, staff will then finalize the packet. Staff will print out items such as BH10 and BD01, selective service if applicable, additional job searches as recorded in WP if they have not done so prior to the intake session. The paper budget, career plan, targeted occupation list and approved training provider will be finalized within the intake packet. Staff will review the file for suitability as well as eligibility for consideration for enrollment. Once the request for services has been deemed eligible and suitable staff will then email the staffing record to Senior WIA Career Counselor who is tasked with approving budgets. Staff will then receive an email back stating it's ok to move forward with enrollment. At that time staff will then scan the documents into the queue for data entry emailing the MIS team the staffing record. Staff will receive an email in return either stating it has been pended with a list of items to

be addressed or that data has been entered and they can continue with service requests. For pended cases, once staff obtained the necessary requested information, staff will resubmit file to MIS for data entry.

Note: At any time in the event of power failure, remote location such as at a training provider, etc. all electronic forms can and will be completed using manual application and intake copies.

Standard Operating Procedures

Title: Selective Service Registration

Date: May 30, 2012, Update August 14, 2012

To: All Worknet Pinellas Program Staff Members

Cc: Don Shepherd, Program Director

Purpose: To provide a thorough understanding of the Selective Service registration requirements for WIA funded services, codified at 20 CFR 667.250, and the Military Selective Service Act (50 U.S.C. App. 453), codified at 32 CFR Part 1605.

Background:
Prior to June 22, 2005, WorkNet Pinellas staff is required to ensure that all males born January 1, 1960 and after had registered with Selective Service prior to receiving any services through the WIA program. In the event that a person had not registered, a letter issued by the Selective Service System was required. This Status Information Letter ruled on an applicant's compliance with the federal requirement to register.

On June 22, 2005 the Agency for Workforce Innovation issued a Communiqué that stated the RWB, not the Selective Service System, had the final decision as to whether WIA services can be provided. As a result the Status Information Letter from Selective Service was no longer required or available.

On December 14, 2011 the Department of Economic Opportunity issued a Communiqué, based on the USDOL's TEGL dated November 23, 2011, that further revised the Selective Service requirements prior to a male being enrolled to receive WIA-funded services.

On May 16, 2012 USDOL made some additional changes to its selective service policy. This policy update is a result of this May 16, 2012 USDOL TEGL NO. 11-11, Change 2. The USDOL TEGLclarifies that regional boards may either (1) require that a male WIA applicant obtain a Status Information Letter from the Selective Service prior to making any enrollment decisions; or (2) initiate the process to determine if the potential participant's failure to register was knowing and willful without first requiring a Status Information Letter.

Policy: Every male who has expressed an interest in applying for WIA-funded services, except Trade Act Adjustment Assistance, who was born after December 31, 1959, must show proof that, if required, he registered with the Selective Service when he was between the ages of 18 and 25, inclusive.

If WorkNet Pinellas staff determines applicant was not required to register per Selective Service guidelines then he is eligible to enroll in WIA-funded services if he meets other eligibility and suitability guidelines. If the individual is 26 years of age or older and was required to register based on Selective Service guidelines but either he did not or he cannot provide proof that he did register, he is presumed to be disqualified from

participation in WIA-funded services until it can be determined by WorkNet Pinellas staff that his failure to register was not knowing and willful. WorkNet Pinellas will immediately initiate the process to determine if the potential participant's failure to register was knowing and willful.

Definitions and Details:
Following are definitions and details of the Selective Service registration requirements prior to enrolling a male into WIA-funded activities.

Selective Service Registration Requirements:.
Men born after December 31, 1959 are required to register with Selective Service between the ages of 18 through 25. Males can register 30 days prior to their 18th birthday. This includes males who are:

- Citizens of the United States;
- Disabled men who live at home must register if they can reasonably leave their homes and move about independently;
- Non-citizens, including illegal aliens, legal permanent residents, seasonal agriculture workers, and refugees, who take up residency in the United States before their 26th birthday;
- Dual nationals of the United States and another country regardless Service of whether they live in the United States.

For US citizens, Selective Service registration is not required if the man falls within one of the following categories:

- Men who are currently serving in the military on full-time active duty;
- Men who are currently attending one of the service academies like West Point;
- Disabled men who are currently continually confined to a residence, hospital, or institution; and/or
- Men who are hospitalized, institutionalized, or incarcerated are not required to register during their confinement; however, they must register within 30 days after being released if they have not yet reached the 26th birthday.

For non-US citizens, Selective Service registration is not required if the man falls within one of the following categories:

- Non-US male who came into the country for the first time after his 26th birthday. Acceptable forms of support documentation include
  - Date of entry stamp in his passport;
  - I-94 with the date of entry stamp on it; or
  - Letter from the US Citizenship and Immigration Services indicating the date the man entered the US presented in conjunction with documentation establishing the individual's age.
- Non-US male who entered the US illegally after his 26th birthday. He must provide proof that he was not living in the US from age 18 through 25.
- Non-US male on a valid non-immigrant visa such as a F-1 student visa.

See Attachment "A" for a brief summary/chart of who is required to register.

ACCEPTABLE DOCUMENTATION TO CONFIRM COMPLIANCE OR MEETING OF SELECTIVE SERVICE REQUIREMENTS:
In order to be eligible to receive WIA-funded services, all males born after December 31, 1959 must present documentation showing compliance with the Selective Service registration requirement. Acceptable documentation to determine a person's Selective Service registration status includes:

- Selective Service Acknowledge letter;
- Form DD214 "Report of Separation" from the military;
- Screen printout of the Selective Service Verification site: www.Selective Services.gov/RegVer/wfVerification.aspx.For males who have already registered, this website can be used to confirm their Selective Service number as well as the date of registration, by entering a last name, social security number, and date of birth;
- Selective Service Registration Card;
- Selective Service Verification Form (Form 3A); or
- Stamped Post Office Receipt of Registration.

ACTION STEPS REQUIRED:
Following are the action steps each WorkNet Pinellas WIA staff must take when conducting intake and enrollment of a male into a WIA-funded service.

1. Each WIA staff must review this policy directive and all associated attachments. If you have a question about anything contained herein, it is your responsibility to bring the question to your supervisor's attention immediately.

2. Each WIA staff must replace previous policies and forms associated with Selective Service registration under WIA with this new policy document and its attachments.

3. If a man who was born after December 31, 1959 applies for WIA-funded services, the applicant must provide:
    A. Documentation of compliance with the Selective Service registration requirement. See above under "Acceptable Documentation to Confirm Compliance with Selective Service Requirements" for the documentation that is acceptable. Copies of the acceptable documentation showing Selective Service registration must be included in the applicant file;
    B. Documentation showing he was not required to register; or
    C. If he was required to register but did not do so, a self attestation is necessary with supporting documentation establishing his failure to register was not knowing or willful.

4. If a man who was born after December 31, 1959 and is 18 to25 years old, applies for WIA services, he is required to register for Selective Service or provide proof that he is not required to register.
    A. If he is not required to register, he must provide acceptable proof.
    B. If he has registered but cannot provide proof that he did so, staff should access the Selective Service website at www.sss.gov and print out the page showing his registration.
    C. If he has not yet registered, WIA staff must require that he register through the Selective Service website at www.sss.gov before he can be enrolled. If the individual agrees to register and provides a printout of the Selective Service registration from the website, staff can then proceed to determine final WIA eligibility and suitability.
        1) If a male applicant who is 18 to 25 years old refuses to register with the Selective Service, WIA-funded services may not be provided. Appropriate notes must be made in the applicant's file.

        2) If a male participant turns 18 years old while enrolled in WIA-funded services, he must register with the Selective Service no later than 30 days after he becomes 18 in order to continue to receive WIA-funded services. A copy of this registration must be made and included in the participant file and case notes entered into Employ Florida. If this male participant refuses to register for

Selective Service, WIA-funded services must be suspended until he registers. Notification of this suspension must be sent to all appropriate parties and the participant should be provided a copy of the WIA Grievance Procedures.

5. If a man who was born after December 31, 1959 and is 26 years of age or older, applies for WIA services, he is required to show proof that he registered or that he was not required to register.
    A. If he was not required to register, he must provide acceptable proof.
    B. If he was required to register but has not registered or cannot provide proof that he registered, the WIA staff must advise the applicant that he is disqualified from WIA-funded services until it can be determined if his failure to register was not willful and knowing.
        1) To determine if the man's was not required to comply meeting allowable justification for not registering, staff may complete the Staff Screening Selective Service (See Attachment "D") and obtain support.
        2) To determine if the man's failure to register was not willful and knowing the staff must require that the individual complete the Selective Service Attestation form (See Attachment "C") and provide appropriate and acceptable documentation.
        3) Once the Selective Service Attestation form is completed, signed by the individual and copies of documentation are received and attached, staff should submit this to the President and CEO or his designee to make the final determination that the individual's failure to register was not knowing and willful.
            i. If the final determination is that the failure to register for Selective Service *was not* knowing and willful and the individual is otherwise eligible and suitable, the individual may be enrolled in WIA-funded services.
            ii. If the final determination is that the individual's failure to register *was* knowing and willful, the WIA staff must advise the applicant that WIA-funded services are denied. Individuals denied services must be advised by staff of the available WIA grievance procedures.
            iii. Staff must maintain copies of the final determination and all supporting documents in the applicant's file.

6. If items 1-5 do not satisfy a staff member's ability to make a determination due to lack of supporting documents or narrative provided by an individual;
    a) Staff can request the candidate submit for a Status Information Letter (See Attachment "B"). It is recommended staff require the customer to complete the Request for Status Information Letter form at the local office in order for a copy of it to be retained for records keeping purposes to Federal Selective Service unit guidance.

Attachments:

a) Attachment A; Who Must Register for Selective Service_Federal Government
b) Attachment B: Request Status Letter Form_Selective Service
c) Attachment C:Selective Service Self Attestation form
d) Attachment D: Staff Screening Form

INQUIRIES: Any question about this policy should be directed to Don Shepherd, WorkNet Pinellas Programs Director.

APPROVED: _____

Edward Peachey, President and CEO

WorkNet Pinellas

SELECTIVE SERVICE ATTESTATION

Name:_____ **Social Security #:**_____

Date of Birth:_____

Circle "yes" or "no" to each question, as applicable OR provide requested Attestation	**Questions and Self Attestation Support Concerning your Failure to Register for the Selective Service**
YES NO	**1. Were you aware of the requirement to register for Selective Service when you turned 18?**
YES NO	**2. If your answer was "yes" to question 1, were you misinformed about how that requirement applied to you? If so, who misinformed you?** _____ _____
Date: **/ /**	**3. On what date did you first learn that you were required to register for Selective Service?**
	4. Where did you live when you were between the ages of 18 and 26? Provide address or location: _____ _____
YES NO	**5. Did you receive any letters from Selective Service telling you that you must register? (see statement on Status Information Letter)** _____ _____
	6. If your answer was "yes" to question 5, why did you not follow the instructions to register for Selective Service? _____ _____
YES NO	**7. Did you fail to register deliberately?'**
YES NO	**8. Was your failure to register intentional?**
	9. Did you have the mental capacity to choose whether or not to register when

YES NO	you turned 18?
	10. What actions did you take when you learned of the requirement to register? _____ _____

I, _____, hereby state that my failure to register with the Selective Service System was not knowing or willful. I am providing copies of the following documents (letters from parents, teachers, DD214 form showing I served in the military, etc.) as supporting evidence of my attestation.

_____

_____

_____

_____

Any additional comments:_____

_____

_____

_____

_____

_____

Customer's Printed Legal Name

_____ _____

Customer's Legal Signature **Date**

Approved by:_____

Career Counselor

Reviewed & approved by:_____ _____

Supervisor and/or member of management **Date**

**PRIVACY ACT STATEMENT: Pursuant to 42 U.S.C. 1320b-7(a)(1) (Social Security Act) and 7 C.F.R. 273.6, disclosure of your social security number is mandatory. Social security numbers will be used by the Agency for program administration including verification purposes, distinguishing one individual from another, and for tracking and reporting purposes.*

WorkNet Pinellas_____ is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. All voice telephone numbers listed may be reach by persons using TTY/TDD equipment via the Florida Relay Service at 711.

WorkNet Pinellas

STAFF SCREENING, SELECTIVE SERVICE

Name:_____ **Social Security #:**_____

Date of Birth:_____

MILITARY INFORMATION:

List dates of active duty service: _____ to _____
List dates of reserve duty service: _____ to _____
List dates of military school service: _____ to _____
Military school attended:_____
Attach copy of DD214 (or DD Form 4 if still on active duty)

INCARCERATED, INSTITUTIONALIZED, HOSPITALIZED, OR CONFINED TO HOME:

List dates during which you were (circle appropriate situation) incarcerated, Institutionalized, hospitalized, or confined to home. For multiple dates, list all.

_____ to _____, _____ to _____, _____ to _____

Attach proof of each instance

NON CITIZEN / ALIEN:

Date you entered the United States for the first time: _____
Month/ Day/Year
USCIS (Formerly INS) status at time of entry: _____
List all alien status(es) held since entering the country, and give dates:
(Attach separate sheet if necessary)

_____to_____ USCIS Status:_____

_____to_____ USCIS Status:_____

_____to_____ USCIS Status:_____

_____to_____ USCIS Status:_____

Attach copies of supporting documentation (see following information sheet for detailed instructions regarding this)

TRANSSEXUAL:

At birth my gender was: _____
Attach copy of birth certificate

REASON WHY YOU FAILED TO REGISTER WITH SELECTIVE SERVICE UPON REACHING AGE 18 AND BEFORE REACHING AGE 26:

_____

_____

_____

_____

Approved by:_____
Career Counselor

Date: _____

Selective Service - Who Must Register

With only a few exceptions, the registration requirement applies to all male U.S. citizens and male aliens residing in the United States who are 18 through 25 years of age.

Category	YES	NO
All male U.S. citizens born after December 31, 1959, who are 18 but not yet 26 years old, except as noted below:	X	
Military-Related		
Members of the Armed Forces on active duty (active duty for training does not constitute “active duty” for registration purposes)		X*
Cadets and Midshipmen at Service Academies or Coast Guard Academy		X*
Cadets at the Merchant Marine Academy	X	
Students in Officer Procurement Programs at the Citadel, North Georgia College and State University, Norwich University, Virginia Military Institute, Texas A&M University, Virginia Polytechnic Insitute and State University		X*
National Guardsmen and Rerservists not on active duty	X	
Delayed Entry Program enlistees	X	
ROTC Students	X	
Separatees from Active Military Service, separated for any reason before age 26	X	
Men rejected for enlistment for any reason before age 26	X	
Civil Air Patrol members	X*	
Aliens**		
Lawful non-immigrants on visas (e.g., diplomatic and consular personnel and families, foreign students, tourists with unexpired Form I-94, or Border Crossing Document DSP-150)		X
Permanent resident aliens	X	
Special (seasonal) agricultural workers (I-688)	X	
Special agricultural workers (I-688A)		X
Refugee, parolee, and asylee aliens	X	
Undocumented (illegal) aliens	X	
Dual national U.S. citizens	X	
Confined		
Incarcerated, or hospitalized or institutionalized for medical reasons		X*
Handicapped physically or mentally		
Able to function in public with or without assistance	X	
Continually confined to a residence, hospital, or institution		X

*Must register within 30 days of release unless already age 26.
**Residents of Puerto Rico, Guam, Virgin Islands, and Northern Mariana Islands are U.S. citizens. Citizens of American Samoa are nationals and must register when they are habitual residents in the United States. Habitual residence is presumed whenever a national or a citizen of the Republic of the Marshall Islands or the Federated States of Micronesia resides in the United States for more than one year in any status, except as a student or employee of the government of his homeland.
NOTE: Immigrants who did not enter the United States or maintained their lawful non-immigrant status by continually remaining on a valid visa until after they were 26 years old, were never required to register. Also, immigrants born before 1960, who did not enter the United States or maintained their lawful non immigrant status by continually remaining on a valid visa until after March 29, 1975, were never required to register.

Standard Operating Procedures

Title: Employed Worker Training

Date: October 19, 2005; Update Aug. 2006, Mar., 2009, Jul. 2011, Aug. 2012

To: All Worknet Pinellas Program Staff Members

Cc: Don Shepherd, Director Workforce Programs

Purpose:
To provide guidance in the utilization of WorkNet Pinellas's Employed Worker Training Directive.

In general:
Periodically WorkNet Pinellas updates its Employed Worker Training Directive primarily by increasing the per hour threshold of allowable earnings in order for individuals to be served. At anytime an updated directive is published by our Administrative Entity, staff will be provided the new policy and will refrain from utilizing previous versions.

Intent of the Employed Worker Policy for local office use:
The Employed Worker Policy shall only be utilized by front line WIA staff when completing intake and eligibility for assisted core or intensive enrollments only and not that of training assistance. Common uses of the Employed Worker Policy are to assist with supportive services in order to retain or upgrade employment. Some of the types of services available are as follows but not limited to: licensure and exam fees, certifications, tools, equipment, supplies.

This policy is used primarily for Adult but can also be used for Dislocated Workers. No Youth will be served under this policy.

It is the intention of our Administrative Entity that the overall use of this policy for training assistance is at their discretion.

Credentials and use of the Employed Worker Policy:
It is necessary to reinforce the importance of an Adult employed at enrollment that a nationally recognized credential must be obtained after enrollment and prior to request for case closure.

Eligibility:
Validation of current wage rate is of utmost importance when utilizing this policy. A copy of a recent paycheck stub with the customer's name and hourly wage is required. In the absence of a recent pay check stub, validation from the employer would be required. An acceptable document would be written notification on the employer's letterhead stating the customer's name, SSN, their present employment status and hourly wage. A means of last resort would be that of an

applicant statement itemizing the name of the employer, address, phone number, contact person and their present employment status along with their hourly wage rate. WIA staff shall also telephonically validate the required detail when basing eligibility via an applicant statement. Preference is still that of a valid recent pay check stub. A W-2 form is not an acceptable document to confirm hourly wage as it does not breakdown the period of time nor the hours worked

As with all other intake packets requesting services under the WIA program, all required forms will be necessary, including proof if right to work in the United States and validation of Selective Service for those applicable. **A copy of the most recent threshold wage rate will be included in all intake packets when utilizing the Employed Worker Policy.**

ALL intake packets will be staffed for approval before moving forward with any WIA services.

Board Directive:

Employed Worker Training Directive

Background:

On June 18, 2004 the WorkNet Pinellas Board of Directors approved the Employed Worker Training Directive. The Business Retention segment of the directive states:

"Business Retention:

This category is designed to assist businesses to upgrade employee skill and retain qualified employees.

Employed workers served through this category cannot earn more than:

- ***$21.76 per hour (the median hourly household income in Pinellas County, per Census 2010)****; or*
- *The hourly equivalent at 80% of the layoff wage; and*
- *The pay rate after training cannot be below $11.00 per hour.*

However, the definition of self-sufficiency does not apply when serving someone who will lose their job without training as training is integral to job retention."

According to the US Census at http://quickfacts.census.gov/qfd/states/12/12103.html , the median income for Pinellas County was $45,258.00, or $21.76 per hour.

Additionally, the 2005 – 2006 Regional Targeted Occupations List indicates a mean hourly wage of between $14.05 and $32.97 per hour for various First Line Supervisory Positions. This group is the critical interface between employees and upper management, providing continuity, leadership and guidance in the business environment. Increasing the hourly upper income limit will permit a greater number of these important individuals to be served, thereby providing stability to the businesses involved.

Staff Recommendation:

Approve $22.56 per hour as the threshold for serving Employed Workers.

UPDATED THRESHOLD WAGE RATE AS OF AUGUST 2006 ON PAGE 3:

TAB 4

Increase in the 200% above
the Lower Living Standard Income Level

Background

The WorkNet Pinellas Employed Worker Policy allows participants to be served that are 200% above the Lower Living Standard Income Level established for Pinellas County by the US Department of Labor.

Information

In program year 2005-2006 this amount was $22.54 per hour. Due to an increase in the Lower Living Standard Income Level this amount is now $ 23.58 per hour.

WorkNet Pinellas
Region 14 Pinellas County
LLSIL History and Subsequent Annual Update:

1. Program Year 2005-2006, twice or 200% of the LLSIL for region 14 was $22.54 per hour. Due to an increase in the Lower Living Standard Income Level, this amount changed to $23.58 per hour for the program year 2006-2007.
2. Program Year 2006-2007, twice or 200% of the LLSIL for region 14 was $23.58 per hour. Due to an increase in the Lower Living Standard Income Level, this amount changed to $24.14 per hour for the program year 2007-2008.
3. Program Year 2007-2008, twice or 200% of the LLSIL for region 14 was $24.14 per hour. Due to an increase in the Lower Living Standard Income Level, this amount changed to $25.24 per hour for the program year 2008-2009.
4. Program Year 2008-2009, twice or 200% of the LLSIL for region 14 was $25.24 per hour. Due to a decrease in the Lower Living Standard Income Level, this amount changed to $25.10 per hour for the program year 2009-2010.
5. Program Year 2009-2010, twice or 200% of the LLSIL for region 14 was $25.10 per hour. Due to an increase in the Lower Living Standard Income Level, this amount changed to $25.76 per hour for the program year 2010-2011.
6. Program Year 2010-2011, twice or 200% of the LLSIL for region 14 was $25.76 per hour. Due to an increase in the Lower Living Standard Income Level, this amount changed to $26.00 per hour for the program year 2011-2012.
7. Program Year 2011-2012, twice or 200% of the LLSIL for region 14 was $26.00 per hour. Due to an increase in the Lower Living Standard Income Level, this amount changed to $26.92 per hour for the program year 2012-2013.
8. Program Year 2012-2013, TBA

Standard Operating Procedures

Title: Online TABE Administration

Date: Aug. 27, 2009, Update Aug. 2009, Oct. 2009, Aug.15, 2012

To: All Worknet Pinellas Program Staff Members

CC: Don Shepherd, Programs Director

Purpose: To provide overview and guidance to WorkNet staff to refer, administer and obtain results to the online TABE Locator and TABE Survey exams for WorkNet Pinellas customers.

(CTB'S TABE Online Technical Support: Phone 866.282.2250;Fax 831.393.6867;Email: oas_acct_mgmt@CTB.com.)

Policy:

Registering Customers for the TABE® Test
A spreadsheet called "Staff TABE Online Registration" or staff referral by month by location, by day and time for each TABE Testing Event will be placed on the public G drive and available to WTP and WIA/Trade Unit (formerly known as: TAA/TRA) referring staff. There will be a specific number of seats allowed and a deadline to register test takers for each Testing Event. Referring staff will register their test taker(s) by filling in the spreadsheet with the following information: First Name, Middle Name, Last Name, Date of Birth, Phone No., Customer Email, Age Group (AD/JV), Gender, Referring Staff's Name, Program (WIA, WTP and Trade Unit/TAA), and Test Taker ID when required.

Any customer(s) requesting TABE testing who identifies a need for accommodation above and beyond our ability to support this need may be referred to the school system, our local partner.

On the day prior to testing and after the deadline for scheduling examinees for a Testing Event, the Proctor will access the scheduling spreadsheet on the public drive in order to establish the appropriate test session, and will close out the spreadsheet for further scheduling by 'graying out' any remaining rows indicating available seating.

"Rules of the Day": The TABE testing rules will be communicated to customers by referring staff prior to test day. Issues addressed include on-time arrival. Late entrants cannot be accommodated and will need to be rescheduled by the appropriate staff. Other items include: no cell phones or other electrical devices in the testing room, no calculators, no food or drinks, and no talking among examinees once the test begins.

Online McGraw Functionality:

1. Adding Examinee Profiles:

* Prior to establishing a Test Session, add the examinees' names and other identifying data to the OAS (Online Assessment System) via "Add Student." ATTACHMENT "A"

(To *find* a student (test taker), select "Find Student" and search via the list of all students or a specific student – examinees.) ATTACHMENT "B"

2. Creating a Test Session:

* In order to schedule a test session, go to "Tests" on the left menu and select "Schedule a Test Session." View the drop-down box for the appropriate tests to schedule. The sub-tests will automatically populate the next column, along with the "Duration" column. ATTACHMENT "C"

Select by clicking on the circle within the Select column, and the test session will expand to offer various options including the following: Scheduling breaks; utilize the system-generated access code; confirm use of the Locator test; and permit modification of the subtests. ATTACHMENT "D"

(NOTE: Here, you will also see the duration breakdown of each subtest.)

Modify the test selection by choosing only the Locator and Survey for Reading, Math, and Language, eliminating the sub-tests of Language Mechanics, Spelling, and Vocabulary.

CLICK NEXT -> to go to "SCHEDULE A TEST SESSION: SELECT SETTINGS

* Establish the test session name, start/end date, test window, time zone, and test location. ATTACHMENT "E" Now you are ready to select test takers for this session.

* Click "Add Students" on the *work page*. (Also, see Attachment E toward the bottom of the printed page.)

* Apply your filters. ATTACHMENT "F"

* Select your "Organization /. Location."

* Select the test takers for this session.

* Click "OK."

Now you are ready to assign the Proctor. ATTACHMENT "G" Use the "Add Proctors" button to select proctors for this session. When you have made your selection, click OK. ATTACHMENT "H"

* Click "Next."

At this time, a "Schedule a Test Session: Options" screen appears (ATTACHMENT "I") to allow you to make modifications if needed, and to provide you with test session documents for printing (Test Tickets).

* Click the correct location of your test session, and select to print individual test tickets (ATTACHMENT "J") and a summary test ticket for this session (ATTACHMENT "K").

* Click "Finish."

You are "Home." You may now view the test session that you created.

3. Materials Needed at TABE Testing:

- Pens or Sharpened Pencils
- Scrap Paper
- Plastic Bags / Envelopes (5 x 7) (If warranted)
- Business Mailing Envelopes (If warranted)
- Calculators for Applied Mathematics
- TABE Reading ("Welcome to TABE® Online!")
- Online Navigation Instructions
- "Rules of the Day" for review

4. Holding a Testing Event

Set-Up:

Place 2 sheets of scrap paper and writing utensil at each computer station. Depending upon the TABE session location (South County or Gulf-to-Bay), also place a business mailing envelope and pen at either the computer station or conference table. (The envelope should bear the location's return address along with the name of the proctor or proctor's representative.)

Also, include a plastic bag or 5 x 7 envelope at each work station.

Bring each computer to the McGraw-Hill TABE® Online log-in screen.

Day of the Testing Event:

Welcome:

Welcome all Test Takers to the TABE® Online event. Insure that any cell phones or electrical devices brought in by a Test Taker(s) are turned OFF and placed by the Test Taker(s) in an individual plastic bag or 5 x 7 envelope and placed to the upper corner of the computer/workstation.

Ask Test Takers to legibly print their names and addresses on the envelopes provided them for the delivery of TABE result reports. Collect the completed envelopes.

Insure that each Test Taker has the appropriate Test Ticket. Instruct examinees not to attempt to log-on until the group's access code is provided.

Kindly review the "Rules of the Day," and read (verbatim) "Welcome to TABE." Review navigation instructions.

When ready to begin the Locator, provide the Access Code. Test Taker(s) may log on and begin the Locator. The system will guide each Test Taker(s) into the Survey tests. TABE locator will be used if warranted, to be determined by the TABE proctor.

5. End of TABE Test: Materials Collection

It is, of course, required that all scrap paper and test tickets be collected before examinees leave the testing room. This step is critical to test security and must be followed. Collect pencils/pens for future sessions, shut down computers, and leave the room in an orderly and neat condition.

6. Running Reports

Approximately 30 minutes after the test window has closed (possibly earlier), reports with test results should become accessible and downloadable from the "Reports" tab in the McGraw-Hill TABE® Online site. Reports will be available as an "Individual Portfolio" and as a group report. The reports will identify the test session, organization/location, test scheduler, and Test Taker (student). The report will also display the version of the Locator and TABE Survey (9 or 10) and the date initiated.

Log-in to the McGraw-Hill site and request Individual Portfolios for each Test Taker, and the group report, if needed. (On the Individual Portfolio, click on the magnifying glass next to the Test Taker(s) name, and you will receive the detailed results.) Provide these reports as password-protected documents to requesting career specialists.

Print a hard copy of the detailed results for each Test Taker should now be placed in the appropriate envelope for mailing. Follow your center's process for bulk-mailing and/or scan results to counselor referring the individual to TABE.

Standard Operating Procedures

Title: WIA Program Incentives/Trade Unit

- *Former name: TAA/TRA for Required ITA Expenditures Only*

Date: October 26, 2009; Updated Mar.2010, Nov. 2010, July 2012, August 11, 2012

To: All Worknet Pinellas Program Staff Members

Cc: Don Shepherd, Worknet Pinellas Programs Director

Purpose: To provide guidance and overview of WIA program incentives and distribution and Trade Unit Issuance for Required ITA Expenditures Only

- Incentive Benchmarks
- Distribution of Incentive Cards
- EFM Entry and File Retention

Policy:

Incentive Program

WIA program staff members will provide WIA customer incentives based upon their need AND required program participation and/or attainment of performance benchmark(s). Customers will be informed that program incentives are to be used to support their continued participation within their selected training program, job search efforts at the end of their training program, emergency needs, successful retention of secured employment or anything that may arise which challenges their continued participation in either activity. Incentives are subject to availability of funding and are not a customer entitlement.

Staff members are to utilize the following guidelines when authorizing the use of incentives to address customer needs:

- Customers must obtain a performance incentive benchmark <u>and</u> submit written documentation as required for a need to be addressed. Ie time sheets, showing customer has been commuting to/from training and needs assistance with cost of transportation.
- Can not authorize/approve more than one need type per program year (7-1 to 6-30) (does not include transportation) without need justification and approval of a coordinator.
- No more than ONE incentive per month per customer.
- Trade Unit issuance for required ITA expenditures only with appropriate backup documentation noting as such along with exact cost.

1. Standard incentive amounts will be the norm used by staff members. However, on a case by case basis, staff members may reduce or request a variance based upon the customer need their case management assessment and supervisory approval. Staff members may decrease the standard incentive amounts based upon case management assessment of lack of customer need, length of customer training or emergency need demonstrated by the customer.
2. Staff members may request an increase to the standard incentive amounts based upon case management assessment of customer need or emergency need demonstrated by the customer.

a. Using the customer's initial application information, customer expenses and resources report and ongoing case management assessment, staff members either choose to not issue incentives, issue only specific incentives or reduce the incentive amounts.
    i. Example: customer has a monthly surplus of over $1000.00 in household budget. No incentives should be generally built into participant budget
b. Length of training is 9 months or greater which requires the standard monthly incentive to be generally set at $50.00 per month to ensure allowable cap for incentives is spread across the entire training program and to allow up to 2 months to job search/obtain employment.
c. Emergency need arises within the customer's household budget; case management assessment is to provide an increase in standard incentive amount (supervisory approval must be obtained).

Total annual (7/1 – 6/30) customer incentive cap allowed:

1. DW = $750.00 (changed 7/2/2012)
2. AD = $750.00

Incentive Benchmarks and Standard Incentive Amounts

Standard Incentives are:

Completion of application/eligibility and successful enrollment into WIA.	Up to $100.00
Start of their training program	Up to $100.00
Successful monthly progress in selected training program • Completed monthly contact and/or attendance forms • First certificate earned that is nationally recognized • If applicable, requires a copy of grades, transcripts or school progress report. Generally this would be for a school such as SPC, PTEC or school where classes are taken by a semester or period basis.	Up to $100.00
Successful completion of training or certificate program • Requires a copy of degree, diploma, certificate or licensure • May require a copy of school transcripts or progress reports	Up to $100.00
Diligent monthly job search - post training completion • Requires verification of completed job search	Up to $100.00
Attainment of employment (part time) • Requires completed employment verification form	Up to $100.00
Attainment of employment (full time) • Requires completed employment verification form	Up to $200.00
Successful program exit	Up to $50.00

Incentive Distribution and Staff Handling:

1. Finance will transfer bank cards to each one-stop by scanning cards to an assigned Career Counselor at each location. Both the Finance Specialist and Career counselor will count and confirm the number of cards being transferred and will electronically sign off on the transfer. A release report will also be generated by Finance, showing the cards being transferred, their unit numbers and wire transfer numbers; both Finance and the assigned Career Counselor will sign the Release report and will each get a copy for their records.

2. The Assigned Career Counselor will ensure the cards are transported to the one-stop and immediately locked in a safe, or secure lockbox inside a locked drawer to maintain security and control and file the release report.

3. When distributing bank cards to customers, Staff will only remove the card(s) they will be distributing to the customers from the safe.

4. Cards will be distributed to Customers electronically through the card tracker as follows:
    a. Open the Gift Card application

b. Click card, which will open the issue cards window
c. Swipe bank car-this will populate the screen with the card information, ie card number and amount
d. Under "Card Program" chose the funding the card is being given for, ie DW training, AD Assisted Core, etc.
e. Swipe the customers Drivers license or State ID. If customer does not have one, hit card exemption at bottom of the screen and manually input the customers identifying information
f. Enter the customers last four digits of their ss number
g. The Caseworker then signs the card out in the assigned "Case Worker" box
h. The customer then signs that they have received the card.
i. Hit save. If save is not clicked, all information will be lost, and the card will continue to appear in inventory.

5. Staff will review their incentive card inventory bi weekly through the following process:

- A primary staff will physically count and record all cards and their unit numbers on a inventory report
- A secondary staff will then ensure the information is correct by recounting the cards and verifying the inventory report is accurate
- The assigned manager will pull an electronic inventory report from the card tracker system for the location and will cross check it against the staff's physical count of cards.
- Both the electronic report and report created by staff will be signed off on and sent to Finance.
- If the physical inventory does not match, the Senior Career Counselor will need to identify why prior to sending the report to Finance.

6. Designated staff members will review the incentive supplies bi-weekly and will request additional cards as needed.

1. In the event that the card tracker system is down, and cards cannot be scanned out to customers, staff will have each customer sign next to the card received on an inventory report, so that the card can later be removed from inventory by Finance. The Counselor will have to identify funding and date card was given. The same process would apply if staff are unable to access EFM. That way; the case note would be added once EFM was back up and running.

EFM Entries and File Retention for Incentives:

1. EFM entries will include the opening of EFM Activity 183 Incentives/Bonuses and leave open for the duration of anticipated provision of Incentives. There will be no activity entered for Trade Unit required ITA expenditures in the TAA component of EFM for issuance of incentive cards.
   a. Provider for the 183 activity should match staff office location.
2. EFM entry should include justification/need for incentive.
3. EFM case note following sample below.
   a. The following template case note should be added to an ongoing case note into EFM <u>each time</u> a customer receives a needs related/benchmark type of incentive. Each program year has one support service case note, with the below template for each card given.

INCENTIVE ISSUED 07/01/2012: Customer attained program benchmark _____, as indicated in WIA Incentive SOP. This was documented by receiving _____. Customer issued $____.00 in incentive cards 1-$50.00 unit# Wire # on this day. Assessment indicates customer's need for incentive is _____. This need was documented by _____.

Total amount received this date: $_____.00

2010-2011 program year incentive total: $_____.00

b. When completing this case note, make sure you are keeping a running record of all incentives provided.
c. To do this staff will update the date to the current date, when providing a new incentive. Example below shows on 11-01-10, customer has a running total of $150 worth of incentives provided. $50 on 11-01-10, $50 on 7-6-09 and $50 on 8-5-09.
d. Next month when the customer presents a need and is provided another incentive, staff will find the most recent entered incentive case note and update it with the current date and add the new incentive to the top of the case note, updating the total amount along the way.
e. Each blank in the above case note should be completed by using the same verbiage
f. TRADE Unit case note sample below for issuance of incentive cards for an ITA Expenditure. as stated in this SOP. Recognized needs and approved benchmarks are as follows:

NEEDS:

- Transportation
- Clothing
- Uniforms
- Tools
- Vehicle Repair
- Vehicle Insurance
- Vehicle registration
- Utilities

BENCHMARKS:

- Completion of application/eligibility and successful enrollment
- Start of training program
- Successful monthly progress in selected training
- Successful completion of training or certificate program
- Diligent monthly job search
- Attainment of employment (PT or FT)
- Successful program exit

Completed Case Note Sample:

Name: John Smith
Username: XXXX**7227**

Case Note ID:	**47153935**		
Contact Date:	**11/01/2010**		
Contact Type:	Face-to-Face		
Program:	**Workforce Investment Act (WIA) Program**	Application ID:	**16076956**
Subject:	**Incentives**	Partner Program:	**NA**
Staff Member:	**Don Shepherd**	Office Location:	**Do Not Use WIA Virtual One Stop**
Last Edited by:	**NA**	Last Edited on:	
LWIA:	**Worknet Pinellas Inc.**		
Notes:			

Please update the date to current date, when you add the new entry for new incentive

INCENTIVE ISSUED 11/01/10: Customer attained program benchmark #3 Successful Monthly Progress in selected Training program, as indicated on Worknet Pinellas SOP. This was documented by receiving a timesheet and completed monthly contact form.
Customer issued $50.00 in incentive cards 1-$50.00 card #341/1815998 on this day. Assessment indicates customer's need for incentive is *Transportation*. This need was documented by Verbal applicant statement

Total amount received this date: $50.00

2010-2011 program year incentive total: $150.00

8/5/2009 Customer attained program benchmarks and incentive awarded: August Monthly contact completed $50. Assessment indicates customer need for incentive to continue successful participation in their training program.

7/6/2009 Customer attained program benchmarks and incentive awarded: July Monthly contact completed $50. Assessment indicates customer need for incentive to continue successful participation in their training program.

Trade Unit Completed Case Note Sample:

Name: John Smith

Username: XXXX**7227**

Case Note ID:	XXXXXX		
Contact Date:	**11/01/2012** ←		
Contact Type:	Face-to-Face		
Program:	Trade Adjustment Assistance (TAA) Program	Application ID:	XXXXXX
Subject:	Incentives for TRADE/TAA ITA	Partner Program:	**NA**
Staff Member:	Staff Name	Office Location:	**Do Not Use WIA Virtual One Stop**
Last Edited by:	**NA**	Last Edited on:	
LWIA:	**Worknet Pinellas Inc.**		

INCENTIVE ISSUED 11/01/12 to cover the cost of TRADE Unit/TAA required ITA expenditure as indicated in Worknet Pinellas Incentive Process SOP. Customer issued $50.00 in incentive cards 1-$50.00 card #341/1815998 on this day for required ITA drafting tool as documented in the customer's file with school paperwork noting item is required and cost.

WTP Incentive Process - Customer Need & Maximum Amount Grid

Transportation Needs:
Assistance of this type is based upon customer need **AND** completion of required attendance of vocational/on-the-job training or employment.

Type of Need	Incentive Cap	Required Documentation of Need
Transportation (training & employment)	Up to $25.00/bi-weekly	• Customer verbal statement of the need

Ancillary Needs: no more than one time per fiscal year (7-1 to 6-30) per type
Assistance of this type is based upon customer need **AND a**ttainment of a performance benchmark(s)

Type of Need	Incentive Cap	Required Documentation of Need
General Clothing for Full or Part-Time Employment (to include uniforms)	Up to $100.00	• Written statement of need • Employer dress code/letter from employer • Completed & verified employment verification
Tools (employment related)	Up to $100.00	• Written statement of need • Letter from employer
Vehicle Repair ****Vehicles not exceeding 10 years of age.**	Up to $250.00	• Written statement of need • Two written estimates from licensed car repair centers/shops • Valid Florida vehicle registration, Insurance card, and Drivers license in customers name
Vehicle Insurance	Up to 1 month premium, not to exceed $100	• Written statement of need • Written estimate of premium from insurance carrier • Valid Florida vehicle registration and Drivers license in customers name
Vehicle – Registration, Tags, Plate ****Will not cover taxes or impact fees.**	Standard DMV cost for registration, tag, plate, not to exceed $250	• Written statement of need • Written estimate from DMV office • Valid Florida Insurance card and Drivers license in customers name
Utility Assistance	Past due or current amount Up to $150	• Written statement of need • Copy of the utility bill with breakdown of cost.

Vocational Training Needs:
Are to be included in the $3500 maximum Individual Training Account (ITA) and are to be addressed through the ITA/Voucher process

Type of Need	Incentive Cap	Required documentation
Tuition, fees, licensure	Included in the ITA	• Class supply list
Books	Included in the ITA	• Book supply list
Uniforms	Included in the ITA	• Class syllabus, class supply list
Tools, supplies	Included in the ITA	• Class syllabus, class supply list

Standard Operating Procedure

Title: MICROIX MIS and ITA Voucher Creation

Date: June 5, 2009, updated Sept.3, 2009, Sept. 15, 2009, Mar. 2010; Aug. 19, 2012

To: All Worknet Pinellas Program Staff Members

Cc: Don Shepherd, Worknet Pinellas Programs Director

Purpose: To provide guidance and overview of Training Budget and Voucher creation and distribution:

- Steps to create a MICROIX Budget
- Steps to create a Training Voucher in MICROIX
- Approval, Distribution and File Retention of Participant Training Vouchers

Policy: MICROIX System
General:
MICROIX software program will be used to create and track training budgets and vouchers or ITAs. This software uploads to the MIP or accounting system managed by the Finance team.

Each staff person is provided a unique user ID and password to access the system. Each user ID is tied to a specific Workflow and funding stream within the MICROIX system.

There are two types or levels of users or security profiles that will impact us.

- Requester – any user who can create new or edit unapproved purchase orders (i.e. training vouchers)
- Approver – any user set to approve a specific Workflow(s)
- Can be designated as a Requester and Approver.

Note: MICROIX is a desktop driven application. IT must install software on each needed computer to support access. System will not be available via internet or web-based connectivity.

MICROIX MIS: Budget

1. Click on Workflow Modules on your desktop or
2. Go to start > select PROGRAMS > MICROIX > Workflow Modules if no icon is available
3. User Log in information. Under User id, use the drop down box to find your name. The list is alphabetized by first name. Password will be provided to you by your supervisor.
4. Click Ok. You should now be logged into Microix.
5. Click on BUDGET on the left navigation menu
6. Click on folder, CREATE A NEW BUDGET"
7. Fill in the following fields and reference the "How to with screen shots"
   a. Document Description – should begin with the customer contract number and follow text guidance

b. Workflow – select appropriate workflow for WIA Funding used.
c. Comments – text box must contain the school/training provider and training program
d. Effective date – should be the first day of the Program year such as 7/1/2012. This is populated by your entry on the Budget Transaction screen

8. Click on ADD button in the middle of the screen to open the budget transaction screen
9. Complete the Budget transaction entry by:
   a. You must change the begin date of the Historical Data and the Budget period to the first day of the correct Program year. Example: July 1, 2012 for Program year 2012 – 2013 or July 1, 2011 for Program year 2011 – 2012
   b. New Budget amount – enter the amount of WIA dollars that you are wanting to obligate for the entire program year for your customer. Do not include any projected incentive usage. This will be any expenses that you will do for training, training related, supported services, or fees/exams using a MICROIX voucher, check request or credit card request.
      i. .
10. Click on Budget Distribution and select most appropriate for school and period (see How to for additional guidance)
11. Click GL to add the accounting cost code.
12. Click Fund code – please ensure that you select the correct fund code for your customer's eligibility and program year in which services are being budgeted.
13. MICROIX has numeric fund codes that are created for each WIA or WTP allowable funding and program year. New fund codes are established by Finance prior the start of each fiscal year. Function – all services are to generally support customer training. Select 05 training unless other support is being provided. Function will match your OSST or EFM level of service or activity entry.
14. Contract – this is the unique identifier for the WIA or WTP customer or program participant. Ensure you review accuracy. If new participant, then click the + sign to add screen for a new contract number within the MICROIX system.
    a. ADD – add the 5 digit number for customer contract using First Initial of first name and First Initial of last name + last 3 digits in the customer's social security number.
    b. Second text box – enter the customer's actual first name and last name. Please ensure spelling and name matches EFM or OSST as close as possible.

i. Alternate Contract Code Creation – Process to use if Contract Code is already in use.
   1. If the contract code generated as described above is already in use, then use the following for the contract code: (First initial of participant first name + first initial last name + **first** 3 of participant SSN).
   2. The alternate code should be documented in case notes as follows:
      a. <u>EFM Sample Case Note Entry:</u>
      Subject: Alt MICROIX Contract Creation
      Case Note:
      Contract code already in use for this customer based upon first initial first name and first initial last name. Will use alternate and create a new contract code for Lashonda Lumpkin using her first and last initials and the **first** three of the social security number. Note entered in the Comment section of the Microix voucher also.

      b. <u>OSST Sample Entry:</u>
      Alt MICROIX Contract Creation. Contract code already in use for this customer based upon first initial first name and first initial last name. Will use alternate and create a new contract code for Lashonda Lumpkin using her first and last initials and the **first** three of the social security number. Note entered in the Comment section of the Microix voucher also.

15. Click apply to add the new transaction to your budget entry
16. Click save
17. A notification box will pop up, asking if you want to send the budget to Accounting for approval. Click yes if you want it viewed by accounting. Clicking no will enable you to edit the voucher and or to send the voucher at a later date. The budget will sit in "Edit an Existing Document" until it is sent to accounting.
18. Staff may correct or edit by clicking the EDIT button in the middle of the screen. Follow fields above to make any necessary changes.
19. Once a budget has been approved and passed to the accounting MIP system, then staff can only correct by requesting a Budget void following procedures below.
20. Request Budgets by program year for each year in which you are supporting the customer's training.

MICROIX MIS: Create a Purchase Order (ITA Voucher)

1. Referenced as an Encumbrance or Purchase order within the MICROIX or MIP systems.
2. Requirements to request a voucher:
    a. You must have a MICROIX budget entered prior to obtaining approval for a voucher.
        i. Exception will be WTP program for one time or supported services provided. The rule of thumb if it is a WTP training customer for training or training related costs, then WTP will follow these procedures
    b. You must have the case updated within the OSST or EFM systems fully to include the appropriate training activity showing training provider and projected ITA.
3. Click on Workflow Modules link on your desktop or
4. Go to start > select PROGRAMS > MICROIX > Workflow Modules if no icon is available
5. User Log in information. Under User id, use the drop down box to find your name. The list is alphabetized by first name. Password will be provided to you by your supervisor.

Note: New users, after typing in your temporary password, click on New password and create a new unique password. Remember to keep this password in a safe place.

6. Click Ok. You should now be logged into Microix.
7. Click on Purchase Order to begin the voucher creation
    a. Click Create a new Document
    b. New Document Entry form:
        i. Document number. Do not touch, this is pre-populated.
        ii. Description – Type Customer Contract Number + First Name + Last name
            1. Customer contract number = customer's first initial + last initial + last 3 digits of their SSN (ex: customer is John Smith SSN 123-45-6789. His customer contract number would be: JS789). Capital letters, no spaces.
            2. In the Description, use spaces between the Customer Contract Number + First Name + Last name (Ex: JS789 John Smith)
            3. Typing is case sensitive, so use capital letters for the first letter of the first and last names.
            4. This Customer Contract Number will support multiple search methods when retrieving document
        iii. Prepared By – will default to your name.
        iv. Workflow – Change to the appropriate funding stream for the customer you are assisting (i.e. WTP for Welfare Transition, WIA for Workforce Investment Act AD, DW, etc).
        v. Bill to and Ship to - Do not touch, these are pre-populated.
        vi. Order Date – create date of purchase order. System defaults to system date or today's date. Generally, staff will not change this system-generated date.
        vii. Require Date – date by which you will need to produce/print your purchase order (ITA Voucher).

Note: the Require Date should be the tuition/fee deadline of the participant's training based upon school enrollment paperwork.

viii. Vendor ID – Accounting Department maintains our MICROIX approved and available training providers.
   1. Open drop box displaying default value of "unassigned" and scroll to the vendor needed for your purchase order (ITA Voucher).
      a. Generally staff will not save or complete a purchase order request not associated with an approved vendor.

ix. Document Comments – Leave blank. This field will not populate to the final purchase order or voucher.

d. Click Save and you are finished with your request.

8. Click "ADD" at the bottom of the page to add individual line items or expenses to the new document (ITA voucher). This will open the window labeled, Add Transaction Wizard, to begin building the ITA voucher.
   a. Remember you will need to create a purchase order for each separate and distinct vendor needed for a participant's training needs. Example: SPC purchase order for tuition and training items through school and separate purchase order for Barnes and Noble bookstore

   Note: How you build your purchase order (ITA Voucher) is how your resulting voucher prints.

   b. Enter the following required fields on the Add Transaction Wizard
      i. Item No and Unit Type - Do not touch, these are pre-populated.
      ii. Unit Qty – Enter '1'
      iii. Unit Price – from your school quote/invoice or back up documentation, add the cost of the purchase order line item. Example: Tuition = $$3500 and enter unit price of 3500. Do not add the $ and do not add the decimal point, when you tab to the next field these will populate.
      iv. Description – here you want to enter a thorough description of each line item for your transaction.
         1. Example: "Tuition for Business management for Fall semester 10-8-09 to 12-31-09" or "Tuition for Nursing, Spring semester 1-12-09 to 4-20-09." or "Tuition for Medical Coding for 10-1-09 to 12-5-09". Do Not simply write, "tuition" or "tuition for fall semester", or "tuition for fiscal year 2003"
         2. Make sure to enter the start and end dates of training
         3. Ensure you itemize books covered under voucher.
      v. Effective date – Do not touch, this is pre-populated.
      vi. Distribution – Leave blank.
      vii. New Item type - Leave blank.
      viii. Vendor ID – is not needed but allows user to mark each line item with the approved vendor tied to line item.
      ix. GL – select the account code for individual line item
         1. Fund – funding stream tied to the purchase order (ITA voucher):

Account Code	Account Title	Include:
8342	Customer Training	Tuition
8343	Customer Supp Svcs	Incentive cards, other support
8345	Training RelMaterial	Books, uniforms, tools, etc.
8346	Fees, exams, certs	Fees, exams, certifications, etc.

      x. Fund – funding stream tied to the purchase order (ITA voucher). Do not touch. This is pre-populated.
      xi. Function – the category of funding to be used for the created purchase order (ITA voucher)

1. Generally, all customers are being served with training services and all costs would fall under Training

xii. Contract – this is the "5-digit" Customer Contract Number. (First initial of participant first name + first initial last name +last 3 of participant SSN)

1. Participants who are first timers into the Microix system - Staff will need to click the "+" icon to right of field. Enter the Customer Contract number (capital letters no spaces). Example: JS789
2. In the Second pop up text box, enter the participant's first name + space + Last name capitalizing first alpha of each. Example: John Smith

xiii. Alternate Contract Code Creation – Process to use if Contract Code is already in use.

3. If the contract code generated as described above is already in use, then use the following for the contract code: (First initial of participant first name + first initial last name + **first** 3 of participant SSN).
4. The alternate code should be documented in case notes as follows:

a. <u>EFM Sample Case Note Entry:</u>

Subject: Alt MICROIX Contract Creation
Case Note:
Contract code already in use for this customer based upon first initial first name and first initial last name. Will use alternate and create a new contract code for Lashonda Lumpkin using her first and last initials and the **first** three of the social security number. Note entered in the Comment section of the Microix voucher also.

b. <u>OSST Sample Entry:</u>

Alt MICROIX Contract Creation. Contract code already in use for this customer based upon first initial first name and first initial last name. Will use alternate and create a new contract code for Lashonda Lumpkin using her first and last initials and the **first** three of the social security number. Note entered in the Comment section of the Microix voucher also.

i. Click apply. Now you will see the New Document screen with your new voucher in the middle.

9. Staff will need to repeat Step 6 for each additional line item when multiple GL funding is included on the participant purchase order (ITA voucher).
   a. Example: purchase order for training vendor XYZ includes tuition (GL code 8342 Customer Training) and books (GL code 8345 training related materials) which are paid to the same vendor.
10. Staff will need to create a new or separate purchase order by repeating Steps 5 and 6 above beginning with a brand new document if participant expenses go to:
    a. A different vendor. Example: SPC requires a purchase order to the school for tuition and Barns and Nobles for books and other school supplies. Different Vendors are assigned to each separate purchase order.
    b. A different department within a single vendor. Example: PTEC requires participant to present tuition voucher to one location within school and books/school supplies purchased at the campus bookstore. Same Vendor is assigned to each separate purchase order.

APPROVAL, DISTRIBUTION, FILE RETENTION AND VOIDS OF PARTICIPANT TRAINING VOUCHER(S)

1. Finance Department will manage the document approval process and MIP voids/corrections. MIS department will manage voucher voids within the MICROIX MIS.

Approval process for purchase order (ITA Voucher)

1. Participant has provided the Staff with all back up documentation for their request.
2. Career Counselor, Outreach Counselor, MIS, RS or other staff memberwill enter the purchase order (ITA Voucher) into Microix.

a. When staff click "Save" on their new or edited purchase order (ITA voucher), staff have the option to say "YES" to forward the completed document to the next level approver.
b. If staff has not completed the purchase order and will need to do further editing or adding, then staff have the option to say "NO" to retain or save their draft document under their folder, "Edit Existing Documents".
   i. When staff has completed editing, then staff can simply resave their existing document and answer "YES" to forward document to the next level approver

3. After clicking "Yes", the purchase order is sent to Finance for their approval.
   a. Once approved, staff will receive an email indicating that their new document has been approved, then staff may go to the folder, "VIEW all existing documents" to locate the approved purchase order and print.
      i. Staff may keep their MICROIX window open to the folder, "VIEW all existing documents" to visually monitor the status of any needed ITA voucher.
      ii. Email link or function may be used for communication back and forth between the requester and approver.
4. To print the ITA Voucher:
   a. Click on the "PRINT" icon on right navigation on the document window
   b. A print wizard or box opens and select:
      i. Staff may print only to screen to view.
      ii. Staff may print to online office printer.
      iii. Select document type – WorkNet voucher is the approved voucher form.
5. Distribution and Staff completion of the printed purchase order (ITA voucher)
   a. To finish the ITA voucher:
      i. Staff should review the printed voucher for the following:
         1. Shows "Accounting Approved" in the box labeled, Authorization Information".
         2. Correct vendor applied
         3. Correct dollar amount
         4. Correct line items with complete description
      ii. Staff should sign their name as requester in the Authorization Information box with date
      iii. Staff should sign authorizer signature on line next to the Authorization Information box followed by their initials and date
      iv. Using the WorkNet Pinellas embosser, emboss the purchase order (ITA voucher) in the box labeled, "SEAL".
   b. Ensure that the participant signs under the "Student Release of Information" section on the bottom of the printed ITA voucher prior to giving to the participant.
   c. Make a copy after signed by participant for your participant file retention.
6. Retention of the completed and printed purchase order (ITA voucher)
   a. Write "File Copy" in the box labeled, "SEAL" to avoid confusion over retention copy versus an ITA voucher not yet distributed to the participant.
   b. E-File to participant electronic file with corresponding back up documentation
7. If a void is needed of a MICROIX voucher or a MICROIX budget, the requestor of the original voucher will:
   - Write VOID, staff initials and the date on the voucher
   - Enter a case note in the appropriate MIS system & print that case note
   - E-mail the voided original voucher to MIS Coordinator and lead bookkeeper. This attachment must be password protected.

8. E-mail should contain:

   Request Voucher Void in MICROIX:
   Customer Name:
   Last 4 SSN:
   Reason: (state reason for request. Example = error in amount)
   Number: 09-EN-1810
   Type of Service: (state type of service. Example = tuition, books, fees etc)

Replaced with voucher: 09-EN-1810
Please include customer information such as Florida Case number or EFM state id/username to support look up and verification within the EFM system.

a. Staff can proceed with creating and providing new voucher if no voucher has been issued to customer or training vendor.
b. If you do not obtain assistance through the MIS coordinator within 24 hours, please forward your original email request to the MIS director when you are working against a tight due date
c. If voucher has been embossed and provided to the customer or training vendor, then the original voucher must be returned prior to a new replacement voucher being entered in MICROIX, embossed and distributed to customer.
d. OSST or EFM required entries:
    i. OSST or EFM MIS systems should be noted. It recommended that staff add the system case note with the information needed above and then cut/paste into email to request void.

Standard Operating Procedure

Title: MICROIX Credit Card and Check Request Process

Date: September 21, 2009, revised March 2010, update August 19, 2012

To: All Worknet Pinellas Program Staff Members

Cc: Don Shepherd, Worknet Pinellas Programs Director

Purpose: To provide guidance for creation and distribution of:

- Credit card requests
- Check requests

MICROIX MIS: Create a Credit Card/Check Request

1. Follow the log on instructions per the Microix MIS and Voucher System SOP, under CREATE A PURCHASE ORDER (ITA VOUCHER), steps 1-4.
2. Requirements to request a credit card or check request:
    a. You must have a MICROIX budget entered prior to obtaining approval.
        i. Exception will be WTP program for one time or supported services provided. The rule of thumb if it is a WTP training customer for training or training related costs, then WTP will follow these procedures
    b. You must have the case updated within the OSST or EFM systems fully to include the appropriate training activity showing training provider and projected ITA.
3. Once logged into Microix, click on Purchase Order to begin the process
    a. Click Create a new Document
    b. New Document Entry form:
    Left hand side: Labeled ***Document Information***
        i. Document number. Do not touch, this is pre-populated.
        ii. Description – Type Customer Contract Number + First Name + Last name
            1. Customer contract number = customer's first initial + last initial + last 3 digits of their SSN (ex: customer is John Smith SSN 123-45-6789. His customer contract number would be: JS789). Capital letters, no spaces.
            2. In the Description, use spaces between the Customer Contract Number + First Name + Last name (Ex: JS789 John Smith)
            3. Typing is case sensitive, so use capital letters for the first letter of the first and last names.
            4. This Customer Contract Number will support multiple search methods when retrieving document
        iii. Prepared By – will default to your name.
        iv. Workflow – Change to the appropriate funding stream for the customer you are assisting (i.e. WTP for Welfare Transition, WIA for Workforce Investment Act AD, DW, etc).
        v. Bill to and Ship to - Do not touch, these are pre-populated.

vi. Order Date – create date of request. System defaults to system date or today's date. Generally, staff will not change this system-generated date.
vii. Require Date – date by which you would like the credit card/check request completed.
viii. Vendor info (free text box) – Type in the vendors name. Text box is case sensitive.
ix. Employer ID (free text box) – Enter the Employer ID#, Tax ID#, or SSN of the provider.
x. Requestor 2 (free text box) – This is the name of the Program Coordinator or Management that is approving the request. If a staff member has been cleared to create Microix requests by themselves. This will be left blank.
xi. Customer name (free text box) – Type in the customers name. Text box is case sensitive.

Right hand side: Labeled ***Vendor Information***

xii. Vendor Information – Finance has entered two values for staff to use.
    1. Check Request
    2. Credit Card Request.
xiii. Document Comments – Type in the Vendor address to include city, state and zip code, phone number, contact name, and any other instructions.

4. Click "ADD" at the bottom of the page to continue you request. This will open the window labeled, Add Transaction Wizard, to begin building the credit card/check request.
    a. Remember you will need to create a request for each separate and distinct vendor.
    b. Enter the following required fields on the Add Transaction Wizard
        i. Item No and Unit Type - Do not touch, these are pre-populated.
        ii. Unit Qty – Enter '1'
        iii. Unit Price – This is the cost as written on the quote/invoice or back up documentation.
            1. Example: Example: Tuition = $5,000.00 and enter unit price of 5000.
            2. Do not add the $ and do not add the decimal point, when you tab to the next field these will pre-populate.
        iv. Description – here you want to enter a thorough description of each line item for your transaction.
            1. Example: "Tuition for Business management for Fall semester 10-8-09 to 12-31-09" or "Tuition for Nursing, Spring semester 1-12-09 to 4-20-09." or "Tuition for Medical Coding for 10-1-09 to 12-5-09". Do Not write, "tuition" or "tuition for fall semester", or "tuition for fiscal year 2003"
            2. Make sure to enter the start and end dates of training
            3. Ensure you itemize books covered under voucher.
        v. Effective date – Do not touch, this is pre-populated.
        vi. Distribution – Leave blank.
        vii. New Item type - Leave blank.
        viii. Vendor ID – is not needed but allows user to mark each line item with the approved vendor tied to line item.
        ix. GL – select the account code for individual line item
            1. Fund – funding stream tied to the request:

Account Code	Account Title	Include:
8342	Customer Training	Tuition
8343	Customer Supp Svcs	Incentive cards, other support
8345	Training RelMaterial	Books, uniforms, tools, etc.
8346	Fees, exams, certs	Fees, exams, certifications, etc.

        x. Fund – funding stream tied to the request. Do not touch. This is pre-populated.
        xi. Function – the category of funding to be used for the created request
        xii. Contract – this is the "5-digit" Customer Contract Number. (First initial of participant first name + first initial last name +last 3 of participant SSN)

1. Participants who are first timers into the Microix system - Staff will need to click the "+" icon to right of field. Enter the Customer Contract number (capital letters no spaces). Example: JS789
2. In the Second pop up text box, enter the participant's first name + space + Last name capitalizing first alpha of each. Example: John Smith

xiii. Alternate Contract Code Creation – Process to use if Contract Code is already in use.

1. If the contract code generated as described above is already in use, then use the following for the contract code: (First initial of participant first name + first initial last name + **first** 3 of participant SSN).
2. The alternate code should be documented in case notes as follows:
   a. <u>EFM Case Note Entry:</u>
      Subject: Alt MICROIX Contract Creation
      Case Note: Contract code already in use for this customer based upon first initial first name and first initial last name. Will use alternate and create a new contract code for ____ using their first and last initials and the **first** three of the social security number. Note entered in the Comment section of the Microix voucher also.

   b. <u>OSST Entry:</u>
      Alt MICROIX Contract Creation. Contract code already in use for this customer based upon first initial first name and first initial last name. Will use alternate and create a new contract code for ____ using their first and last initials and the **first** three of the social security number. Note entered in the Comment section of the Microix voucher also.

i. Click apply. Now you will see the New Document screen with your new request in the middle.

5. Staff will need to repeat Step 3 for each additional line item when multiple GL funding is included on the participant request.
   a. Example: purchase order for training vendor XYZ includes tuition (GL code 8342 Customer Training) and books (GL code 8345 training related materials) which are paid to the same vendor.
6. Staff will need to create a new or separate requests by repeating Steps 2 and 3 above beginning with a brand new document if participant expenses go to:
   a. A different vendor. Example: USF requires a purchase order to the school for tuition and Books a Million bookstore for books and other school supplies. Different Vendors are assigned to each separate purchase order.
   b. A different department within a single vendor. Example: PTEC requires participant to present tuition voucher to one location within school and books/school supplies purchased at the campus bookstore. Same Vendor is assigned to each separate purchase order.

Approval, Distribution, File Retention and Voids of Participant credit card/check requests:

1. MICROIX MIS (Finance Department) will manage the document approval process and MIS department will manage voucher voids within the MICROIX MIS.

Approval process for credit card/check requests:

1. Participant has provided the Staff with all back up documentation for their request.
2. Back up request is provided to Programs Coordinator for review, approval, pend, or denial of request.
3. Once approved by the Programs Coordinator, the staff member (Career Counselor, Outreach Counselor, MIS, RS or other staff member) will enter the request into Microix.
   a. When staff click "Save" on their new or edited credit card/check request, staff have the option to say "YES" to forward the completed document to the next level approver.
   b. If staff has not completed the request and will need to do further editing or adding, then staff have the option to say "NO" to retain or save their draft document under their folder, "Edit Existing Documents".

i. When staff has completed editing, then staff can simply resave their existing document and answer "YES" to forward document to the next level approver

4. After clicking "Yes", the credit card/check request is sent to Finance for their approval.
   a. Once approved, Finance with create and mail check or pay via credit card.
5. To print the credit card/check request:
   a. Click on the "PRINT" icon on right navigation on the document window
   b. A print wizard or box opens and select:
      i. Send to - Staff may print only to screen to view or to office printer.
      ii. System forms – Choose "Detail"
      iii. Customer forms – Click on drop down box to select "Payment Request". This is the option to use for Credit card and check requests.
      iv. Paper orientation – Choose "landscape" as this is the only option that will print the entire request.
      v. Click "print" to finish.
6. Distribution and Staff completion of the credit card/check request
   a. To finish the credit card/check request:
      i. Staff should review the request for the following:
         1. Correct vendor applied
         2. Includes Employer ID #, Tax ID # or SSN
         3. Correct dollar amount
         4. Correct line items with complete description
7. E-File to participant electronic file
8. If a void is needed of a MICROIX voucher, the requestor of the original voucher will forward an email to the attention of lead bookkeeper (Ivonne Pou) and the MIS Coordinator (Penny Kebler for WPT) or (Marsha Safarik for WIA/ARRA)containing the following detail:

   Request Voucher Void in MICROIX:
   Customer Name:
   Last 4 SSN:
   Reason: (state reason for request. Example = error in amount)
   Number: 09-EN-1810
   Type of Service: (state type of service. Example = tuition, books, fees etc.)
   Replaced with voucher: 09-EN-1810
   Please include customer information such as Florida Case number or EFM state id/username to support look up and verification within the EFM system.

   a. Staff can proceed with creating and providing new voucher if no voucher has been issued to customer or training vendor.
   b. If you do not obtain assistance through the MIS coordinator within 24 hours, please forward your original email request to the MIS director when you are working against a tight due date.
   c. If voucher has been embossed and provided to the customer or training vendor, then the original voucher must be returned prior to a new replacement voucher being entered in MICROIX, embossed and distributed to customer.
   d. The original "Voided" voucher will need to be marked as void by drawing a line across the voucher and write void on line. The voided voucher should then be forwarded to the lead bookkeeper at the Administrative offices for record retention and update to the MIP system.
   e. OSST or EFM required entries:
      i. OSST or EFM MIS systems should be noted. It recommended that staff add the system case note with the information needed above and then cut/paste into email to request void.

WorkNet Pinellas, Inc.

CREDIT CARD — Payment Request Form — CREDIT CARD

Vendor Name:	maps from the MIP Vendor drop down box	Required Vendor Information	Vendor info text box	For Requests > $600.00: include one of employer ID#, tax ID#, SSN	free text (staff entry)

List Request(s) below by Type of Service

DATE	Customer Name	MICROIX CODE				PURPOSE:	AMOUNT
		GL	FUND	FUNCTION	CONTRACT		
transaction add wizard posts saved records to the body of request form							
Required by Date of Microix	free text (staff entry)	From Transaction Add: same as purchase order entry from MICROIX (created by Dianne)				free text (staff entry)	From Transaction add by user
						TOTAL:	$ -

Instructions or Additional Information: Please include Vendor Address, Vendor Phone number for credit card payment, Contact Name and other instructions.

free text (staff entry)

WNP AUTHORIZATION INFORMATION:

Same as Purchase Order: MICROIX time stamps and userID captured for approval process.

Requestor: free text (staff entry) DATE: system date

free text (staff entry) DATE: system date

Microix Credit Card-Check Request SOP Page 5 of 7

WorkNet Pinellas, Inc.

CHECK — Payment Request Form — CHECK

Vendor Name:	maps from the MIP Vendor drop down box	Required Vendor Information	free text (staff entry)	For Requests > $600.00: include one of employer ID#, tax ID#, SSN	free text (staff entry)

List Request(s) below by Type of Service

DATE	Customer Name	MICROIX CODE				PURPOSE:	AMOUNT
		GL	FUND	FUNCTION	CONTRACT		
transaction add wizard posts saved records to the body of request form							
Required by Date of Microix	free text (staff entry)	From Transaction Add: same as purchase order entry from MICROIX (created by Dianne)				free text (staff entry)	From Transaction add by user
						TOTAL:	$ -

Instructions or Additional Information:

Please include Vendor Address, Vendor Phone, Contact Name and other instructions.

free text (staff entry)

WNP AUTHORIZATION INFORMATION:

Same as Purchase Order: MICROIX time stamps and user ID captured for approval process.

Requestor: free text (staff entry) DATE: system date

free text (staff entry) DATE: system date

Microix Credit Card-Check Request SOP Page 6 of 7

Standard Operating Procedures

Title: Voucher Validation and Staff Release to Pay Training Vendor –WIA, WTP & Trade Unit

Formerly known as: TAA/TRA

Date: February 25, 2010; Update August 23, 2012

To: All Worknet Pinellas Program Staff Members

Cc: Don Shepherd, Worknet Pinellas Program Director

Purpose:
To provide guidance on the steps required by staff members to review, validate and release payment to each Training or services vendor.

VOUCHER VALIDATION PROCEDURE:

- WorkNet Pinellas (WNP) MIS staff will obtain a copy of invoices, vouchers and other documentation submitted to WorkNet accounting department for payment by WNP vendors.
- The designated MIS staff member(s) will create a predetermined cycle of vouchers, invoices with dollar amount pending payment in the Voucher Validation Access Database and inform each Program Coordinator of task and due date.
- Program Coordinators will direct appropriate staff to review, validate and record approval or denial of payment by the designated due date. Denial and/or reduced payment amounts must be clearly noted in the comments column of the Access Database line item and further case noted in the appropriate State MIS system. Likewise, a Yes response for payment requires a case note in the appropriate State MIS system as per samples provided in the WIA/Trade Unit/TAA Meaningful Monthly Contact SOP. Case notes are to be entered by the staff assisted by the Program Coordinators reviewing the cycle's data.
- MIS staff member will then summarize and forward notification to the WIA MIS Coordinator for a cursory review or initial problem resolution. Upon completion of the initial review, the WIA MIS Coordinator will then notify the appropriate MIS staff to release the cycle to the accounting department to process and release vendor payment.
- Any issues arising after release to the accounting department will be resolved by the accounting lead, assigned Career Counselor, WIA MIS Coordinator, Program Coordinator and other resources as required.

CREATION OF PENDING VOUCHER LOGS:
Accounting Lead and MIS staff:

1. Accounting lead and/or their assigned staff will make a photocopy of each vendor invoice submitted to WorkNet for payment including any progress reports or attained credentials. Copies are to be scanned into the designated EDMS queue for retrieval by the MIS staff for creation/entry into the appropriate cycle in the Voucher Validation Access Database.

2. MIS team will review the designated EDMS queue daily for subsequent copies of vendor invoices each week and during the current working cycle and record details of additionally retrieved documents into the current Access Database cycle for payment request review.
   Each Voucher Validation cycle will be batched and based upon a 2-week period unless otherwise directed and following a Voucher Validation calendar for the program year. A copy of the Voucher Validation calendar for the program year will be posted on the "G" drive under One Stops/Intensive Services SOPs forms etc/Voucher Validation/XX Schedule/and the appropriate program year labeled folder. Example: 2012 Calendar: The final document would be labeled: Example: 2012 Program Year Voucher Validation Calendar

DEVELOPMENT OF TRACKING LOGS AND NOTIFICATION OF TASK:

1. The designated MIS staff member(s) will manage the generation of the current Access cycles for voucher validation for pending voucher payments batching and labeling due dates based upon the bi-weekly cycles noted on the Voucher Validation Calendar. Each cycle is assigned a check run date which correlates to the cycle number on each Friday as noted on the Voucher Validation Calendar. For example: Friday, 10 August 2012 has cycle number 18. The check run date for that cycle will be 8/10/12. Assigning a check run date per cycle prevents front line staff from editing previous cycles completed as well as working in a cycle that is in process but not released to staff for review. The accounting lead will determine what cycles to incorporate into their identified check run date.
2. Per the Voucher Validation Calendar, the MIS staff will finalize the cycle's entries for the current review period and notify the Program Coordinators via email that the Access database is ready for review and validation.

   All link lines for front line staff to review vouchers, invoices, documents and back up docs per Career Counselor to include the Access voucher management link line to the portion of the database staff needs to work are included in the notification email to the Program Coordinators. MIS staff has, prior to sending the release for review email, scanned into corresponding pdf folders on the "G" drive all documents that the verifying staff need to access via the link lines provided. Throughout the entire process of MIS creating a cycle to the individual front line staff reviewing and completing their portion of the process, the Master Access Voucher Validation database is being updated. A sample of the notification email is below:

==========

The Access database with the vouchers, invoices, Summaries, and PDF's with supporting documentation for the individual career counselors for
Cycle **18 – 8/07/2012** review and validation are now available on the "G" Drive.

G;

1. One-Stops

2. Intensive services SOPs Forms

3. Voucher Mgmt.accdb. (Quick link to access database)

STEPS:

- When you open the database, select the Options box
- Choose "Enable this content" form the Security Alert window, click ok
- Please review your vouchers/invoices and update the database with "Yes" or "No" under the "Approved" column by 5:00 p.m. on defined deadline as per voucher validate calendar.

Reminder: Provide an explanation under NOTES when you ….

- Disapprove payment of the invoice entirely
- Approve payment for a lesser amount than specified on the invoice

Voucher Validate Assignments:

a. MIS staff will case note any receipt of progress reports, credentials, certificates or diplomas in the EFM or OSST systems. MIS staff will eFile to the participant's electronic case file aforementioned documents as they are retrieved from the accounting department through the voucher validation process.
b. The email notification to the Program Coordinators will include the due date required for completion for review by front line staff.
c. MIS will monitor completion and forward reminders as needed to the WIA MIS Coordinator or in their absence to each Program Coordinator to ensure that the task is completed per the published schedule required by date.
d. Program Coordinators will be responsible for ensuring staff vacation or absence is covered and deadlines met for task completion to avoid WorkNet vendors not receiving timely payment.

3. MIS staff will notify each Program Coordinator and cc the Programs Director and WIA/WTP MIS coordinators at the beginning a review period and the final submission to the accounting lead .
4. Program Coordinators will assign completion to their respective staff members along with identification of due date.
    a. Program Coordinators will train their respective teams on the importance of timeliness in task completion and work with their staff member on issue resolution if it arises to avoid delay in release of timely payment to each training or services vendor.
    b. Accounting lead and coordinator will assist with issue resolution as needed.

WORKING THE TRACKING LOGS AND NOTING APPROVAL/COMPLETION:

1. Upon notification by their Program Coordinator, each Career Counselor or staff member will access their respective link lines in the notification email in order to review vouchers, invoices, etc. as well as the direct link line to the portion of the Access Voucher Validation database to ensure timely completion.
2. Staff will review the customer's EFM or OSST case, E-Filing and MICROIX as needed to review and validate/approve release of payment for correct amount and services for payment.

    Things to look for or confirm:

    - Did the customer indeed start their training program?
    - Did the vendor include tax on their invoice? If so, you do not authorize the amount of tax being billed.
    - Are the vendor and dollar amount correct? Often the dollar amount will be less than planned costs which will be okay. Example: customer did obtain used books in lieu of new OR tuition cost reduction.
    - Do you need to make a note and/or adjustment in your 2-year budget due to actual costs not matching original voucher? Will a deobligation be required on your budget?
      Note: Please ensure that your 2-year customer training budgets are kept current.

3. Staff will record YES or NO in the Approved column of the database.

    a. If an issue arises but staff still want to pay a portion of the invoice amount, staff will record YES in the Approved column and enter a comment in the Notes column to identify the actual amount to be paid which can never be more than the original voucher amount and the reason for paying a reduced payment. If an issue arises and staff responds NO in the Approved column, they must go to the Notes column and add appropriate comments for the reason of nonpayment.
    b. As needed, staff will gather back up documentation and suggested resolution forwarding to accounting lead
    c. Staff will approach their Program Coordinator for assistance with resolution as needed.

d. Program Coordinators will approach the accounting lead and/or WIA/WTP MIS Coordinators as needed to obtain resolution.

4. Staff will record any variances in the EFM or OSST case record when actual invoice varies from the original vouchered amount ($$).
5. Staff need to take this time to review any case notes that may have been entered into the appropriate MIS system for receipt of certificates of completion, credentials, etc. and further view the actual document within the EFiling system and take appropriate EFM or OSST action or update in the EFM or OSST system.

   EFM:

   a. Has training ended and certification now obtained to support closure of the 300 Occupational training activity and recording certificate attainment?
   b. Was certificate an Occupational Completion point or one of a series of certificates which requires the 300 Occupation training activity to remain open supported by entered EFM case note?

   OSST:

   c. Has the OSST vocational training activity ended and certification now been obtained to support closure of the OSST activity and recording certificate attainment?
   d. For OSST, was certificate an Occupational Completion point or one of a series of certificates which requires the vocational or core plus training activity to remain open supported by an OSST case note?

   MIS staff will review the cycle submitted for completion by the designated due date and escalate to the WIA MIS Coordinator all line items that have not been completed as required as well as report line items that have had a designation of NO in the Approved column. The WIA MIS Coordinator and/or WTP MIS Coordinator will review and if necessary submit to the appropriate Program Coordinator(s) a request for resolution.

FINALIZE THE CYCLE IN THE ACCESS VOUCHER VALIDATION DATABASE AND NOTIFY ACCOUNTING OF COMPLETION:

1. The designated MIS Tech will review initial and subsequent requests for completion and/or updates ensuring all line items have been completed and resolution of issues addressed. WIA MIS Coordinator will complete the final review of the cycle in question prior to release to accounting and CEO for payment.
2. WIA MIS Coordinator will notify MIS staff to submit notification to the CEO, accounting lead and staff leads per the published voucher validation calendar that the cycle review is complete in order for the accounting department to begin their payment process to the vendors.
3. Accounting lead and WorkNet CEO will review the master Voucher Validation database for the cycle in question prior to release of payment and before the checks are cut.
4. Invoices will be paid and checks cut as approved by WorkNet CEO and accounting lead.

Standard Operating Procedures

Title: General Services WIA Assisted Core and Intensive

Date: July 2009, revised August 20, 2012

To: All WorkNet Pinellas Program Staff Members

Cc: Don Shepherd, Worknet Pinellas Program Director

Purpose:
To provide guidance for Assisted Core and Intensive services, including the requirements to satisfy eligibility and suitability, forms to be used and documents that are required for prospective enrollment into the Workforce Investment Act (WIA) for these levels of services.

In general:
Any One-Stop employee can refer customers for these services when a need is identified. Customer will be assessed at the time they are in the office and manual paperwork will be filled out. In the event the customer can't stay for the process an appointment will be made. Intensive services are sometimes conducted as a Mass Intake at a site other than the One-Stop.

Definitions of Activities:

- Assisted core services purpose is to quickly engage or re-engage the customer into the workforce (employment is imminent).
- Intensive services purpose is to provide intensive and one-to-one career counseling services to customers who are unable or have not obtained employment through the assisted core services process. In many instances, intensive services is determined based on a greater anticipated date of securing employment (usually 2 to 6 months), and or the need of additional supportive service funds such as licensure and exam fees exceeding our normal restraints under assisted core.

Activity Details

- Assisted Core
    - Can receive up to $300 in assistance.
    - Must be WIA eligible under either DW or AD funding. Adult must be NOT Employed at enrollment. See SOP for WIA Eligibility.
    - Assistance is for immediate needs such as transportation and/or professional clothing for job interviews or specific items for potential job, for example uniforms, vaccinations etc.
- Intensive
    - Customer can receive up to $600 in assistance

- Must be WIA eligible under either DW or AD funding. Adult underemployed or employed at enrollment must be able to obtain a nationally recognized credential after WIA enrollment/participation. See SOP for WIA eligibility.
- Adults enrolled for intensive services generally are currently self-enrolled in training at their own expense but are seeking supportive services in the form of licensure and or certification costs. . In many instances individuals in this category may be upgraded to a training enrollment rather than intensive level at the discretion of management and availability of intensive versus training funding availability.

Forms: below is through manual application process. WIA ESignature and online application may also be used by initiating staff member.

- Forms for Assisted Core.
  - Application-three page form
    - Second page of application customer will fill out one of the following:
      - Unemployed Adult-If using this form proof of Food stamps or last 26 weeks of paystubs along with LLISL and Family Size and Income Worksheet is required.
      - Laid off Worker-If customer fills out this form then proof of UC is required.
  - Grievance-Customer would initial lines to the left and sign the bottom.
  - Release of Information-Customer would print their name and last four of their Social Security number at the top and sign the bottom of the page.
  - Applicant Statement-Used to explain customers need, customer fills out the top section and staff fills out the bottom portion.
- Forms for Intensive
  - Application-three page form
    - Second page of application customer will fill out one of the following:
      - Unemployed Adult-same a Assisted Core
      - Employed Worker-same a Assisted Core
      - Laid off Worker-same a Assisted Core
  - Grievance-same as Assisted Core
  - Release of Information-same as Assisted Core
  - Documentation of Services
  - Service Agreement-Staff would review customer's obligations to program with customer then they would sign the bottom.
  - Career Plan-Customer would print name and last four of Social Security number on pg. 1 and sign the bottom of pg. 2
  - Paper Budget-Customer would fill in Name and Social Security number and staff would fill out the remainder of information required on the form.
  - Employed Worker Policy-To be added to customer's files who are being enrolled under this policy.
  - Applicant Statement-To be used in some cases for various reasons.

The above forms conclude the immediate customer participation in completing the initial paperwork. Staff will collect from the customers the following prior to their leaving after, making copies and return originals: *Please note that not all these documents are required for all customers. At minimum you must have proof of right to work.*

- Drivers license or photo ID
- Signed Social Security card
  - *Staff must see the original document of both of the above items. They cannot accept a photocopy that a customer may have brought with them nor a faxed copy.*

- Copies of any licenses/certifications a customer presently hold
- Copies of any degrees the customer may have (determined on a case by case basis)
- Copies of UC check stubs, auto deposit statements (proof of UC). A wage transcript is not proof of eligible for or receiving unemployment compensation. Bh10 to be printed by staff.
- Letter of layoff if available
- Birth Certificate (if possible, this helps in future research of a lost case)
- DD214 if applicable (this also helps determine in some situations if one had to register with Selective Service)
- Selective service card, printout from website or attestation.
- Alternate means of proof of address should their photo ID not be accurate
- Citizenship paperwork if applicable
- Documents such as "green card" for lawfully admitted alien/refugee
- If self enrolled in school, a copy of their present grades and or progress reports
- Adults that are working-most recent pay stub
- Adults receiving food stamps.-food stamps award letter or staff to print off from the Department of Children and Families MIS system the AWAA, IQFS, AIIA, IQIG, AOIE, AGCC and AIID.
- Adults basing eligibility on income vs. number in family
    - Pay stubs for the previous 26 weeks or alternate acceptable documentation (payroll records, etc.). If married spouse's proof as well.
    - BD01 printed by staff
    - If married, spouse's signed SSN
    - If married and spouse's last name is different than customer's-copy of marriage license or an applicant statement.
    - Birth Certificates of children
    - Copies of another other income that is required to be counted under included income per the WIA eligibility SOP
- Offender-If the customer has an offender record, it may be necessary to obtain court documents
- Letter of intent to hire.

After all forms have been filled out and documents collected staff will complete forms and review for eligibility and suitability. Once customer has been approved for services data entry will be completed by staff or MIS and Visa Bank cards will be given for services needed.

Standard Operating Procedure

Title: WIA, Youth and WTP Training Completers through Business Services

Date: August 20, 2010 revised October 13, 2010, update August 19, 2012

To: All Worknet Pinellas Program Staff Members

Cc: Don Shepherd, Worknet Pinellas Program Director

Recruiter services to training completers

Recruiter Services will be enlisted to assist training completers being case managed by a WIA, Youth or WTP Intensive services Career Counselor with placement assistance to employ at the end of their training period. Training completers are defined as customers within 15 days of their projected end date (PED) of training.
Each WIA, WTP and Youth Career Counselor will be paired with a Business Services recruiter to work in partnership to provide job search preparedness, job placement assistance and potentially job development.
Business Services Leads will receive a monthly list of training completers that are within 15 days of PED via an Ad-hoc report and/or Career Counselors. This report is to be received by the 5th of every month and will include the participant's name, contact information and type of training program based upon a their projected end date (PED) of their training program. Projected end dates and changes to training plans are managed by the Career Counselor.
The training completer candidates are then assigned to the Recruiting staff to contact via phone call and/or email within 5 business days. The Recruiter is responsible for maintaining contact with the candidates on a monthly basis until employment or placement is verified. All contact attempts will be documented in the Case Notes portion of EFM.

EFM services and case note guidance

EFM case note entries will be used to communicate follow up, report and manage performance. Recruiters will use the following entries using a specified Case Note subject line character by character as noted below.

When conducting your initial outreach and contact:
Subject Line = **REC Initial Contact TR**
EFM required Service entry = Local Contact with date of outreach if contact is established

When services provided:
Subject Line = **REC Services Provided TR**
EFM required Service entry = record appropriate services as provided
Note: Reenter as additional follow up is conducted through actual placement

When placement has occurred either as a direct job order placement or an entered employment (placement as a result of Recruiter services):

Subject Line = **REC Placement TR**
EFM required Service entry = record appropriate services as provided
Note: Case note should include the details of placement to include the employer name, start date of employer, source of verification and title (if applicable) and wage per hour (if available)
Note: If the customer is from the Welfare Transition program, then amend to
Subject Line = **REC Placement WTP**

When outreach is conducted and the recruiter identifies that the training completer is already employed through school placement or alternate:

Subject Line = **REC Already Placed**
EFM required Service entry = no services are required or warranted
Note: Staff should avoid extending participation. If the customer is from the Welfare Transition program, then amend to; Subject Line = **REC Placement WTP**
Note: Case note should include the details of employment to include the employer name, job title, start date of employer, source of verification and their title (if applicable) and wage per hour (if available)

When outreach is conducted and training completer is refusing recruiter services:

Subject Line = **REC Cust Refused Service**
EFM required Service entry = no services are required or warranted
Note: this should be a rare occurrence given the preparation and counseling provided through the career specialist. Career Counselor will be required to follow up with training completer to assess case outcome.

Post-Employment Verification Guideline

1. Once placement/employment information documentation is completed, the Recruiting staff will copy and paste the EFM employment case note and email to training completer's assigned Career Counselor.
2. Career Counselor will review the case and new employment information.
3. If the training completer is a WIA or WIA Youth customer, the following should occur:
    a. If the job is an income maintenance job or possibly their old employment with which they entered the WIA program, WIA Career Counselor will alert their Recruiter and staff case accordingly.
    b. If the job is not one of the above, then the Career Counselor will complete a Request for Outcome (RFO) within 72 hours or three (3) business day of receipt of information from Recruitment staff and forward to the MIS department requesting a case closure.
    c. MIS department will review the RFO and complete the WIA case closure within 5 days of receiving the RFO.
    d. If an issue arises with EFM case or RFO, then an email will be sent to the WIA Career Counselor recapping such and requesting correction within the 5 days. Upon receipt, the MIS department will move forward with WIA case closure.
4. If the customer is a WTP training completer, then the WTP Career Counselor will work with the employed customer to ensure employment is verified with DCF, cash closes and customer status moves to transitional offering appropriate transitional services.
5. Document hires/obtains on monthly Business Services Report. Each person will be identified by last name and last four digits of SSN. Staff will note if closure has or has not occurred.

Sample Report from the Recruiter:

EFM User ID for Recruiter	Report Month July 2010	Customer EFM User Name (optional)	Last Name	Last 4 SSN	Date Placed	Name of Employer	Type of Placement: REC Already Placed, REC Placement TR

Assigned Career Counselor	EFM: WP/WIA Case Closed? Yes or No	OSST: WTP Case go transitional? Yes or No

Dos and Don'ts:

- Please ensure that only 1 EFM case note is updated per customer in their EFM case. This case note defines the actual placement not services leading up to placement. Only when multiple jobs are obtained by the same customer would multiples be appropriate.

Standard Operating Procedures

Title: WIA Enrollment and Outcome/Exit Performance Tracking

Date: May 18, 2010, Updated August 19, 2012

To: All Worknet Pinellas Program Staff Members

Cc: Don Shepherd, Worknet Pinellas Program Director

Purpose: To provide guidance and overview of WIA program incentives and distribution:

- Required EFM Enrollment Entry
- Required EFM Outcome or Exit Entry
- EFM Online reporting to support performance tracking

Staff Performance Tracking Process:

In general:
When the WIA MIS team or the WIA/TAA career counselor enter a new WIA or TAA participant, the following use of provider will be required EFM entry to support local tracking of each staff member's respective enrollment and exit performance through the program year. Supervision will be able to use online EFM reports to manage, report and include in annual staff performance evaluation.

The EFM system through the provider functionality available and required at entry of each EFM WIA or TAA activity use their unique provider as a WIA or TAA career counselor to support performance tracking of their enrollments and exits throughout the given program year.

WIA program staff will be maintained as viable EFM providers within the EFM Database. The regional security officer overseeing WIA staff security will ensure that they set up each new WIA staff member as a viable, enabled provider within EFM as they set the new staff's security profile.

Required Provider and EFM Activity entries **FOR WIA PARTICIPANTS**:

1. Enrollment – staff will use their special and unique provider record when entering the first WIA activity, EFM 102 Activity Initial Assessment, on each new enrollment.

Example:

Use EFM Activity code:

102	***Initial Assessment	PS - Office Services

Tie to or Use staff special provider record:

	102 - ***Initial Assessment **014 Patty Irving**		Dislocated Worker		05/19/10	05/19/10	05/19/10 **Successful Completion**

2. Outcome or Exits – staff will use their special and unique provider record when entering the first WIA activity, EFM 212 Activity Initial Assessment, on each new enrollment.

Example:

Use EFM Activity code:

212	***Other Intensive Services Not Otherwise Classified	PS - Other

Tie to or Use staff special provider record:

	212 - * Other Intensive Services Not Otherwise Classified** **014 Patty Irving**		Dislocated Worker	06/19/10	06/19/10	06/19/10 **Successful Completion**

Required Provider and EFM Activity entries **FOR TAA PARTICIPANTS**:
TBA – will meet with TAA staff to come to consensus on what required entries will be used on TAA enrollments and exits.

Current Breakdown of Staff EFM Special Provider records:

FEID	Provider Name	FEID	Provider Name
2332588	014 Patty Irving	2332594	014 Traci Landers
2332589	014 Sarah Kraft Davis	2332595	014 Sheila Jernigan
2332590	014 Yvette Weiss	2332596	014 Beth Hamm
2332591	014 Chase Kearl	2332597	014 Yahaira Rosa
2332592	014 Marely Fernandez	2332599	014 Rose Kelly
2332593	014 Desiree Underwood		

EFM ONLINE REPORTING OR ABILITY TO PULL INDIVIDUAL STAFF PERFORMANCE:

1. EFM online Report: within the available EFM reports, there is a specific under the EFM Activity reports which supports pulling specific activities by provider. This report may be used to extract a count of enrollments and exits by staff based upon correct usage of above.

Access EFM Reports:

- Go to the VIEW REPORTS PAGE
- Click on Activity Reports
- Select under Services reports, the Services by Provider
- Complete the criteria as follows:

Filter By	
Program Type:	Workforce Investment Act Program
Sub-Program Type:	None Selected
Staff Status: (Only affects Staff Reported filter below)	Active
Staff Reported:	None Selected
Local Region/LWIA:	14 - Worknet Pinellas Inc.
Activity/Service Code:	102 - ""Initial Assessment
Activity Completion Status:	None Selected
Filter Date By:	Creation Date
Set Date Range:	The date range selection of "Today" will retrieve real time data. Otherwise, data may be up to 24 hours behind. Last 10 Days From 05/11/2010 To 05/20/2010 Reset Dates

Click DISPLAY REPORT for results or counts. Enrollments will be from the EFM 102 code and exits will be from the EFM 212 code

Example: Report Results

Provider	Total
014 Patty Irving	50
014 HOT - Health Occupations Training Program – **will not see anymore tied to a 102 code**	13
014 Beth Hame	50
Total Rows: 3	**22**

Standard Operating Procedures

Title: On-The-Job Training Opportunities (OJT)

Date: June 11, 2010, revised July 31, 2010, Aug. 19, 2012

To: All Worknet Pinellas Program Staff Members

Cc: Don Shepherd, Worknet Pinellas Program Director

Attachments:

- **OJT Employer Agreement**
- **OJT Training Outline**
- **OJT Participant Update**
- **Targeted Occupation List for Pinellas County**
- **WIA and NEG OJT Onsite Assessment**
- **OJT Individual Service Plan**

Purpose:
To distribute the procedures and agreement boilerplate for on-the-job training contracts. The attached guidelines were developed to provide guidance for the occupational training provided to customers.

Policy:

The On-the-Job (OJT) Program is a federally funded program sponsored by administered by WorkNet Pinellas, Inc. It is designed to assist businesses in Pinellas County with the training and employment needs of their workforce so that the Business and employee can maintain a competitive edge in the marketplace.

OJT training assistance is open to all Pinellas County Businesses meeting the guidelines specified herein. All training assistance awards are based on eligibility and available funding. The employer hires the referred customer, provides occupational training, and in exchange, the employer is reimbursed the extraordinary cost of training. High Skill/High Wage opportunities are preferred.

On-the-Job Training (OJT) is a training agreement between an employer, job seeker, and the One Stop Workforce Connection. The following clauses are agreed upon:

Vendor Commits to:

Commitment to Train: The Vendor agrees to provide occupational training to the employee to attain an acceptable level functioning in the occupation as it exists in the employing establishment and as specified in the attached training outline (Attachment I) for stated occupation.

Commitment to Retain: The Vendor agrees that upon successful completion of the training program and/or completion of the Vendor's customary probationary period, the trainee will continue to be employed as a regular member of the Vendor's workforce.

Commitment to Compensation and Pay Increase: The Vendor agrees to compensate the trainee at the rate of pay, including periodic increases, as other persons employed by the employer in the same or similar jobs. Also, the trainee is to be provided with the same terms of employment, insurance coverage, working conditions, pay and fringe benefits, accorded to the employees presently in the employer's workforce

De-obligation of Funds: If at any time State or Federal funds in support of this Contract become unavailable, this Contract shall be terminated immediately upon written notice of such fact by the WorkNet to the Vendor. In the event of termination, the Vendor shall be entitled to payment for approved incurred costs only to the extent that funds are made available to the WorkNet to make such payments.

Participant Time and Attendance: The Vendor will keep a record of participant's time and attendance, documenting training time. The Vendor shall be responsible for the repayment of any payments paid based on improperly supported invoices and shall return such funds to the WorkNet.

WorkNet Commits to:

Determine Eligibility: WorkNet agrees to determine eligibility of the trainee and occupation.

Assessment Process:

- An Onsite assessment is completed to determine the eligibility, suitability, and safety of the employer and their facilities.
- An OJT Individual Service Plan is completed to determine the eligibility and suitability of the position and the participant.

Manage the OJT Agreement: WorkNet agrees to make regular payment for employment and/or training identified in Attachment I, the Training Outline of the executed OJT Agreement. Payment shall not exceed 50% of the hourly rate per participant for a time period of up to 10 weeks based on job skill or the end date of the agreement. Time periods may be preapproved exceeding the 10-week period by the WorkNet President/CEO. Payment and obligation to pay under an OJT agreement is contingent upon availability of funds. Upon receipt of Eligibility, Attachment I, and Attachment II and in accordance with the procedures and requirements for payment outlined in the OJT agreement under Section III.

A fixed rate of reimbursement will be used through the duration of the contract. OJT payments will be based upon a 40-hour work week.

Program Requirements:

Both parties agree to the requirements defined under Section IV in the OJT agreement.

Terms and Conditions:

1. The Vendor agrees to maintain books, records and documents in accordance with generally accepted accounting procedures and practices which sufficiently and properly reflect all expenditures of funds by WorkNet under the OJT agreement.
2. The Vendor agrees to retain all financial records, including the time and attendance records of the WorkNet participant and any other documents pertinent to this agreement for a period of up to three (3) years after termination of the OJT agreement, or if an audit is initiated and audit findings have not been resolved at the end of the three (3) years, the records shall be retained until the resolution of the audit findings.
3. The Vendor agrees to allow access to these records during normal hours of operation for inspection, review, or audit by personnel duly authorized by WorkNet, as well as federal personnel.
4. The Vendor agrees to return to WorkNet any overpayment due to unearned funds or funds disallowed pursuant to the terms of the OJT agreement.
5. The Vendor agrees to be liable for, and to indemnify, defend and hold WorkNet harmless, to the extent allowed under law, from all claims, suits, judgments, or damages arising out of all negligent acts or omissions of the Vendor in the course of operation of this agreement.

Modification and Termination:

Modification:

If either party wishes to modify, change, or amend the OJT agreement, other than as described elsewhere in thee agreement, the proposed changes shalle be submitted to the orther party in accordance with the Notice section under the agreement. No modification, amendment, or alteration in the terms or conditions contained herein shall be effective unless contained in a written document prepared with the same or similar formality as the OJT agreement and executed by the Vendor and WorkNet.

Termination:

At Will or Lack of Funds: the OJT agreement may be terminated by either party upon no less than thirty (30) day notice, without cause. Said notice shall be delivered by certified mail or in person. In the event funds to finance this agreement become unavailable, WorkNet may terminate the agreement within less than seven (7) days notice in writing to the Vendor, delivered by certified mail or in person.

Termination for Breach: unless the Vendor's breach is waived by WorkNet in writing, WorkNet may, by written notice of breach to the employer, terminate the agreement upon no less than seventy-two (72) hours notice delivered by certified mail, return receipt requested, or in person with proof of delivery. Waiver of breach of any provision of this agreement shall not be deemed to be a waiver of any other breach and shall not be construed to be a modification of the terms of the OJT agreement.

Participant and Employer Recruitment:

1. The request for an "On the Job Training Opportunity" (OJT) may be initiated by the Intensive Services Career Specialist, the Intensive Services Program Management, the Business Services staff or the OJT applicant's request may initiate the request for an appropriate and eligible candidate.
2. The Business Services staff member and Director of Business and Economic Development will manage the employer side of any OJT development, finalize employer recruitment and draft the OJT contract.
3. Fiscal and final approval will be under the purview of the WorkNet President and CEO.

4. Collaboration and communication to serve both the job seeking and labor-seeking customers will be required for the successful development and completion of an OJT. OJT is another Talent Acquisition Solution available through WorkNet.
5. The Business Service staff will review job openings current in EFM and their employer customer base to target a specific employer(s).
6. A face to face or telephonic interview will be held to further screen the OJT candidate as well as prepare the Business Services Staff to contact the targeted employer. Progress notes will be entered into appropriate MIS.
7. OJT Contracts must adhere to the time periods define within the agreement and no more than 50% of wage may be subsidized through OJT dollars with balance paid by employer. After an employer is located, employer makes their hire decision and OJT contract is completed. OJT is then forwarded to the Director of Business and Economic Development to obtain approval.
8. If OJT is not accepted by the employer, then the Business Services staff will renew the recruitment and development steps above.

<u>Managing and Monitoring an OJT:</u>

1 Monitoring of an open OJT agreement is required. WTP Daily Supervision may be completed by assignment of a worksite supervisor who monitors and reports variances from agreed-upon work schedule. Time sheets, payroll printouts, signed employment verification forms or paystubs may be used to support payment and total hours worked. Documentation must show total hours worked for the week and wage per hour.

2 Requests for payment and required back up documentation will be handled through the Director of Business and Economic Development in coordination with WorkNet Accounting.

3 Progress versus the Training Outline and remaining time of OJT contract will be monitored.

4 If any issues arise, then the Director of Business and Economic Development will review to manage both employee/employer satisfaction. Local Grievance procedures will be followed when needed.

5 At the close of the OJT, the employer will hire any reasonable, successful candidate as determined by the employer.

Standard Operating Procedures

Title: On-the-Job Training Opportunities NEG (OJT)

Date: July 31, 2010 and revised September 30, 2010

To: All Worknet Pinellas Program Staff Members

Cc: Don Shepherd, Worknet Pinellas Program Director

Attachments:

- **NEG (OJT) Employer Agreement**
- **NEG (OJT) Training Outline**
- **NEG (OJT) Participant Update**
- **Targeted Occupation List for Pinellas County**
- **NEG Eligibility and Suitability Assessment**
- **WIA and NEG OJT Onsite Assessment**
- **OJT Individual Service Plan**

Overview:
Under the President's directive to assist long term laid off workers to return to work, WorkNet will launch a NEG OJT program under National Emergency grant funding.

For the most part, the OJT eligibility is the same as for any dislocated worker. However, the person must be "prolonged unemployed" which means unemployed for more than 20.7 weeks which for convenience's sake we are rounding to 21 weeks. You'll document this either with a UC printout which shows the length of unemployment to be 21 weeks or longer (bear in mind that if the total of unemployed weeks amounts to 21 or more with short breaks of work they are still eligible). If they are not receiving UC, please go into the system and go back at least 2 quarters to get 21 weeks of no income.
Additionally, please note that you don't have to do anything extra to prove "unlikely to return." In the comments section of the WIA Registration form, please state "Laid off after 1/1/2008, Unlikely to Return per TEGL 4-10." All other documentation required follows our local DW requirements.

Policy Guidance: TEGL 4-10
Participation in projects funded with these OJT NEGs will be limited to dislocated workers with special consideration for dislocated workers experiencing prolonged unemployment (*defined as 20.7 or 21 weeks*) and those with the greatest barriers to reemployment.
WIA Section 101(9) defines the term dislocated worker as an individual who meets one of the following four categories:

(A) (i) has been terminated or laid off, or who has received a notice of termination or layoff, from employment;

(ii) (I) is eligible for or has exhausted entitlement to unemployment compensation; or (II) has been employed for a duration sufficient to demonstrate, to the appropriate entity at a one-stop center referred to in section 134(c), attachment to the workforce, but is not eligible for unemployment compensation due to insufficient earnings or having performed services for an employer that were not covered under a State unemployment compensation law; and

(iii) is unlikely to return to a previous industry or occupation;

(B) (i) has been terminated or laid off, or has received a notice of termination or layoff, from employment as a result of any permanent closure of, or any substantial layoff of, a plant, facility, or enterprise;

(ii) is employed at a facility at which the employer has made a general announcement that such a facility will close within 180 days; or

iii) for purposes of eligibility to receive services other than training services described in section 134(d)(4), intensive services described in section 134(d)(3), or supportive services, is employed at a facility at which the employer has made a general announcement that such a facility will close;

(C) was self-employed (including employment as a farmer, a rancher, or a fisherman) but is unemployed as a result of general economic conditions in the community in which the individual resides or because of natural disaster; or

(D) is a displaced homemaker.

Indicator of Layoff:
Because the recent economic downturn has had such a severe impact on the nation's ability to create and sustain jobs, workers whose layoffs occurred since the onset of the recent recession (January 1, 2008) may be considered to be unlikely to return to their previous industry or occupation for purposes of determining eligibility for part A (iii) of the Dislocated Worker definition above.
The number of weeks is the important indicator, not the UI status. Therefore, an individual not covered by UI (ineligible or exhaustee) may still be identified as experiencing prolonged unemployment if s/he exceeds the specified duration.

NEG OJT ASSESSMENT PROCESS

Assessment is enhanced under the NEG OJT to ensure compliance with the following criteria:

- Prolonged Unemployment is defined in TEGL4-10 as the period of joblessness beyond the state's average weeks of UI receipt. Feds have stated for Florida it is 20.7 weeks. We should ensure that BH10 printouts support this requirement.
- For the definition of "greatest barriers to employment", staff will complete our locally developed NEG assessment tool. Staff may also make additional comments on the OJT training outline and participant ISS.
- For the definition of "participant skills gap", staff will complete our locally developed NEG assessment tool. Staff may also make additional comments on the OJT training outline and participant ISS.

- An Onsite assessment is completed to determine the eligibility, suitability, and safety of the employer and their facilities.

NEG OJT Employment Agreements

- The Employers positions must be located in Pinellas County.
- The positions must be listed in the Targeted Occupations List.
- Training Reimbursement Sliding Scale:
    - Employer size: (1) up to 90 percent of the participants wage rate for employers with 50 or fewer employees; and (2) up to 75 percent of the participant's wage rate for employers with 51-250 employees. Employers with more than 250 employees are limited to the standard WIA cap of 50 percent.
    - Participant skills gap: Where there is extraordinarily large gap between the skills of the individual and the skills needed for the job, a sliding scale up to 90 percent may be used to reflect the degree of the individual participant's skills gap.
- Wage cap for reimbursement is not to exceed 90 percent of $18.96 as per the Bureau of Labor Statistics 2009 Occupational Employment Statistics.
- Positions must last at least 6 months after the OJT has been completed successfully. However, permanent jobs are preferred.
- Eligible participants to be considered must have been dislocated workers experiencing a prolonged unemployment of 21 weeks or more in duration since January 1, 2008.

Standard Operating Procedures

Title: WIA/Trade Unit Request for Outcome Process

Formerly known as: TAA/TRA

Date: September 19, 2009, Update August 19, 2012

To: All WorkNet Pinellas Program Staff Members

Cc: Don Shepherd, Worknet Pinellas Program Director

Purpose:
To provide guidance in the process of gathering and compiling documentation/forms including preparation of Workforce Investment Act (WIA) and Trade Unit cases in Employ Florida Marketplace (EFM) for staff submission to the WIA MIS Coordinator, thereby initiating the case closure process.

In general:
In our efforts to enroll and serve large numbers of customers under the WIA and Trade Unit programs, we sometimes tend to neglect the day to day case management tasks which also include submitting documentation for request for outcomes; sometimes referred to as request for case closures. The end product of case closures can and should be considered just as an important factor as that of new enrollments. Timely case closures are critical to performance but also help in maintaining a clean caseload while preventing lost cases. Case closures benefit the region as a whole to include WP, WIA, Trade Unit and customer satisfaction along with recognition being passed on to those individuals having completed a successful benchmark in their life and future success. WIA Career Counselors benefit by virtue of reducing their caseload to a manageable size.

It is thereby requested the direct supervisor of WIA Career Counselors set forth a schedule of days/hours every month enabling the front line staff to compile and submit request for outcomes. The specified schedules should not impede the compilation of requests for case closure on a day to day basis as the detail/documentation becomes available but rather an enhancement to the function in maintaining a clean caseload.

Process: Gathering the Documents
Monthly contact is the basic key in knowing when and individual has completed the goal of the intent of the enrollment. Accurate PED maintenance and a strong partnership with your Recruiter for job placement assistance lends itself to timely development of request for outcome packets. Direct contact may be lost with a customer and when it becomes apparent an individual is not responding to outreach attempts which can be via phone, email, letter it is incumbent upon the

WIA Career Counselor to utilize the consent release form in the outreach process of obtaining not only credentials/transcripts from the training provider if applicable but the potential employer as well.

Credentials:

- Obtain credentials/transcripts/licensures for any customer whose enrollment was intended as such. If a customer started but failed to complete their full objective, an occupational completion point (OCP) must be identified using the corresponding page from the Florida Dept. of Education completion point outline clearly marking the occupational title and number of hours required. A calculation of number of hours (if not provided on the transcript) must be calculated on the transcript. A general rule for calculation purposes are as follows: 3 credits x 16 hours=48 hours completed. In some instances transcripts will actually provide completion of various OCPs.

- Credentials cannot be dated prior to the enrollment date.

- Upon receipt of credentials/transcripts/licensures/calculation of OCPs, the WIA/Trade Unit Career Counselor will case note in EFM the documentation was acquired. Some sample case notes are as follows: *Please note staff must use the contact type drop down box when creating these type case notes.*

    - (Subject box): Certificate Received (Body of Case Note): Customer in the office today and turned in completion of Medical Billing and Coding certificate from Ultimate. Completion of training date is 6/1/09.
    - (Subject box): Transcript Received (Body of Case Note): Received copy of transcript from SPC. Customer received AA degree on 5/8/09 in Underwater Mess Kit Welding.
    - (Subject box): Transcript Received (Body of Case Note): Received copy of transcript from SPC. Customer did not complete training in Underwater Mess Kit Welding however did obtain an OCP by completing 580 hours. Last date of attendance verified with training provider on this day as being 8/11/09. *(By the way….for a customer that did not complete and when calculating an OCP per the Data Validation Team Jan 09-YOU MUST write on the school document the last date of attendance and validated with (name of individual at training provider) and the date you completed this transaction).*
    - (Subject box): Transcript Received (Body of Case Note): Received copy of transcript from customer via email. Customer did not complete training nor did they obtain an OCP.
    - (Subject box): License Received (Body of Case Note): Obtained copy of RN licensure from DOH website.

- In preparation of ending the training activity due to the receipt of a credential add a new 202 activity ensuring the PED is 30 days out. This 30 day PED is fully knowing you are immediately submitting a request for outcome packet.

- Ending the training activity upon receipt of the credential and after you has added a new 202 activity. Once you have received the credential to include OCPs, please end the training activity as SUCCESSFULLY COMPLTED. Select YES, participant received credential and then select the type of credential. Next select YES for verified credential. Record the date of the credential in the field provided and hit FINISH.

- Efile the credential

- In preparation of ending the training activity due to the lack of completion of training and/or NO OCP add a new 202~~5~~ activity ensuring the PED is 30 days out. The 30 day PED is fully knowing you are immediately submitting a request for outcome packet.

- If no credential/OCP was accomplished end the training activity as UNSUCCESSFULLY COMPLETED. Select NO credential was earned and hit FINISH.

- Efile documents showing lack of hours to calculate an OCP

- Core and/or Intensive customer credentials. Core activities do not permit recording of a credential. You will not end the core activities assigned in EFM. Rather you will case note the receipt of the credential and efile it. On intensive customers if the credential has been recorded on the 202 activity a new 202 activity must be created ensuring no gaps between the end date of previous activities and the beginning of a new one. If the credential has been recorded on the intensive case it must be submitted to efile. If you are in receipt of a credential for an intensive customer and have EFILED IT ONLY you must record the credential on the 202 activity in EFM. An additional scenario for an intensive customer is you are in receipt of a credential but have not efiled it and have not recorded it on the 202 activity, when the request for outcome has been submitted ~~T~~he credential will be recorded by the WIA MIS Coordinator/MIS staff on in the case closure process. The latter scenario is not recommended due to the potential of lost documents, etc.

Employment Verification:

- Employment information can be obtained directly from the customer, your assigned Recruiter, UC screens showing NEW HIRE hits, 1/4ly earnings screens, Sun Tax, offer of employment letters, monthly contact forms, The Work Number, etc.

- Offer of employment letters often indicate a future start date. In this event you must wait until the noted start date of employment and validate that the individual did indeed begin employment. Once validated, you would then complete an employment verification form and submit the request for outcome.

- Complete an employment verification form leaving the date at the top blank. Upon receipt of your case closure email, you will complete the date at the top based on the information provided. Ensure the start date of employment is not prior to the enrollment date. Start date of employment must be month/day/year. Do not forget the benefits yes or no section. If you have an individual making more than $99.99 per hour please do not record the higher amount. Only record $99.99. Hourly wages above that amount will be discounted in performance measures. Likewise NEVER use an hourly wage rate that is lower than the state and/or Federal minimum wage rate. You will utilize the higher of the two.

Validating Customer Contact Information:

- In the process of developing a request for outcome packet every effort must be made to validate w/the customer and/or alternate contact that their contact information is correct

in EFM. Validation of their living and mailing address, primary and alternate phone numbers as well as their email are essential.

- If all contact information *is correct in EFM* you would case note as follows: (Subject box): VALIDATED Contact Information (Contact Type): This critical in knowing the type of contact, please be sure to select the method of contact in the drop down selection (Body of Case Note): Validated customer's contact information on this day. All information in EFM is correct.

- If contact information in EFM needs to be edited due to partial or all contact details you would case note as follows: (Subject box): UPDATED Contact Information (Contact Type): This is critical in knowing the type of contact, please be sure to select the method of contact in the drop down selection (Body of Case Note): Updated customer's mailing & current address from 9292 Old Golf Course Way, St. Pete FL to 19 Fairway Drive, Black Diamond, FL 33333. Primary phone changed from 727-279-3291 to 352-382-1818. All other contact information remains the same.

- If you are NOT ABLE TO VALIDATE the customer's contact information you would case note as follows: (Subject box): UNABLE TO VALIDATE (Body of Case Note): Unable to validate customer's contact information. Attempted to contact customer via primary and alternate phone, email, and letter.

    - Please note that as long as you record the appropriate case note in validating the customer's contact information you will NOT have to include a copy of it in your request for outcome packet. The MIS Coordinator/MIS staff will know based on your note upon exit to send the standard exit letter attachment or the claim card attachment on the exit email.

Almost there:
Prior to submitting the request for outcome packet to the WIA MIS Coordinator, WIA/Trade Unit Career Counselors must go into the electronic plan items in EFM and end the appropriate goals as closed and either successful or unsuccessful for the reason. Goals that the WIA/Trade Unit Career Counselors WILL NOT CLOSE are those that relate to obtaining employment and the follow up goal.

Pulling it All Together:
Upon completion of the above items the following will be submitted to the WIA MIS Coordinator for review and case closure. Corrections and/or updates may be requested of the submitting WIA/Trade Unit Career Counselor. Items to be included in the request for outcome packet that will need to be scanned, password protected, and emailed are as follows: *Please note that Trade Unit/TAA request for outcome packets include additional documentation in addition to the below generally being that of completed forms. Those additional items will be addressed below.*

- Completed employment verification form

- **Copies of any and ALL credentials/transcripts/OCP documentation from the point of participation through the submission of a request for outcome.

- Trade Unit/TAA Training Cases will need to submit the above documents as well as completion and deob forms, UC screen prints showing comments noting the receipt of completion /deob forms with the last date of training. If the liable state is other than that of Florida, then proof of email trail that the above documents were provided for their records.

- Trade Unit/TAA Waiver Only Cases will need the employment verification, a copy of the waiver with the page 2 showing the revocation with the reason noted and UC screen prints showing comments noting the receipt of the waiver revocation indicating the end date of the waiver and reason for said action. If the state is other than that of Florida, then proof of email trail that the above documents were provided for their records.

- Trade Unit Career Counselors must ensure there are active WP services on training completed cases and or waiver revocation customers up to the point of notification of case closure.

- Trade Unit Career Counselors: ATAA/RTAA, relocation, etc. request for outcomes will be addressed on a case by case basis relative to appropriate documentation to be submitted.

- Email instructions when submitting the above documents for outcome: In the subject line of the email please complete the following: RFO (stands for request for outcome)>>Customer last name, first name, last 4 of SSN and funding. Some examples would be as follows:

  RFO>>Woods, Tigress 2222 AD
  RFO>>Woods, Tigress 2222 DW
  RFO>>Woods, Tigress 2222 DW ARRA
  RFO>>Woods, Tigress 2222 Trade
  RFO>>Woods, Tigress 2222 YY or OY

Final Steps for the WIA/Trade Unit Career Counselor:

- Upon submission of the request for outcome packet to the WIA MIS Coordinator the WIA/Trade Unit Career Counselor will complete the following case note in EFM: (Subject box): DOCUMENTATION to Marsha (Body of Case Note): Documentation submitted to Marsha on this day for review
- WIA Career Counselors will add a 212 activity with their name as the provider for performance tracking at the time of submitting the request for outcome. Trade Unit Career Counselors do not have this option of assigning this activity in the TAA component of EFM.
- WIA Career Counselors will review the case for support services/incentives issued and ensure there is the appropriate 183 activity recorded in EFM. If no support services/incentive cards have been issued throughout the history of the case, staff must enter a 183 activity in anticipation of an incentive card being issued at the time of closure to assist with transitioning into employment. If a 183 is added for the sole purpose of an anticipated issuance of an incentive card, WIA Career Counselors are to add the below sample case note:

Subject box: 183 added f/anticipated $50 in
Body of case note: Added 183 activity code prior to case closure to cover anticipated $50 incentive card that may be mailed/issued to the customer to help assist them with transitioning into their new and/or upgraded employment due to the receipt of services through WorkNet Pinellas.

- *Please note that staff do not case note employment information received or anything related to their employment.*

- *The request for outcome packet will not be efiled at this juncture. It is advised that the WIA/Trade Unit Career Counselors should maintain a folder of their request for outcome packets that have been submitted. Upon receipt of the exit email noting the case closure, the counselors will then pull their copy of the request from their holding folder, write the date of the case closure on the top of the employment verification and complete the appropriate exit letter that was attached to their exit email. Upon completion of the exit letter, the WIA/Trade Unit Career Counselor will then efile the employment verification form, any and all credentials and the copy of the exit letter mailed to the customer. Trade Unit Career Counselors will further include all additional documents as noted and required in their request for outcome packets.*

No Fault Request for Outcomes:

No fault requests for outcome are closure requests that do not affect our performance. Those are as follows:

- **Institutionalized**
- **Health/Medical**
- **Deceased**
- **Family Care**

The above 4 items needs proof of the condition. Examples for institutionalized would be arrest inquiry pages from the various law enforcement institutions, newspaper articles noting the arrest and detainment thereof, Dept. of Corrections, medical docs for institutional type facilities, DCF CLRC case notes stating as such, etc

Health/Medical and or Family Care would need a strong customer written or acceptable email statement that they can't work and/or continue in their assigned WIA program due to medical restrictions and often sharing the nature of those conditions. The best documentation for this category is actual medical records noting their inability to work or continue in training. Again DCF CLRC case notes are an additional viable option. DCF screen prints noting SSDI receipt works or proof of medical forms utilized under mandatory public assistance programs.

Deceased can be a copy of an obituary notice from the paper or online inquires, newspaper articles noting an individual's death, or strong validation of a family member/close friend/significant other to include their name, address and phone number.

- **Reservist called to Active Duty –** Normally instead of closing a case as a no fault negative in this category, we obtain the military employment information and close the case with employment

When submitting a no fault negative request for outcome, if the customer has obtained a credential and or OCP, that is to be included in the outcome packet. A copy of the employment verification form with the date at the top left blank but including the customer's name and SSN along with the type of no fault negative written across the front will be submitted to the WIA MIS Coordinator via scan/email ensuring documents are password protected. Samples of the subject line for no fault negative request for outcomes are as follows:

RFO>>DEATH>>Woods, Tigress 2222 AD

RFO>>Medical>>Woods, Tigress 2222 DW

The WIA Career Counselor will not need to validate the contact information however will need to enter a case note in EFM relative to the submission. A sample case note is as follows: (Subject box): DEATH documentation (Body of Case Note): Death documentation submitted to Marsha on this day for review.

Simply substitute MEDICAL, INSTITUTIONALIZED, FAMILY CARE in place of the word DEATH in the above example in relation to the circumstances.

Negative Outcomes and/or Adult Employed at Enrollment with NO Credential but Employment:

- Customers that have no employment and don't meet the no fault negative criteria are to be gathered and held by the WIA Career Specialists in a separate folder. Theses exits are not to be submitted until such time upper management issues a directive to do so.
- Adults employed at enrollment that have no credential but have employment are to be gathered and held by the WIA Career Specialists in a separate folder. These exits are not to be submitted until such time upper management issues a directive to do so.

- At no time are staff to case note that a customer is a negative case in EFM and that documents are being help pending management directive.

SPECIAL NOTE FOR TRADE UNIT/TAA customers with an application only in EFM but NO participation. No request for outcome packet is to be submitted. After 6 months of no participation on a Trade Unit/TAA application only in EFM, it must be transferred to the archive group.

Standard Operating Procedures

Title: WIA and Trade Unit Follow Up

Formerly known as: TAA/TRA

Date: April 30, 2010, Update Feb. 22, 2012, Aug. 22, 2012

To: All Worknet Pinellas Program Staff Members

Cc: Don Shepherd, Worknet Pinellas Program Director

Purpose:
To provide guidance in completing the federally required follow ups in EFM once "Soft Exit" has occurred and Common Measure performance of Entered Employment Rate, Retention Rate, and Average Earnings commences.

Applicable Reference:
WIA Resource Guide, TEGL 17-05, and Follow-up Memorandum 3/23/07, Master Cooperative Agreement

Background:

WIA Follow Up and Impact to local Performance Tracking:
Samples of previous Balanced scorecard performance measures supplied within to highlight the importance of timely follow ups and how it relates to state and regional statistics.

EFM functionality is based on case closure. Once a case goes 90 days after case closure without a service or partner program service Case Outcome or "Soft Exit" occurs. Staff and program management will monitor the EFM soft exit report, EFM alerts and their individual caseloads to ensure that soft exit occurs. Upon case outcome or "Soft Exit", EFM populates follow up link lines:

- By the end of the 1st Quarter after quarter of exit
- By the end of the 2nd Quarter after quarter of exit
- By the end of the 3rd Quarter after quarter of exit
- By the end of the 4th Quarter after quarter of exit

How to handle WIA Closure without or until Soft Exit occurs:

- Prior to Soft exit
  - Due to EFM and impact of any service provided under WP, WIA and/or Trade Unit/TAA (partner programs), WIA staff will complete a 30-day follow up after the EFM case closure has been updated and pending actual case outcome.

Historically follow ups have been completed towards the end of the "By the end of the 1st Quarter after quarter of exit" and so on.

- It is now the goal within the WIA program that follow ups will be completed by the end of the 1st month of each quarter after exit. This will ensure that all future follow ups will be completed in a timely manner and provide time within quarter to provide re-employment services as needed.
  Example: 1st follow up required to be completed by 12/31/11>>the follow up would now be required to be completed by 10/31/11

- WIA follow up reports will be posted on the public drive for staff to work towards the end of the first month of the quarter follow up is required. It is recommend that staff start pulling the EFM Online WIA Follow Up reports prior to the posting of the ad-hoc posted on the public drive. Further WIA Career Counselors under the direction of their WIA Senior Career Counselor are to utilize the EFM Detailed Reports; WIA Follow-Up Detail's and Summary link lines to pull subsequent online pulls of follow-ups for the quarter they are working. Staff online pulls should occur at a minimum by mid month of the month the follow up is required then by the 15th of the following month for that previous quarter's due date. It is further recommended staff complete an online pull at the end of the month following the previous quarter's due date. Additionally, QA ad-hocs will be pulled by the MIS staff for any outstanding issues and if necessary submitted to staff for resolution.

- QA of Follow Ups
  - Staff are to run EFM WIA Follow Up Detail's and Summary reports once the quarter's review period has been completed for two quarters after for QA purposes and addressing any outstanding issues. Example: July – Sept. 2012 with a required by date of 10/15/2012 and also April – June 2012 with a required by date of 7/15/2012.

- Trade Unit/TAA Additional Review
  - Trade Unit/TAA cases need additional staff review for follow-ups and it has been recommended staff utilize ad-hoc reports provided along with EMF auto-generated mail messages (watch for WP notifications of soft exit) and use of notification of case closure emails submitted to them for periodic review.

- At any point it is identified that the customer is no longer employed:
  - Staff will begin immediate job re-engagement assistance and further refer the customer to the WIA CC's assigned recruiter. It is imperative that the customer become re-engaged with employment with all efforts being made to ensure the customer has and is working at some point in each of the first 3 1/4s after soft exit and subsequently in the fourth.

- Follow ups are to be completed on all programs that have "popped" the 4 Quarter after exit link lines
  - An example is as follows: WIA and Trade Unit/TAA
    WIA has populated the 4 Quarters after exit link lines. Trade Unit/TAA has populated the 4 Quarters after exit link lines. In the above scenario both the WIA and the Trade Unit/TAA follow ups would need to be completed.

- Follow Up Attempt
  - In the event an initial attempt at follow up is unsuccessful, staff are to continue said attempts until such time the allowable number of attempts have been exhausted and the status is ended as complete.

NOTE: Please refer to the "EFM Entry Guide" for Follow Up Entry as needed.

Standard Operating Procedures

Title: WIA/Trade Unit Monthly Contact – Meaningful

Formerly known as: TAA/TRA

Date: September 23, 2011; Update Mar. 27, 2012, Aug. 23, 2012

To: All WorkNet Pinellas Program Staff Members

Cc: Don Shepherd, Worknet Pinellas Program Director

Purpose:
To provide guidance for WIA and Trade Unit/TAA Career Counselors/staff in creating/fostering a solid foundation in case management specific to meaningful monthly contact. Meaningful monthly contact in addition to receipt of attendance sheets and/or monthly reports reinforces the requirements as set forth in our Services Agreement and as explained to the customer at the time of enrollment into the program. Maintaining a strong monthly contact basis with enrollees prevents lost cases and promotes timely receipt of needed documents to provide additional services, credentials and employment details while nourishing the pathway to future case follow ups once the customer's case has been closed.

Levels of Services Affected:
All levels of services; assisted core, intensive and training services are subject to meaningful monthly contact requirements.

Effective March 27, 2012
Additional directives relative to meaningful monthly contact: Staff are to maintain a 75% meaningful monthly contact rate as a minimum requirement.

When do Meaningful Monthly Contacts Begin and End?
They begin in the month of enrollment into the program and every month thereafter to include the period after the case is closed and subsequently through all 1/4ly follow ups once the case has soft exited.

- **Trade Unit/TAA customers on waiver:**
  Waiver updates are required on a monthly basis with no exception and are very time specific. Waiver update case notes must be entered into EFM. Failure for a customer to update their waiver can result in its revocation.
- **All contact with a customer must be case noted**
  - This includes when a customer drops off documents and picks up documents. The body of the case note needs to clearly identify the specific situation. Staff must use the contact type drop box by selecting the correct identifier: Face-to-Face, Telephone, Fax, Mail, and Email are the commons selections. Note: sending an email to the customer with no response does not constitute a

meaningful monthly contact until such time the customer responds to that correspondence.

EFM Case Note Guidance for Customer Contact:

- Subject lines must be adhered to for customer contact. Additional case notes may be required to follow up a meaningful monthly contact case note. *Samples provided below as was in the WIA quarterly training on 9/22/11 with some additional enhancements:*
- Each and every time you have contact with a customer you must case note it…the subject line must be exactly as noted below:
- Make sure the date of the case note is the date the contact was or attempted contact…so don't forget that if you are doing a case note today for something that happened yesterday that you use yesterday's date….

EXAMPLES:

Subject Line: Customer Contact mthly rpt

BE SURE TO SELECT THE TYPE OF CONTACT MADE…Face to face, telephone, email, fax, mail, other *(If other you must explain in the body of the case note)*

Sample- body of case note
Customer in on this day & turned in monthly contact form for July 2011. All is going well and expected to complete as scheduled. Scheduled completion date is 12/15/11 at SPC in Accounting as enrolled. Customer's contact information remains the same as recorded in EFM.

Subject Line: Customer Contact drop off

Sample- body of case note
Customer turned in documentation for voucher requests for tuition on this day.

Subject Line: Customer Contact pick up

Sample- body of case note
Customer picked up vouchers for tuition & books on this day. Voucher 09-EN-7214 f/$4201 tuition & voucher 09-EN-7225 f/ $230 f/books f/SPC for semester beginning August 15, 2011.

Subject Line: Customer Contact VM message

Sample- body of case note
Customer left VM message on 8/25/11 at 4:15 PM to please call her. No details of what customer needed were left.

Subject Line: Customer Contact return message

Sample- body of case note
Returned customer's VM msg from 8/25/11 at 2:14 today. Spoke with her and she advised that she needed assistance with….advised customer to bring in (whatever the documents you need to submit a supportive service request.

Subject Line: Customer Contact monthly rpt

Sample- body of case note
Customer faxed monthly contact on 8/12/11. Due to family emergency their completion of training is now delayed by 3 months. Updated PED accordingly. (When you see something like this you need to do a separate case note as to why you extended the PED)

Subject Line: Waiver Update Completed

Sample- body of case note
Updated customer waiver today for dates 5/4/11 to 6/3/11. Job search logs are on file. Once waiver has been posted to BH10; screen will be printed. All waiver related documents will be e-filed. Next waiver appointment is June 3, 2011.
An additional case note should be completed on waiver updates: *please note that this additional case note has nothing to do with meaningful monthly contact with the customer.*

Subject Line: Waiver Update to Tally

Sample- body of case note
Waiver update submitted to Tally special payments unit for recording in UC comments.

*Remember in the above samples the first 2 words that you **MUST** have in the beginning of the subject box are: **Customer Contact*** with the exception of the Trade Unit/TAA Waiver Update Completed sample case note.
You can then add additional words/abbreviations to lend meaning to what should follow in the body of the case note.

Other Case Noting Standards:
If you are attempting contact and have to leave a message or send an email…then your subject line should be as follows: Attempted Contact

When the customer responds hopefully within 3 days of that attempted contact then it should hopefully be the subject line of: Customer Contact
At the time a customer responds to your outgoing email you should in the body of the case note state the following: Customer respond to my email from (put date here). Copy/paste of email trail below.

- *Please note when copying and pasting the email trail into the body of the case note you MUST include the headers details from the initial attempt through receipt of the response. (from, to, sent detail that includes the date and time and the subject line.*

If you have attempted to contact a customer and they have not responded within 3 business days, if the customer is in training, then you need to contact the training provider…your subject line would then be: School Contact

If you had to leave a message with/the school then your subject line would be as follows: Attempted School Contact

- The above samples do not exclude the additional case notes you complete and have been previously supplied such as the incentive card standardized case notes and the newly implemented voucher validation case notes.

Voucher Validation case note samples provided below:

Subject line: 09-EN-7417 paid

Body of case note: Reviewed voucher 09-EN-7417..okay to pay invoice

Subject line: 09-EN-7414 Don't pay

Body of case note: Reviewd voucher 09-EN-7414…do not pay…customer never started training

- Don't forget that the MIS staff will record case notes for documents submitted for case noting and e-filing as per the additional samples provided to you on Sept. 22, 2011. Those notes primarily speak to time sheets, monthly reports, grades, transcripts, etc. but they are by NO MEANS meant to take the place of the WIA/Trade Unit/TAA Career Counselors MEANINGFUL Monthly Contact.
- It is the responsibility of the WIA/Trade Unit/TAA Career Counselors to review all of their cases on a monthly basis, take note of any case notes MIS has entered relative to attendance sheets, monthly reports, etc. and review said documents in the e-file system in order to maintain solid monthly case management and any additional customer contact that is warranted.

Accurate case noting, reviewing of documentation turned in by the customer and reviewing their school schedules can even lead to a further review of those customer who are regular recipients of incentive cards.

- For example: A customer who is in only 1 class and attends that one class one day a week for 2 or 2 ½ hours should they really be issued an incentive card for only attending 4 days in a month or should perhaps they only be issued one incentive card every 2 months? Meaningful monthly contact leads to solid case management.

Standard Operating Procedures

Title: WIA/Trade Unit Denial of services and enrollments

Formerly known as: TAA/TRA

Date: November 5, 2010, update August 19, 2012

To: All WorkNet Pinellas Program Staff Members

CC: Don Shepherd, Worknet Pinellas Programs Director

Purpose:

To ensure a standard process and to provide guidance of the denial procedure of WIA applicants. Outlining procedural and documentation requirements and allowing for continuity of written documentation of denial.

Background:

General eligibility and/or suitability requirements for the Adult and the Dislocated Worker and acceptable documentation must be submitted in order to determine eligibility and/or suitability.

- (Please see WIA Eligibility and Suitability SOP/Trade Unit SOP)

Prior to staffing a file and within forty-eight hours after receiving a file, Career Counselors must check "Denial of WIA/Trade Unit services" spreadsheet, EFM and OSST to ensure customer has not previously been assisted or denied WIA services.

- If customer was denied previously, review reason for denial and assess new circumstances for reconsideration of WIA/Trade Unit services. Previous denial of services does not necessarily mean customer will be denied again.

Process for Denial:

If it has been determined that a customer does not meet Eligibility/Suitability requirements by a Career Counselor or Eligibility/Suitability is in question, the Career counselor must proceed through the following steps (A complete intake packet isn't always necessary for denial).

Review Eligibility/Suitability SOP to determine what aspects of Eligibility/Suitability were not met.

- If customer is not eligible, the career counselor will;

- Add the customer to the "Denial of WIA/Trade Unit Services" spreadsheet located on the G-Drive; (onestops>intensive services>customer WIA tracking folder> Denial of WIA/Trade Unit Services);
- Contact customer via telephone as well as mail and e-file a copy of the customers denial letter
- Senior Career Counselor's approval is not needed when denial is based solely on Eligibility.

- When a customer's WIA/Trade Unit suitability is in question, the Career Counselor will review the file with Senior Career Counselor within two days of this determination.
  - Career Counselor will submit a "request for denial" e-mail to the Senior Career Counselor with narrative and attaching the documentation supporting the denial request and labeling the subject as:

REQUEST FOR DENIAL, Customers name, last four digits of SS#.

- The Senior Career Counselor will either make a decision regarding suitability or will escalate the request for denial to upper management.
  - SR. Career Counselor will have two business days to either make a determination or seek guidance from management.
  - Once Career Counselor receives determination from senior, the following steps must occur within forty-eight hours:
  - the customer will be added to the "Denial of WIA/Trade Unit Services" spreadsheet located on the G-Drive; (onestops>intensive services>customer WIA tracking folder> Denial of WIA/Trade Unit Services);
  - Career Counselor will contact customer via telephone as well as mail and e-file a copy of the customers denial letter;
  - Case Note Denial, using following case note, under Wagner Peyser

Subject: **Denied WIA services**

Body: Customer was denied enrollment into the WIA/Trade Unit program based on _____. (*ex, Suitability-Customer has a background to include a felony which will prevent him/her from employment in their chosen field Customer was given the option of investigating alternate training programs in which his/her offender history will be a non-issue upon completion of training and further obtaining employment in the training related field. Customer has decided not to pursue an alternate training program*). Denial letter was mailed, e-filed and customer registered on "Denial of services" spreadsheet on G-drive, on this date.

EXAMPLE:

Employ Florida

Print Date: **xx/xx/xxxx**
Name: **First Name Last Name**
Username: **XXXXXXX**
State ID: **XXXXXX**
Primary Phone #: **(XXX)** XXX XXXXext **N/A** Alternate Phone #: **N/A**
Case Note ID: **XXXXXXX**
Case Note Source:
Contact Date: XX/XX/XXXX

Contact Type:	**Telephone**		
Program:	**Wagner-Peyser**	Application ID:	**XXXXXXX**
Subject:	**Denied WIA Services**	Partner Program:	**NA**
Staff Member:	**Staff Name**	Office Location:	**–Local Office**
Last Edited by:	**NA**	Last Edited on:	
LWIA:	**Worknet Pinellas Inc.**		

Notes:

Customer was denied enrollment into the WIA program based on Suitability. Customer has a background to include a felony which will prevent him/her from employment in their chosen field. Informed customer via Telephone of Denial. Customer was given the option of investigating alternate training programs in which his/her offender history will be a non-issue upon completion of training and further obtaining employment in the training related field. Customer has decided not to pursue an alternate training program. Denial letter was mailed, e-filed and customer registered on "Denial of services" spreadsheet on G-drive, on this date.

- Completion of denial letter :
  - Verbiage on letter should come from Eligibility and Suitability SOP's
  - Present letter to Senior prior to mailing
  - Eligibility and Suitability examples:

ELIGIBILITY	SUITABILITY
Meet the **Age Requirement** at registration/participation. Applicant must be a minimum of 18 years or older	**Received training previously under WIA, WTP, TAA or other viable/similar programs**
Meet the **Citizenship or Authorization to Work** in the United States at registration/participation.	**Presently hold skills or credentials/degrees in a targeted occupation.**
If male and date of birth is January 1, 1960 or greater, then meet the **Selective Service requirement** at registration/participation	**Presently hold skills or credentials/degrees in a targeted occupation and they want to make a career change.**
Meets Low-Income Requirement or WIA Dislocated Worker Eligibility (See eligibility SOP)	**Presently hold skills or credentials/degrees in a targeted occupation and due to medical or offender record can no longer work in their field.**
	Literacy levels.
	Income versus expenses.
	Can the customer be served under another program that would better suit their needs?
	Suitability to enroll in training overall, but suitability to enroll into specific training programs.
	Red flags.

Standard Operating Procedures

Title: WorkNet Grievance Form Requirement

Date: June 27, 2010, Update August 19, 2012

To: All Worknet Pinellas Program Staff Members

Cc: Don Shepherd, Worknet Pinellas Program Director

Purpose: To provide guidance and define internal use of the WorkNet Grievance Form:

- Attachment, WorkNet Grievance Form

Notice of WorkNet Grievance Process:

In general:
WorkNet Pinellas (WNP) WIA program staff will ensure when gathering any application for services or beginning program enrollment, the WorkNet staff will include a copy with the application or enrollment of the regional WorkNet Grievance form, which includes notification of EEOC and information how to file.

Each applicant or program enrollment will be required to review and complete the WorkNet grievance form acknowledged by signature and date of review. The completed form will be retained in the applicant or participant hard or electronic file for the required records duration period required by Florida or Federal guidance.

All contracts initiated moving forward will include the notification and completion of the WorkNet Grievance form.

Grievance must contain mandatory guidance under DEO Instructions: "The complaint must be sent to, Department of Economic Opportunity (DEO), Office of General Counsel, 107 East Madison Street, MSC 110, Tallahassee, Florida, 32399-4128, or to the appropriate federal agency with a copy of the complaint sent to DEO Office of General.

Reference: Regulations under WIA section 188, 29CFR part 37 as administered by DOL Civil Rights.

Standard Operating Procedures

WIA Youth

WIA Youth

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Youth Connect Program

Standard Operating Procedures

Title: WIA Youth Eligibility

Revised: July 1st, 2012

To: Youth Connect Staff

Cc: Donna Burns, Vise President

Purpose:
Provide guidance to establish eligibility criteria for youth applying for services under the WIA Youth Grant. Outline acceptable forms of verification and documentation thereby preventing inappropriate enrollments based on eligibility leading to disallowed costs. [WIA and 20CFR Part652]

WIA Youth Eligibility Determination
Eligibility Determination means the entire process used to obtain information about a job seeker's eligibility status at the time of application, and to identify and evaluate the elements that are necessary for the participant's eligibility for WIA programs. To qualify for WIA Youth services individuals must meet General Eligibility, Income and Barriers requirements.

Out of School Youth must also meet the following characteristics: high school dropout or has received a secondary diploma or its equivalent but is basic skills deficient, unemployed or underemployed. [Act 101(33)]

General Eligibility Requirements for Youth:
All Applicants enrolled into WIA under the Youth funding must meet general eligibility requirements providing acceptable documentation. These include:

- Meet the **Age Requirement** at registration
  - Younger Youth: between the ages of 14 – 18 not reaching their 19th birthday; or
  - Older Youth: between the ages of 14 – 18 not reaching their 22nd birthday
  - [Act 101(13) and 20CFR 664.200(a)]
- Meet the **Citizenship or Authorization to Work** in the United States at registration
  - Participation in programs and activities financially assisted in whole or part under WIA shall be open to citizens and nationals of the United States, lawfully admitted permanent resident aliens, lawfully admitted refugees and parolees, and other individuals authorized by the Attorney General to work in the United States (applies to all programs under Title I [Act 188(a)(5)]
- Meet the **Selective Service requirement** at registration/participation.
  - If the youth was 18 years of age or older at registration, staff must verify and document Selective Service registration prior to enrollment;

- If the youth turns 18 while participating in WIA –funded services, registration with Selective Service must be completed no later than 30 days after he becomes 18 in order to continue to receive services.
- [Act 189(h), 50 USC app and 453(a)]

❖ Meet the **Residency** requirement– participation in a WIA Youth program shall be open to all residents of Pinellas County. Residency is determined at the time of application.

Income Eligibility:

❖ Meet **Low-Income Eligibility Requirement** at registration. Youth who meets one of the following criteria satisfies the low-income eligibility requirement:

- **TANF recipient:** receives or is a member of a family that receives cash assistance under a federal, state, or local workforce development area income-based public assistance program.

- **Food Stamps recipient:** receives or is a member of a family that receives food stamp benefits or was determined eligible to receive food stamp benefits within the most recent 26 weeks.

- **Publicly Supported Foster Youth:** is a foster youth for whom the court order exists and on behalf of whom the state or local government makes payments.

- **Homeless Youth:** based on the definition in the Stewart B. McKinney Homeless Assistance Act, including:
  - An individual who lacks a fixed, regular, and adequate nighttime residence; and
  - An individual who has a primary residence that is:
    - A publicly or privately operated shelter designed to provide temporary living accommodations (including welfare hotels, congregate shelters, and transitional housing for the mentally ill); or
    - An institution that provides a temporary residence for individuals intended to be institutionalized; or
    - A public or private place not designed for, or ordinarily used as, a regular sleeping accommodation for human beings.
  - [Section 103(a) and (c)]

  Note: a homeless individual does not include any individual imprisoned or otherwise detained pursuant to an Act of the Congress or a State law. An individual who may be sleeping in a temporary accommodation while away from home should not, as a result of that alone, be recorded as homeless.

- **Income Calculation:** received an income or is a member of a family that received a total family income, for the six-month period prior to application (exclusive of unemployment compensation, child support payments, payments described in subparagraph (A), and old-age and survivors insurance benefits received under Section 202 of the Social Security Act (42 U.S.C. 402)), which in relation to family size, does not exceed the higher of
  - the poverty line, for an equivalent period; or
  - 70 percent of the lower living standard income level (LLSIL) for Pinellas County for an equivalent period

  Family is defined under WIA as two or more persons related by blood, marriage, or decree of court, who are living in a single residence, and are included in one or more of the following categories:
  a. A husband, wife and dependent child(ren);
  b. A parent or guardian and dependent child(ren);
  c. A husband and wife.

Note: the phrase "living in a single residence" with other family members includes temporary, voluntary residence elsewhere (i.e. youth attending school or college, or visiting relatives). It does not

include involuntary temporary residence elsewhere (i.e. incarceration or placement as a result of a court order into a residential drug and alcohol treatment facility). Members of the armed forces on extended temporary assignment elsewhere are included under involuntary temporary residence.

To qualify as a dependent child, a youthful applicant must satisfy four tests:
Relationship — the taxpayer's child or stepchild (whether by blood or adoption), foster child, or a descendant of one of these.
Residence — has the same principal residence as the taxpayer for more than half the tax year. Students who reside at school but who are considered a parent's dependent under the "Age" standard below would be considered to have the same principal residence as their parent(s).
Age — must be under the age of 19 at the end of the tax year, or under the age of 24 if a full-time student for at least five months of the year.
Support — did not provide more than one-half of his/her own support for the year.

- An unmarried individual living with their parents who meets all of the above requirements would be considered a member of the parents' family and the income from that family would need to be considered when determining if the individual met the definition of low-income.
- An individual who is either married or otherwise does not meet one or more of the above criteria to be considered a "dependent child" would only have his or her own family income considered to determine whether the individual met the definition of low-income.

For a "dependent child", whose parents have been separated or divorced, income shall be prorated depending upon the length of time during the most recent 6-month period where the applicant lived with each wage earner.

- **An individual with a documented Substantial Disability** whose own income meets the requirements of the WIA Youth program, but who is a member of a family whose income does not meet such requirements [WIA 101(25)].

Included/Excluded Income:
The following types of income are to be **included** in the calculation of family income:

• Wages and salaries before any deductions
• Net receipts from self-employment (receipts from an individual's unincorporated business, partnership, or farm which one operates as an owner, renter, or sharecropper, after deductions for business/farm expenses)
• Pension or retirement income (including military retirement pay and annuity payments from IRAs, KEOUGHs, 401(k) plans, etc.)
• Strike benefits from union funds
• Net rental income
• Interest, dividends, royalties
• Periodic receipts from estates, trusts (but see excluded income below)
• Alimony
• Educational Assistance and training stipends (but see excluded income below)
• Other support from an absent family member not living in the household
• Other miscellaneous sources of revenue considered as reportable income by the IRS (net gambling or lottery winnings, etc.)

The following types of income are **excluded** when determining family income:
• Wages paid through the Senior Community Service Employment Program funded under Title V of the Older Americans Act
• Unemployment compensation
• Trade Readjustment Allowances
• Social security benefits (old age, survivors, disability)

• Public cash assistance, e.g., TANF, emergency assistance, general relief, supplemental security income (SSI)
• Noncash assistance, e.g., food stamps, housing assistance, school meals, Medicare, Medicaid
• Noncash benefits, e.g., employer-funded insurance, housing
• Military pay and allowances received by a family member on active duty (includes service while active in the National Guard or Reserves)
• Educational benefits for veterans and other eligible persons
• Disability and death benefits for veterans and other eligible persons
• Financial aid under Title IV of the Higher Education Act, e.g., PELL Grants, Supplemental Educational Opportunity Grants (SEOG), Federal Work Study, as well as needs-based scholarships
• Training stipends under WIA except that OJT assistance is included as part of wages and salaries
• Child support, including foster child payments
• One-time unearned income such as, but not limited to:

i) payments received for a limited fixed term under income maintenance programs and supplemental(private) unemployment benefits plans;
ii) one-time or fixed-term scholarship and fellowship grants;
iii) accident, health, and casualty insurance proceeds;
v) disability and death payments, including fixed term (but not lifetime) life insurance annuities and death benefits;
v) one-time awards and gifts;
vi) inheritance, including fixed term annuities; and
vii) fixed-term workers compensation awards

• Capital gains
• Assets drawn down as withdrawals from a bank, sale of property
• Periodic receipts from a Supplemental Needs Trust, i.e. a type of special needs trust which complies with provisions of U.S. state and federal law and is designed to provide benefits to, and protect the assets of, physically disabled or mentally disabled persons while still allowing such persons to be qualified for and receive governmental care benefits under SSI, SSDI, and/or Medicaid
• Tax refunds, gifts, loans
• When a federal statute specifically provides that income or payments received under the statute shall be excluded in determining eligibility for the level of benefits received under any other federal statute, such income or payments shall be excluded in WIA eligibility determination.

Youth Barriers:

- Has one or more of the following **Youth barriers**:

  - **Deficient in Basic Literacy Skills -** an individual who
    - Computes or solves problems, read, writes, or speaks English at or below grade level 8.9 on a generally accepted standardize test (TABE); or
    - Is unable to compute or solve problems, read, write, or speak English at a level necessary to function on the job.

  - **Is a School Dropout -** an individual who is no longer attending school and who has not received a secondary school diploma or it recognized equivalent.
    - Note: youth who are homeschooled are not defined as dropouts.

  - Meets the definition of **Homeless, Runaway, or Foster Child**
    - Homeless based on the definition in the Stewart B. McKinney Homeless Assistance Act, including:
      - An individual who lacks a fixed, regular, and adequate nighttime residence; and
      - An individual who has a primary residence that is:

        1) A publicly or privately operated shelter designed to provide temporary living accommodations (including welfare hotels, congregate shelters, and transitional housing for the mentally ill); or

2) An institution that provides a temporary residence for individuals intended to be institutionalized; or

3) A public or private place not designed for, or ordinarily used as, a regular sleeping accommodation for human beings.

- Runaway Youth - a youth (14–18) who absents himself or herself from home or place of legal residence without the permission of parents or legal guardian.

- Foster Child - a foster child is an individual on behalf of whom State or local government payments are made.

- **Is a Pregnant or Parenting Youth -** an individual who is under 22 years of age and who is pregnant, or a youth (male or female) who is providing custodial care for one or more dependents under age 18.

- **Is an Offender -** any adult or juvenile
  - who is or has been subject to any stage of the criminal justice process, for whom services under the WIA Act may be beneficial; or
  - who requires additional assistance in overcoming barriers to employment resulting from a record of arrest or conviction.

- **An individual who requires additional assistance to complete an education program, or to secure and hold employment as defined by local, regional Workforce board**.
  - Individual has completed educational program, but lacks the appropriate license for that occupation
  - Individual with poor work history
  - Evidence of alcohol or substance abuse
  - Dysfunctional family as documented by youth services personnel *(Dysfunctional Family is defined as one of parents in jail, on drugs, abusing alcohol or recovering, children removed from home for cause, or parents/child undergoing counseling).*
  - Low grades – failing two or more basic skill areas
  - Low standardized test scores
  - Retained one or more times in school
  - School discipline problem
  - Frequent moves between schools
  - Truancy or excessive absences
  - Limited or no English proficiency
  - Parents or siblings dropped out of school
  - Enrolled in a drop-out prevention program
  - Enrolled in a GED program
  - GPA below 3.0
  - Residing in subsidized housing or an empowerment zone
  - Transportation Barrier or a daily trip route requiring 2 or more transfers or a total commute time in excess of 1 hour
  - Inability to secure Adequate Child care
  - [TEGLs 7-99, 14-00, 17-50]

Allowable Documentation based upon ETA Data Validation Guidance:
Note: staff should use the defer to the current Source Documentation Requirements based upon Program Year of Participation and ETA Defined Data Element Validation guidance.

Eligibility Item	**Adult/Dislocated Worker Eligibility Documentation Sources**	**Youth-Low Income Documentation Sources**	**Youth-Not Low Income Documentation Sources**
Social Security Number	• DD-214, Report of Transfer or Discharge (Other) • Employment Record • IRS Form letter • Letter from Social Security Agency • Passport (Other) • Pay Stub • School Records • Social Security Benefits • Social Security Card • W-2 Form • Applicant Statement • Telephone Certification • Driver License (Other) • School/State or Federal Identification Card (Other)	Documentation sources are applicable to all youth	
Authorization to Work /Alien Status	• Documentation specified on the I-9 Form • Alien Registration Card Indicating Right to Work • Baptismal Record • Birth Certificate • Food Stamp Record • Foreign Passport Stamped Eligible to Work • Hospital Record • Naturalization Certification • Public Assistance Records (If place of Birth is shown) • U.S. Passport • Social Security Card (“Work Eligible”) • Native American Tribal Document • Telephone Verification • Applicant Statement • DD-214, Report of Transfer or Discharge (Other) • School/State or Federal Identification Card (Other) • Driver’s License (Other) • School Work Permit (Other)	Documentation sources are applicable to all youth	
Selective Service Registrant	• DD-214, Report of Transfer or Discharge (Other) • Selective Service Registration Card (Other) • Selective Service Letter/Registration Letter • Stamped Post Office Receipt of Registration • Selective Service Website printout (http://www.sss.gov) • Selective Service Telephone Verification (847) 688-6888 • Selective Service Advisory Opinion (Waiver) Letter	Documentation sources are applicable to all youth	
Veteran Status	• DD-214 (Other) • Cross-match with veterans data base (Other) • Cross-match with Wagner-Peyser (Other) • State management information system (Other)	Documentation sources are applicable to Males 18 years of age and older	Documentation sources are applicable to all youth

Birth Date/Age	• Baptismal or Church Record • Birth Certificate • Driver's License • Federal or State of Florida or Local • Government Issued ID Card • School Records/Identification Card • Hospital Record of Birth • Passport • Public Assistance/Social Services Records • Work Permit if date of birth is shown (Other) • Telephone Verification • DD-214, Report of Transfer or Discharge (Other) • Tribal Records (Other) • Cross-Match with Dept of Vital Statistics (Other)	Documentation sources are applicable to all youth
Unemployed	• Self Attestation • Job Search Worksheet • Unemployment Pay Check Stubs (Other) • Case File Notes (Other) • UI Cross-Match (Other)	Documentation sources are applicable to all youth
Individual Status/Family Size	• Self Attestation • Applicant statement of Family size/income • Birth Certificate • Court Decree • Divorce Decree • Family of One (Disabled) • Landlord Statement • Lease • Marriage License • Medical Card • Most Recent IRS Tax Document • Public Assistance records (Other) • Public Housing Lease (Other) • Cross Match with TANF (Other)	Documentation sources are applicable to all youth
Food Stamps	• Authorization to obtain Food Stamps • Letter from FS distributing Agency • Post marked Food Stamp mailer with applicant's name and address • Public Assistance Record/Printout (FL IQFS and AIID screens)	Documentation sources are applicable to all youth
Cash Public Assistance (TANF)	• Copy of Authorization to receive public assistance • Public Assistance Record/Printout(FL IQCH and AIID screens) • Refugee Assistance Record • Applicant Statement (Other)	Documentation sources are applicable to all youth
Individual/Family (Low) Income	• Pay stubs • Employer statement/records • Social Security benefits records • Alimony agreement • Quarterly estimated tax for self-employed persons • Unemployment insurance documents and/or printout	Documentation sources are applicable to all youth

	• Award letter from veterans administration • Bank statements (direct deposit) • Compensation award letter • Court award letter • Farm or business financial records • Housing authority verification • Pension statement • Public assistance records • Applicant Statement (Other) • Collateral verification from an individual providing residence or shelter (Other) • Collateral verification from a social service agency (Other)		
High School Graduate (Includes certificate of attendance or completion (disabled students)) or GED Graduate who is basic skills (reading or math) deficient (8.9 grade level of less)	N/A	▪ Applicant Statement ▪ Copy of diploma or GED ▪ TABE test or other generally accepted standardized or criterion referenced test (to document basic skills deficiency) ▪ School Record (Other) ▪ School verification (Other)	Documentation sources are applicable to all youth
High School Graduate (Includes certificate of attendance or completion (disabled students)) or GED Graduate unemployed	N/A	▪ Applicant Statement (school status) ▪ Copy of diploma or GED ▪ Unemployment Status ▪ School Record (Other) ▪ School verification (Other)	Documentation sources are applicable to all youth
High School Graduate (Includes certificate of	N/A	▪ Applicant Statement (school status)	Documentation sources are applicable to all youth

attendance or completion (disabled students)) or GED Graduate underemployed		▪ Copy of diploma or GED **AND** ▪ Unemployment Status ▪ Income verification documentation (i.e., UTCR) ▪ School Record (Other) ▪ School verification (Other)	
Supported Foster Child	N/A	▪ Court Representative ▪ Court Documentation ▪ Medical Card/Records ▪ Verification of Payments made on behalf of the child ▪ Written Statement from State/Local Agency ▪ Applicant Statement	Documentation sources are applicable to all youth
Individuals with disabilities	▪ Physician's statement ▪ Medical records ▪ Letter from drug or alcohol rehabilitation agency ▪ Psychiatrist's diagnosis ▪ Psychologist's diagnosis ▪ Rehabilitation evaluation ▪ School records ▪ Sheltered workshop certification ▪ Social security administration disability records ▪ Social service records/referral ▪ Veterans administration letter/records ▪ Vocational rehabilitation letter ▪ Workers compensation records ▪ Applicant Statement	Documentation sources are applicable to all youth	
Basic skills deficient (8.9 grade level or less)	N/A	▪ Assessed by a generally accepted standardized test	Documentation sources are applicable to all youth

		▪ School Records (Other) ▪ Applicant Statement ▪ Case notes (Other)	
Hard to serve eligibility	▪ RWB's list of acceptable documentation	Documentation sources are applicable to all youth	
One or More grades Behind	N/A		▪ School Record (Other) ▪ Report Card (Other) ▪ Telephone verification (Other) Applicant Statement (Other)
Faces Serious barriers to employment as identified by local Board	▪ Local Board's documentation ▪ Applicant Statement		Documentation sources are applicable to all youth
Pregnant or parenting	N/A	▪ Self Attestation ▪ Child's birth certificate ▪ Hospital record of birth ▪ Medical card ▪ Physician's note confirming pregnancy ▪ Referrals from official agencies ▪ School program for pregnant teens ▪ School records ▪ Written statement from social services agency ▪ Baptismal	Documentation sources are applicable to all youth

		Record	
Offender	▪ Self Attestation ▪ Documents from Juvenile/Criminal Justice system ▪ Court documents ▪ Halfway house resident ▪ Letter of parole ▪ Letter from probation officer ▪ Police records ▪ Telephone verification with Juvenile Justice Officer (Other) ▪ Juvenile Justice System Case File Notes (Other)	Documentation sources are applicable to all youth	
Homeless or run-away youth	▪ Self Attestation ▪ Written statement form an individual providing temporary residence ▪ Written statement from shelter ▪ Written statement from social service agency	Documentation sources are applicable to all youth	
RWB local definition of requires assistance to complete an educational program or to secure and hold employment	▪ RWB Local definition statement ▪ Medical or school records of disability ▪ Self Attestation	Documentation sources are applicable to all youth	
School drop out	N/A	▪ Self Attestation ▪ Dropout letter/documentation from school (Other) ▪ School attendance records (Other)	Documentation sources are applicable to all youth
Has been terminated or laid off or has received a notice of termination of layoff from employment	• UCTC and JT12 • Layoff notice • Letter from employer • Telephone verification from employer • Applicant Statement	Not Applicable	Not Applicable
Verification of laid-off position	• Telephone verification with employer or • O*NET code assigned by AWI and verified by applicant or O*NET code assigned by One stop person and verified by applicant or • Written verification from employer	Not Applicable	Not Applicable
Eligible for or has exhausted unemployment	• UCTC and JT12 • Telephone verification with the UC office • Telephone verification with the UC office in the state where the claim is filed for out-of-state claims	Not Applicable	Not Applicable

compensation	• Applicant Statement		
"Has been employed for a duration sufficient to demonstrate attachment to the workforce, but is not eligible for unemployment compensation due to insufficient earnings or having performed services for an employer that were not covered under a state unemployment compensation law."	• Telephone verification with employer • Employment verification letter from an employer • Pay stubs • OSST demographic screen • Applicant Statement	Not Applicable	Not Applicable
Unlikely to return to their previous industry or occupation because of the lack of currently available jobs	• O*NET code of their current job • Evidence of viewing job listings for up to 7 working days and still no success in finding job with the same 9-digit O*NET code or descriptive job title as the last job • No Growth or Decline in Job Openings (Other) • Labor Market Analysis (Other) **OR** • Unsuccessful Job Search (Other) • Contact with Separating Employer (Other) • Profile Re-Employment Program (PREP) (Other) • Telephone Verification (Other)	Not Applicable	Not Applicable

"Individuals who have not received a job offer for a job in their previous occupation, for which they have applied, will be considered as unsuccessful in their job search and unlikely to return to their previous occupation."	• Proof that the applicant has applied for a least 5 jobs and was not hired • 8 weeks have passed and the applicant has not received a job offer • Job search worksheet • Applicant Statement	Not Applicable	Not Applicable
Individuals who have a medical problem or a disability that no longer permits them to perform the essential functions of their previous occupation are considered to be unlikely to return to their previous occupation.			
Individuals who have committed a criminal offense that precludes them from performing the essential functions of	• Doctor's statement • Medical verification form • Certification from a rehabilitation agency • Applicant Statement	Not Applicable	Not Applicable

their previous occupation and are considered to be unlikely to return to their previous occupation.			
Permanent closure or substantial layoff-Has been terminated or laid off or has received a notice of termination or layoff from the employment as a result of any permanent closure	• Licensing agency verification • Documentation from the criminal justice system, stating the offense and the applicant's statement that states why the offense precludes them from returning to their previous occupation • Applicant Statement	Not Applicable	Not Applicable
	• Termination or layoff notice • Collateral contact with employer • U.I. JT12 (must reflect permanent layoff) and collateral contact with AWI • Copy of WARN with pay stub showing employment at time of plant closure • Applicant Statement (Other)	Not Applicable	Not Applicable
Has received a notice of termination or layoff from employment and the employer has made a general announcement that such facility will close within 180 days	▪ Termination or lay off notice ▪ Collateral contact with employer ▪ Self Attestation ▪ Newspaper article or announcement reflecting or indicating permanent closure within 180 calendar days of the date of the newspaper article or announcement with current pay stub ▪ AWI notification reflecting or indicating permanent closure with 180 calendar days of the date of AWI notification with current pay stub ▪ State Level Rapid Response Team notification reflecting permanent closure with 180 calendar days of the date of Response Team's notification date with current pay stub ▪ Employer letter reflecting permanent closure with 180 calendar days of the date of the employer's letter (addressed to specific employee or with current pay stub)	Not Applicable	Not Applicable
Is employed at a facility	▪ Newspaper article or announcement reflecting or indicating permanent closure beyond 180 calendar days of the date of	Not Applicable	Not Applicable

where the employer has made a general announcement that such a facility will close in a time period beyond 180 calendar days or the time period is not specified	the newspaper article or announcement (with current pay stub) ▪ AWI notification reflecting or indicating permanent closure beyond 180 calendar days of the date of AWI notification (with current pay stub) ▪ State Level Rapid Response Team notification reflecting permanent closure beyond 180 calendar days of the date of Response Team's notification date (with current pay stub) ▪ Employer letter reflecting permanent closure beyond 180 calendar days of the date of the employer's letter (addressed to specific employee or with current pay stub) ▪ Other		
"Has been terminated or laid off or has received a notice of termination or layoff, from employment as a result of a substantial layoff at a plant, facility, or enterprise."	▪ Termination or layoff notice addressed to the applicant, or written verification from employer ▪ Telephone verification from employer	Not Applicable	Not Applicable
"Was self-employed (includes farmers, ranchers, or fishermen), but is now unemployment; AND Reason for unemployment is a result of general economic conditions in the community in which the individual resides or because of natural disasters"	▪ Copy of tax return filed within the past twelve months **AND** proof that income from business **NO LONGER** provides for self-sufficiency due to disaster (such as an insurance claim) ▪ Business or occupational license that was in effect within the last six months **AND** proof of income reduction or elimination so that individual is no longer self-sufficient due to disaster (such as an insurance claim) ▪ Articles of incorporation **AND** proof of income reduction or elimination so that individual is no longer self-sufficient due to disaster (such as an insurance claim)	Not Applicable	Not Applicable

Applicant is now unemployed as a result of general economic conditions.	▪ Foreclosure notice and Applicant Statement on business closing, relating how general economic conditions in the community resulted in their unemployment. Newspaper article and Applicant Statement on business closing, relating how general economic conditions in the community resulted in their unemployment. ▪ Agency information and Applicant Statement on business closing, relating how general economic conditions in the community resulted in their unemployment	Not Applicable	Not Applicable
Applicant is now unemployed as a result of natural disaster	▪ Proclamation from government and Applicant Statement relating how the natural disaster resulted in their unemployment ▪ Newspaper article and Applicant Statement on business closing, relating how the natural disaster resulted in their unemployment	Not Applicable	Not Applicable
In the process of going out of business	▪ Foreclosure notice/notice that foreclosure action will take place and applicant's statement on business closing, relating how the process of closing their business has left them unemployed ▪ Bankruptcy filing and applicant's statement on business closing, relating how the process of closing their business has left them unemployed ▪ Documentation that the business has failed to turn a profit in the prior 12 months and applicant's statement on how failure for the business to turn a profit, has left them unemployed ▪ Documentation of failure or inability to make payments on business loans has left them unemployed. ▪ Documentation of failure or inability to obtain necessary capital and applicant's statement on how failure or inability to obtain necessary business capital has left them unemployed. Failure to gain capital should be occurring at the time of application.	Not Applicable	Not Applicable
Applicant is a displaced homemaker who has been providing unpaid services to family members in the home	▪ Applicant Statement ▪ UCTC which does not negate applicant's statement ▪ Telephone Verification ▪ Public assistance records	Not Applicable	Not Applicable
Has been dependent on the income of another family member but is no longer supported by that income	▪ Court Records (Other) ▪ Medical Records (Other) ▪ Bank or Financial Records (Other) ▪ Divorce Decree ▪ Family member's death certificate ▪ Family member's disability check ▪ Applicant statement ▪ Divorce decree ▪ Separation papers ▪ Spouse's layoff notice (Other)	Not Applicable	Not Applicable
Is	▪ AWI ODDS A screen	Not Applicable	Not Applicable

unemployed and experiencing difficulty in obtaining employment	▪ Job Search Worksheet ▪ Applicant Statement		
Underemployed	▪ Pay stubs ▪ Employer statement/contract ▪ Social security benefits ▪ Alimony agreement ▪ Quarterly estimated tax for self-employed persons ▪ Unemployment insurance documents and/or printout ▪ Award letter from veterans administration ▪ Bank statements ▪ Compensation award letter ▪ Court award letter ▪ Farm or business financial records ▪ Housing authority verification ▪ Pension statement ▪ Public assistance records ▪ Authorization to obtain food stamps ▪ Food stamps card with current date ▪ Food stamp receipt ▪ Letter from food stamp disbursing agency ▪ Postmarked food stamp mailer with applicable name and address ▪ Copy of authorization to receive cash public assistance ▪ Copy of public assistance check ▪ Medical card showing cash grant status ▪ Public assistance identification card showing cash grant status ▪ Refugee assistance record ▪ Applicant Statement	Not Applicable	Not Applicable
Experiencing difficulty in upgrading employment	▪ AWI/Wagner-Peyser Printout ▪ Job search worksheet ▪ Applicant Statement ▪ Individual Service Strategy/Career Plan (Other) ▪ Case Notes (Other)	Not Applicable	Not Applicable
Need assistance to obtain employment	▪ Employer Statement ▪ Applicant Statement	Not Applicable	Not Applicable
Local definition of self-sufficiency	▪ Local Regional Intake Forms	Not Applicable	Not Applicable

Youth Connect Program

Standard Operating Procedures (Draft)

Title: Initial Assessment and Individual Service Strategies

Revised: **July 1, 2012**

To: All Youth Connect Program Staff

Cc: Donna Burns, Vice President

Purpose:
To provide Youth Connect staff with policies and procedures in order to conduct a comprehensive assessment, develop an Individual Service Strategy (ISS) and enroll youth into the Workforce Investment Act Program as required by WIA.

Policy:
Youth who are certified by the WIA Youth Staff as eligible must receive an individualized comprehensive assessment at enrollment into the Youth Connect program. In addition to academic assessment, all participants will be assessed under WIA Youth Objective Assessment in terms of occupational skills, prior work experience, employability, interests, aptitudes, support services needs, and developmental needs. Upon completion of this comprehensive assessment, an Individual Service Strategy (ISS) will be developed. At any time during program participation the Individual Service Strategy (ISS) needs to be reviewed and updated when participating youth has achieved educational/employment goals that were initially set and needs additional assistance to become employed, or to enroll into post secondary training or apprenticeship, or enlist in military.

Procedures:
An objective assessment of skill levels and service needs of each participant will be completed prior to enrollment. This assessment will include an examination of basic skills, occupational skills, educational background, prior work experience, employability, interests, aptitudes, attitudes toward work, motivation, behavioral patterns affecting potential employment, and family situation. The assessment will also include an evaluation of the participant's barriers to successful completion of training program or employment including financial resources and supportive services needs.

Staff will use a full array of options including structured interviews, career guidance instruments, basic skills tests, and behavioral observation:

Basic Skills assessment- TABE test:
Each youth is required to take TABE prior to enrollment into the Youth Connect program. Customer can be referred to the Adult Education centers, PTEC or WorkNet if those locations are preferable. Math and Reading scores should not be below 7th grade level or within two grade levels of the required TABE score for the desired Occupational training, as recommended by Department of Education, to be considered for enrollment into the program. If customer's Math and/or Reading scores fall below program requirements youth should be referred to the Adult Education centers to remediate or should be provided with information regarding free online practice classes for self remediation.

The Youth Connect staff needs to monitor customer's progress and to review enrollment application after targeted TABE grade levels in Math and Reading were achieved.

Assessment of educational background and occupational skills:
For all Youth Connect applicants that are enrolled in alternative education staff needs to review school grades and attendance records prior to enrollment into the program. Staff has to verify attendance, class progress, youths' attitude and motivation toward achieving their goal with the GED instructors. The Staff is to obtain either verbal or written recommendation from the GED instructor prior to enrolling youth into the Youth Connect program.

All applicants that were enrolled in occupational skills training prior to enrollment will have to provide copies of their up to date grades, attendance and a letter of recommendation from their instructor or a verbal verification that youth is hardworking and successful in their training program. If applicant's grades or attendance are below program requirements (attendance at 80% and GPA- above 2.0) or if a student is on academic or attendance probation, then application for enrollment will be pended until youth shows improvements or until he/she is off academic or attendance probation list.

High school dropouts who desire to enroll in Occupational skills training will be considered for assistance with skills training only after they obtain GED diploma or, in limited cases, after they have completed GED preparation program, passed pre-GED exam and signed up for the test.

Youth Coordinators need to determine whether the person presently holds skills, job experience, credentials or degrees within a targeted occupation. Customers possessing skills in a TOL need to be provided job placement assistance. Customers desiring career changes but hold skills within a TOL will be referred to other community resources to pursue training needs and provided job placement assistance.

Needs and barriers:
At the initial interview prior to enrollment into the program the Youth Connect staff has to identify applicant's needs and barriers to successful program completion or employment. If, after review of the applicant's barriers, the staff feels that youth will not be able to successfully complete training program or secure employment the youth application should be pended until those barriers are resolved.

To monitor background issues, Youth Connect staff should monitor candidate’s offender background within various local and state Management Information systems. If the youth has any background records, but the information obtained by staff is not sufficient to determine suitability for training or employment, the youth should be asked to provide additional court records prior to enrollment into the program. Upon receipt of all offender information, Youth Connect staff should determine if youth will be able to finish training and obtain certifications or licensing, or secure employment in that field. If staff determines that desired occupation is not suitable for that youth, the youth should be offered to review other training/employment options or should be referred to other services at WorkNet, or other agencies.

If during the initial interview applicant stated that he/she is homeless, Youth Connect staff will assist youth in resolving that obstacle prior to enrollment into the program. The youth will be provided with the list of temporary housing places or will be asked to contact relatives or friends who may offer a temporary place to stay until this youth can complete the program, secure employment and is able to provide his/her own housing.

If applicant is a parenting youth, staff needs to verify that child care is in place and that the youth is be able to participate in all assigned activities. If youth doesn't have child care services in place, youth should be referred to DCF to apply for TANF benefits, or Coordinated Child Care, or need to provide a written verification from her family member, relative or friend that they will provide child care services until youth completes training or assigned work readiness activities.

If at the initial interview staff identifies that youth is pregnant, staff needs to verify that the youth will be able to complete training program prior to the baby's due date, and that she has plans regarding child care after the baby is born. If the due date falls in the middle of the training program, enrollment needs to be delayed until baby is born and the youth is able to participate in training and job placement activities.

Drug abuse: At the initial intake staff will discuss with the applicant that the Youth Connect program has a zero tolerance policy regarding illegal drugs usage and that a random drug test may be administered during program participation. If during a random drug test, youth receives a positive drug test results, all financial and job placement assistance may be terminated and the youth may be referred to other community service agencies for drug abuse counseling. Financial assistance can be restored if youth proves that he/she remains drug free (by taking drug test at his/her own expense and having negative results).

Work Readiness Assessment:
The Work Readiness assessment needs to be performed at the initial interview and employment strategies have to be developed and outlined in the ISS. Some of the factors that Youth Coordinators need to verify include: if youth has a reliable transportation, internet access, e-mail address, complete and professional resume, references, etc. The youth has to complete a Work Readiness survey that will be used by the Youth Coordinator and Employment specialist to identify deficiencies in employability skills and assign that youth to the appropriate work readiness activities.

The Individual Service Strategies (ISS) is the basis for the entire case management strategy. It is developed in partnership with the youth, which is imperative, and reflects the needs indicated by the objective assessment and expressed interests and desires of the youth.

The ISS should be reviewed and updated periodically to reflect the participant's progress in meeting the objectives of the ISS, including progress in acquiring basic and occupational skills and the adequacy of the support services provided. The youth's ISS is the key tool used to track skill attainment and the successful completion of short or long-term goals, which will lead to successful program performance.

The ISS should include:

- Individual Assessment, including TABE test or FCAT results
- Customer's needs/ barriers and services needed to overcome barriers and to achieve objectives
- Specific Individual Objective goals that are measurable, realistic and attainable
- Clear action statements that are tied to the goals set by the youth and Youth Coordinator
- Timetable for completion of goals

Paper ISS Objective Plan needs to be completed during the intake process and has to be signed by the Participant and the Youth Coordinator.

In cases when participants have attained objective goals that were outline at the initial assessment, but are requesting additional educational and/ or employment services, staff needs to review basic skills, needs and barriers, past participation records and suitability for additional services. The new ISS Objective Plan needs to be completed and e-filed.

Information recorded in EFM:

In addition to the paper Individual Service Strategies Objective plan, Youth Coordinators must complete electronic ISS and update it accordingly to reflect the customer's progress during participation in the Youth Skills program.

For Younger Youth (14-18): Skill Attainments or Younger Youth goals must be recorded under the "Create Younger Youth goals" link on the Programs screen.
In addition to the Younger Youth goals, Youth Coordinators will Create Objective Assessment Summary, justifying the need of services, and will Create a Plan on the "Plan" screen. Plan should include short term educational and/or employment goals, action steps and timeline for completion of all goals.

For Older Youth (19-21): Youth Coordinators will Create Objective Assessment Summary including justification for providing services for the youth. Also, they will create a plan, using the "Plan" screen, and including educational and/or employment goals, action steps and a timeline for goal attainment.

Youth Connect Program

Standard Operating Procedures (Draft)

Title: Support Services Policy

Revised: **July 16, 2012**

To: All Youth Connect Program Staff

Cc: Donna Burns, Vice President

Purpose:
To provide guidance on the provision of Support Services available to eligible participants of the WIA Youth program and to establish procedures for program staff.

Background:
Section 101(46) of WIA defines "Supportive services" as services such as transportation, child care, dependent care, housing, and needs-related payments, that are necessary to enable an individual to participate in activities authorized under this title, consistent with the provisions of this title."

Section 129 of WIA provides a list of activities that are eligible for WIA youth funding:

1. to provide, to eligible youth seeking assistance in achieving academic and employment success, effective and comprehensive activities, which shall include a variety of options for improving educational and skill competencies and provide effective connections to employers;
2. to ensure on-going mentoring opportunities for eligible youth with adults committed to providing such opportunities;
3. to provide opportunities for training to eligible youth;
4. to provide continued supportive services for eligible youth;
5. to provide incentives for recognition and achievement to eligible youth; and
6. to provide opportunities for eligible youth in activities related to leadership, development, decision making, citizenship, and community service.

Policy:
Support Services are not entitlement services or automatic assistance. The guiding principle for the provision of Support Services shall be based on the participant's individual need, and the amount of WIA Youth Funding available for the fiscal year.

Support Services should be utilized to assist participants achieve their objectives specified in their educational and employment plan. Support services may be provided only when necessary for enabling youth to participate in WIA activities, and may be made available at any level of service. The approval or denial of support services should never be utilized in a disciplinary manner. The Youth Coordinator must assess and clearly identify the participant's needs and the level of assistance to be provided.

Support Services available to participating youth are:

- Training Services are defined as tuition, books, supplies, fees and exams, and other materials provided in conjunction with training.
- Additional Services are defined as supplies, clothing for employment, work tools and equipment, etc.
- Transportation assistance is defined as weekly bus passes or gas cards for personal auto for commuting to and from WIA Youth Program Activities (i.e., workshops, job search, training activities)
- Achievement Incentives are funds paid to WIA Youth Participants in the form of a store gift card or a Visa card based on successful performance or completion of WIA activity that leads to attainment of a goal as identified in the participant's Individual Service Strategy. Such payments are intended to provide participants with an incentive to remain in the activity, or with a reward for good performance.
- Referral to community services such as alcohol/drug intervention counseling, drop-out prevention, pregnancy prevention, money management, etc. (WIA Youth funds will not pay for these services.)

Before providing supportive services to any customer the Youth Coordinator must consider what other community resources are available to provide these same supportive services.

Some of the viable alternatives include, but are not limited to:

- Financial aid, grants, scholarships and loans
- Clothes Closets. (Provided by community, volunteer or non-profit resources)
- Services offered by One-stop Partner's resources.
- Utility Assistance Programs

There is no reimbursement policy. Every effort must be made to ensure that Youth Connect participants understand that they should not assume that their personal expense would be reimbursed under any condition.

Training Services:

Training budget **must not exceed $3500.00 per program year** (7/1-6/30) for training and training related services.

All customers interested in Occupational skills training are required to apply for Pell Grant before they can be approved for WIA training assistance. It is a requirement of the state to utilize Pell Grant for training expenses first, before assisting with tuition or training related expenses using WIA dollars.

For Older Youth (over 19 years of age) training cost will be entered in EFM reflecting total training obligations.

For Younger Youth (16 to 18 years of age) training obligations will be documented on the paper budget ONLY. **No training cost should be entered in EFM for Younger Youth**.

Youth Connect participants that were approved for assistance with Vocational/Technical Skills training have three (3) months or until the next available training start date to complete school registration paperwork, apply for Pell Grant and start training. *Exclusions apply when youth is not able to start training program because of the program delay, change in program requirements, or unexpected medical issue, however participant will be expected to start the next available enrollment date.*

If customer failed to complete training registration or Pell application in timely manner, or return from probation to the next available class, funds will be de-obligated and participant will be referred to the Job Placement Specialist. If customer is working, the outcome should be submitted for case closure. Youth still interested in training services can re-apply to the program once all family/personal issues are resolved and he/she is ready to participate, but no earlier than after 90 –days since the case closure.

Additional Support Services

Youth Connect Program offers variety of additional support services to qualified participant. Youth Coordinator will assess customer’s needs and barriers to complete program, and will determine the necessities of support services. All other outside resources must be utilized first. Customer must be referred to the community agencies or to the 211 Help line.

It is the participant's responsibility to provide all required documentation to the Youth Coordinator for the Support Service request.

Customer must show how he/she will pay for the balance on the bill or the cost of service if the Support Services guidelines do not allow Youth Coordinator to request a payment for the full cost.

Youth Coordinator must follow program's support services guidelines. Staff may request to increase the standard incentive amounts based upon assessment of customer's need or emergency need demonstrated by participant. Requests will be considered beyond the provided guidelines under special conditions. You may call the Program Manager at any time if you feel that special conditions apply.

Achievement Incentives

The PEF/Youth Connect Program reserves the right to reduce or eliminate incentives in the event WIA Youth funding is reduced. Incentive distribution is reviewed at the beginning of each program year and outlined in the Guidelines for Incentives for the specific program year.

Incentive Distribution and Staff Handling:

1. Staff will be issued incentive cards in the form of bus passes or Visa cards.
2. Staff must retain their incentives in a safe to maintain security and control.
3. Staff is responsible for managing their incentive card inventories. Each incentive card has a control number which will be used for tracking and managing.
4. Incentive card supplies are issued and signed out by the Finance department
    a. An incentive inventory log sheet will be created by PEF Accountant who will deliver incentives to the front staff and will have the staff sign for the received supplies.
    b. Once incentives are issued to customers and incentive logs completed, staff will scan copies of the completed log sheets in the "Logs" folder on the Shared drive and will return completed log to the Accountant by placing it in the specially designated box.
    c. The staff will maintain and ensure complete/correct record keeping when incentives are used.
5. The Accountant will reconcile issued/completed logs on a quarterly basis and will provide a list of "Missing" incentive cards/logs to the Program Manager. The Program Manager will request staff to locate and submit the remaining logs, if completed, to the Accountant, or will review the "Logs" folder in order to locate missing logs.
6. Corrective action will apply to staff that was not able to locate/provide ALL logs completed during that quarter.

Transportation Assistance

Transportation assistance can be provided to applicants and participants to assist them in completion of their training program and securing employment. To be eligible for transportation assistance customers have to:

- be enrolled and currently attending training program
- demonstrate the need of Transportation assistance
- maintain school attendance at 80% or higher
- provide verification of diligent job search or job interview

All transportation services must be kept locked and monitored closely. The following are types of transportation assistance that can be provided.

Bus Passes

Weekly bus passes are available to youth who uses public transportation and participate in WIA assigned activities. Youth will be required to submit time sheets every two weeks to document school attendance in order to receive further transportation assistance. Case notes will be entered in EFM indicating dates of issue.

When someone is provided with a bus pass, they must sign the Log on the line corresponding to the correct bus pass number. Customer's name, last 4 digits of social security number and signature of staff are also need to be on the log. Completed Bus Pass Logs will be submitted to the accountant upon issuance of all Bus Passes listed on it. If a Bus Pass is lost or stolen, it must be reported immediately.

Visa Cards for transportation

Visa cards (for transportation) are available in the $30.00 increments and should be issued for two weeks of participation. The customer and staff member should complete the log, which outlines the customer's name, SSN, and signature of staff. The participant will be required to submit time sheets bi-weekly to document active participation/training attendance in order to receive further transportation incentive. As with any support service, a case note is entered into EFM indicating the gas card was issued and the date of issue. An explanation of why the service was provided is also necessary.

Visa Cards and Bus Passes should be dispensed appropriately to assist the participants achieve their individual goals.

Ancillary Needs and Achievement Incentives Services (combined) cannot exceed $1000.00 per program year. Transportation assistance is excluded from this cap and can be provided on as needed basis.

Support Service Guidelines

Transportation Needs:

*Customer incentives are based upon customer need **AND** program participation*

Type of Support Service	Financial guideline	Required documentation
Transportation (Academic or Vocational Training)	$30.00 Visa card (bi-weekly) or 7-day bus pass (weekly)	• School time sheets
Transportation (Activities other than training)	$30.00 Visa card (bi-weekly) or 7-day bus pass (weekly)	• Verbal statement of the need • Job search records • Active participation in assigned activities

Ancillary Needs: no more than one time per fiscal year (7-1 to 6-30) per type

Type of Support Service	Financial guideline	Required documentation
Licensing/Certification/ Exam fees	Licensing/certification application or verification	• Verification from licensing/certification/testing agency of requirements and costs. • Verification of compliance with licensure/certification requirements. • Case note in EFM.
Uniforms	$120.00 total amount	Employment Verification Form and Case Note showing • Type and scope of work • Employer name Written statement of need or requirement (job description/ announcement) Itemized list with prices per each item.
General Clothing for interviewing or employment	$120.00 total amount	Employment/Interview Verification and Case Note showing • Type and scope of work • Itemized list of clothing items with prices
Special work shoes (boots)	Reasonable cost	Employment Verification Form and Case Note showing • Type and scope of work • Employer name Written statement of need or requirement (job description/ announcement)

Work Tools	$100.00 total amount	Employment Verification Form and Case Note showing • Type and scope of work • Employer name Written statement of need or requirement (job description/ announcement) Details of supplies needed (price list)
Vehicle Repairs	$300.00 total amount	• Two written estimates, if possible • Valid Florida Vehicle registration on custo name • Valid Florida insurance Card on customer's name • Valid Florida Driver's license on customer's name
Vehicle Insurance	Up to 1 month premium	Written estimate of premium • Valid Florida Vehicle registration • Valid Florida Insurance Card • Valid Florida Driver's license **All* must be in participant's name*
Utility Assistance	Up to $150.00 Amount specified on payment schedule. Past due OR current amount	Copy of the utility bill with breakdown of cost. *Bill has to be on the customer's name*

Vocational Training Needs: not to exceed $3500 and are completed through the Voucher/Check request process

Type of Support Service	Financial guideline	Required documentation
Tuition	School paperwork with costs per semester	• School paperwork or written verification from training provider. • Pell Grant status and/or other scholarship information • Up to Date Grades with GPA over 2.0 • Case Note in EFM.
Books, fees, supplies and materials for training program	Published unit price	• An authorized itemized verification of required books and materials for each class. ***This may be achieved on an emergency basis via telephone contact with financial aid office followed later by written verification from the training institution.* *For example: 1 Written English Book $35.00, 1 GED Exam $45.00.* • Details of supplies needed (price list) • Pell Grant status, if applicable • Case note in EFM

Licensing/Certification/ Exam fees	Licensing/certification application or verification	• Verification from licensing/certification/testing agency of requirements and costs. • Verification of compliance with licensure/certification requirements. • Case note in EFM.
Tools (Voc Trng related), School supplies	Published unit price	• Class syllabus, class supply list
Uniforms	Published unit price (not to exceed $200.00)	• School paperwork or written verification from training provider and vendor

Payment Options

1. Youth Connect Program will utilize a Voucher system to make payments for training and training related services to those vendors who signed a voucher agreement with Pinellas Education Foundation. If a company does not have a voucher agreement with Pinellas Education Foundation in place, staff will get in contact with that company and will initiate a voucher agreement with them.
2. If company does not wish to sign the vendor agreement, a check will be written for services this company provides to the participant. A Youth Coordinator will advise the customer that check requests could take up to 14 business days to be processed.
3. When requesting a voucher or a check for services, materials or tools, an estimate of expenses is necessary for approval. For example, a purchase at Slim and Jim Tools will require the customer to go to the customer service desk and ask for a quote/invoice for the tools/supplies.

    - The quote/invoice should only include items or services required for completion of the training program. Services, tools, materials that are optional or not required for training program will not be paid for.
    - Copy of the voucher or check request along with back up paperwork will be send to the Program Manager for review and approval. A Youth Trainer is authorized to approve check or voucher request in the amount up to $500.00 if a Program Manager is not available.

4. A copy of the approved check request with supporting paperwork will be sent to the accountant who will issue a check for the amount and services described in the check request.
5. Participant is responsible for delivering a check or a voucher for services to the vendor.
6. If the voucher or check request is voided, Youth Coordinator will write “void” and the date of void on the original document if possible, or copy if original cannot be received.
    - EFM case note must be entered explaining why the voucher or check is being voided.
    - Voided voucher/check with printed case note will be given to the accountant.

7. If a customer has claimed to lose a voucher, or claims that a voucher does not have the embossed seal on it, do not emboss a copy of the voucher. The old voucher needs to be voided and a case note should be entered in MIS. Staff will complete a new Authorization for payment form (Voucher).
8. If a customer has claimed to lose a check, Youth Coordinator will contact the accountant to verify that the check was not used and can be voided. After check is voided, staff will submit another check request to the accountant.

Authorization for Payment AKA Voucher will be issued to pay for services or goods to companies that have a signed Voucher Agreement with Pinellas Education Foundation. Signed and sealed voucher will be given to the customer to take it to the vendor.

Request for Payment form should be used to request a check for services and/or goods to those companies that do not have a signed Voucher Agreement with Pinellas Education Foundation. It will not be given to the customer; Request for Payment with back up information should be send/delivered to the accountant.

12090 Starkey Road Largo, FL 33773
TEL (727) 588-4816 FAX (727) 588-4822

Voucher Agreement

The company of _____, hereinafter referred to as the "company" agrees to perform services defined as: _____
_____
_____

1. The company agrees to accept the Authorization for Purchases and Services, hereafter referred as a "voucher" issued by authorized personnel working on behalf of the Pinellas Education Foundation for the purpose of providing services/goods to the customers of the Youth Connect Program.
2. The Company agrees not to deliver services unless an original voucher, signed by authorized personnel working on behalf of the Pinellas Education Foundation, has been received.
3. No Verbal authorization will ever occur under this agreement.
4. The voucher will serve as the means by which the company may invoice the Pinellas Education Foundation for the services provided.
5. Services rendered will only be paid at the maximum rate identified and itemized on the voucher.
6. The total amount due to the company for services rendered will not exceed that listed on the voucher.
7. Invoices for services rendered must be postmarked within 30 days of the date of service rendered, have the original voucher attached and forwarded to the following address for payment:

Pinellas Education Foundation
12090 Starkey Road, Largo, FL 33773

Any party can terminate this agreement by giving a written thirty (30) day notice.

_____ _____
Company Representative **Date**

_____ _____
Organization Name **Contact name**

_____
Organization Address

_____ _____
Telephone number **Fax Number**

_____ _____
Sandi Walters
Controller, Pinellas Education Foundation **Date**

Youth Connect Program

Standard Operating Procedures

Title: 2012-2013 Guidelines for Incentives Schedule

Revised: July 1, 2012

To: Youth Connect Staff

CC: Donna Burns, Vice President

*****See Support Services SOP for information on Youth Connect allowable expenses*****

1. Verification of Pell status must be provided by the applicant at enrollment and has to be included in the intake packet. If training program is not Pell eligible, training provider need to supply a letter/statement of Pell eligibility. Student must re-apply for Pell grant at the beginning of each school year and submit Pell status verification to the Youth Coordinator prior to receiving tuition assistance.

2. ITA or training assistance must not exceed $3,500.00 per program year, including WIA (Youth Connect) and FSCEF/YC combined.

3. Allow 3-5 days for vouchers to be approved and up to two weeks for Checks to be cut and issued to students. ***Back up paperwork for vouchers and check requests has to be provided by each student in advance.

4. No reimbursement policy: customer's personal expenses will not be reimbursed under any condition.

5. **Standard Incentives:** Youth Connect Staff will provide customer incentives based upon their need AND required program participation and/or attainment of performance benchmark(s). Incentives are to be used to support customers' continued participation within their selected training program, job search efforts at the end of their training program, emergency needs, successful retention of secured employment or anything that may arise which challenges their continued participation in either activity. <u>Incentives are subject to availability of funding and are not a customer entitlement.</u>

2012-2013 PY Incentives schedule:

- <u>Incentives for students enrolled in GED classes:</u>

$30.00 – Signing up for GED classes
$50.00 -- Completion of the 2-day Work Readiness course
$100.00 – Receipt of the GED Diploma
$30.00 – Diligent monthly Job Search ****Requires verification of completed job search****
$50.00 – Attainment of employment, enrollment in Post-Secondary education, Apprenticeship or enlistment in Military services****Customer has to provide employment information or verification of enrollment from school/military/apprenticeship to receive incentives****
$50.00 -- Successful program outcome

$50.00 -- Employment/Training Retention at the **1st Qtr Follow up** ***Customer has to provide required verification***
$50.00 -- Employment/Training Retention at the **3rd Qtr Follow up** ***Customer has to provide required verification***

- Incentives for students enrolled in Technical/Vocational training programs:

$25.00 – TABE Remediation
$50.00 -- Completion of the 2-day Work Readiness course
$100.00 –Successful completion of training or Certificate program ****$50.00 for Completion of the first OCP or first credential; and $50.00 for program completion****
$30.00 – Diligent monthly Job Search ****Requires verification of completed job search****
$50.00 – Attainment of employment or enrollment in Post- Secondary Education/ Military/Apprenticeship) ****Customer has to provide employment information or verification of enrollment from school/military/apprenticeship****
$50.00 -- Successful program Outcome
$50.00 -- Employment/Training Retention at the **1st Qtr Follow up** ***Customer has to provide required verification***
$50.00 -- Employment/Training Retention at the **3rd Qtr Follow up** ***Customer has to provide required verification***

Standard incentive amounts will be the norm used by staff. However, on case by case basis, staff may reduce or request a variance based upon assessment and supervisory approval.

Youth Connect Program

Standard Operating Procedures

Title: WIA Youth Literacy and Numeracy Common Performance

Revised: July 1, 2012

To: Youth Connect Staff

CC: Donna Burns, Vice President

Purpose:
To provide guidance on the literacy and numeracy measure under WIA and to assure compliance with WIA Federal Guidance regarding the proper way to record assessment results for youth as it relates to Common Measures-Literacy and Numeracy Gains and the Balance Scorecard report-WIA Youth Average Grade Gain Measure.

Assessment Requirements:

1. Every In-School and Out-of-school youth enrolled in Youth Connect must be assessed in basic reading and math skills. TABE test should be used as a main assessment tool.

   Local Policy allows for the use of FCAT to establish basic skills sufficiency. If a youth passed FCAT in 10th, 11th or 12th grades, then youth is deemed basic skills sufficient and therefore not subject to LitNum requirements. The FCAT must be documented in the hard file and entered in EFM into Assessment tab.

2. An initial TABE test, or pre-test, have to be completed within 6 months (180 days) prior to the date of first WIA youth service. If prior pre-tests results are not available, administration of the pre-test must occur within 30 days following the date of the first youth program service.

3. Every out-of-school youth with basic skills deficiency, regardless of age, must be assessed to measure skill gains in all areas of deficiency. **The goal of WIA youth programming for out of school youth must be an increase of one educational functioning level (EFL) for each year of participation, until proficiency is achieved**. The individual service plan for the youth must include instructional activity to address the deficiency.

4. When administering assessment tools, individuals with disabilities (as defined in 29 CFR Part 37.4) should be accommodated according to: (1) Section 188 of WIA: 29 CFR Part 37, Section 504 of the Rehabilitation Act of 1973, and Title H of the Americans with Disabilities Act and (2) guidelines associated with the assessment tool used to determine functioning levels. Because youth with disabilities are expected to achieve the same gains as other youth, it is critically important that appropriate accommodations are provided for the assessment process, to ensure the gains achieved by these youth can be determined accurately.

5. Out-of-school youth who scored below 9.0 GE on Math and Reading will be recorded as basic skills deficient on their paper application and in EFM, and will fall subject to Federal Literacy-Numeracy and Balance Scorecard Grade Level Gain reporting.

6. Periodic follow up or Progress testing must occur at 60 days and 6 months after enrollment to monitor youth progress and gains toward Basic Skills Sufficiency. Both row score and grade equivalency are needed in the EFM LitNum entry in order to meet both Federal and State performances.

7. Multiple progress tests can be given throughout the year, however, if no test is changed to a post-test, then the latest test date, i.e., the test date entered on the anniversary or the closest date prior to the anniversary, will be the score reported regardless of whether or not it was a higher or lower score then any of the previous post assessments that were conducted during the year.

8. Post testing must be conducted and recorded in EFM prior to the 1-year anniversary and prior to WIA case closure. *NOT 1-year from Pre-test date.*

9. The same standardized assessment tool (TABE) must be used at both the pre-test and post-test.

10. A grade level increase could come from either a reading score or a math score, but doesn't have to be a gain from both in order to be reflected in the performance measure.

11. If Youth remains basic skills deficient after completing a full year in the program, he/she must continue to receive basic skills remediation services, and the first year post-test will become the second year's pre-test. New progress or post-test must be given prior to or on the anniversary date.

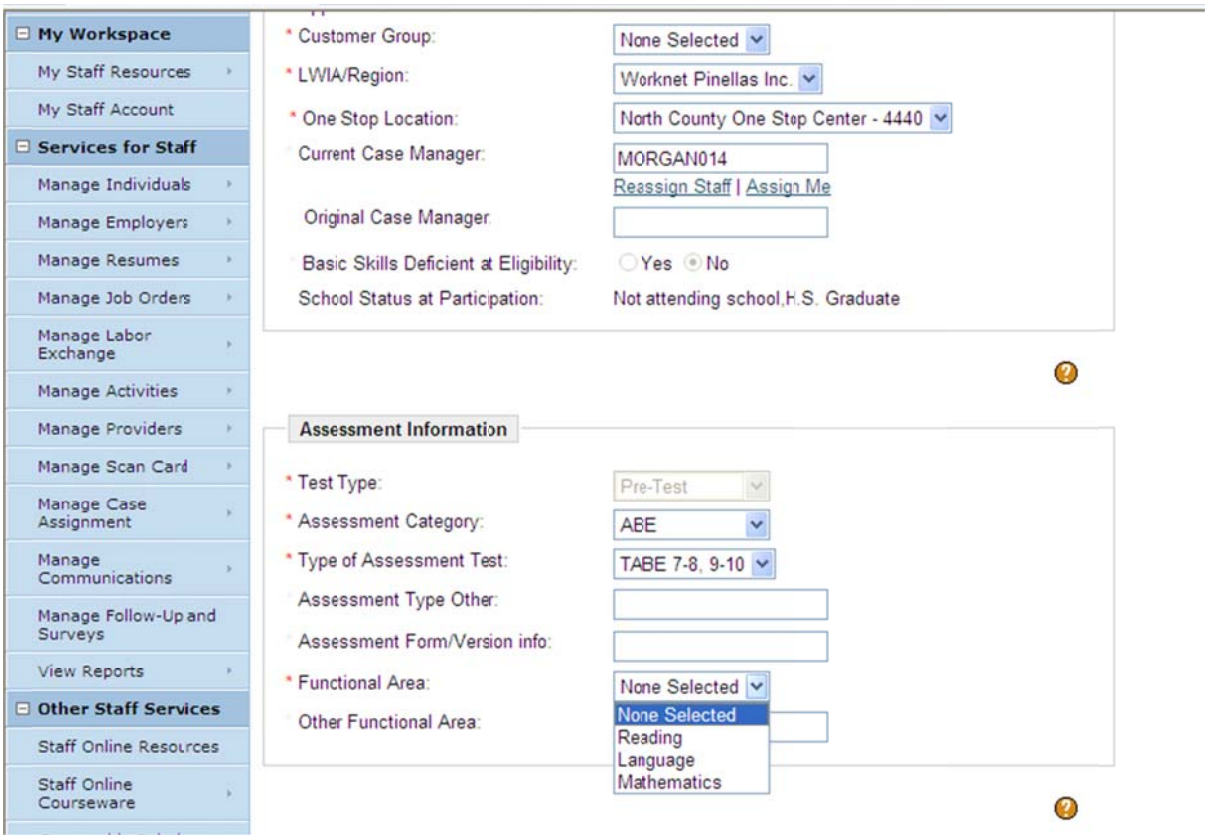
12. Basic Skills Deficient Youth that exited from the program prior to the second or third anniversary date will be excluded from the performance measure whether or not they completed the appropriate post test.

Recording Assessment in EFM

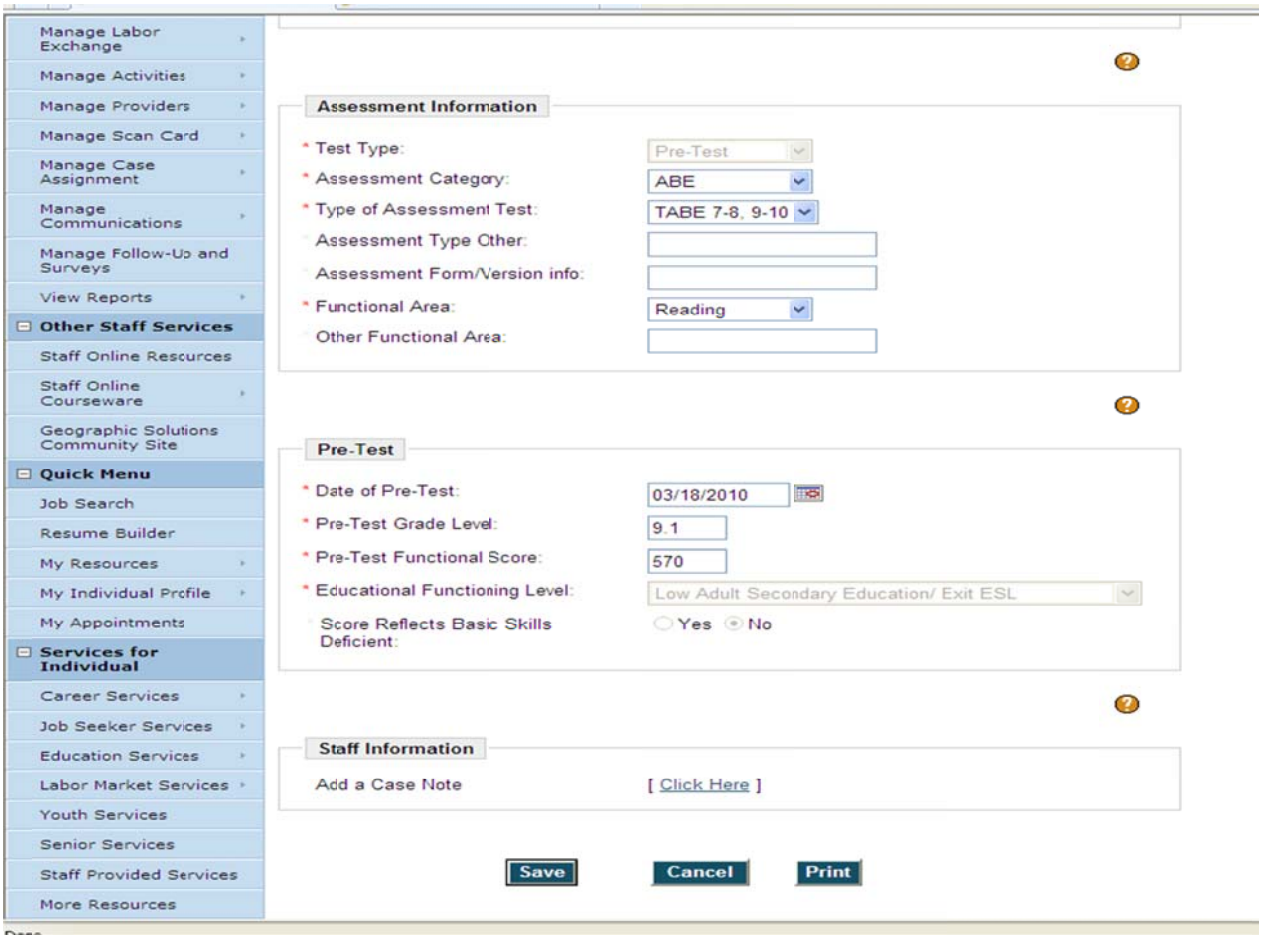
- All TABE math and reading scores must be recorded in the Literacy and Numeracy link on the Program Tab in EFM.
- All non-grade level assessment results (FCAT, aptitude and interest inventories) should be recorded using the Assessment Tab in EFM.

Pre-test Assessment scores:

- Click on the Create Literacy and Numeracy link on the Program tab
- Select a One Stop location- North County One-Stop- 4440
- In Assessment Information choose appropriate selections from drop down boxes:



- In the Pre-test field under the Date of the Pre-Test- enter the actual date when the TABE test was administered.
- Pre-Test Grade Level- enter grade equivalent score (GE) from the TABE scoring sheet. EFM allows decimal points to be entered, for example, 9.1.
- Pre-Test Functional Score- the raw score which USDOL is requesting, in this example, 570.
- Educational Functional Level: information will be system set based on previously entered data and business rules.
- Score Reflects Basic Skills Deficient: Yes or No will be system set and cannot be override by staff.



Recording Multiple Progress Assessments

- Once you create a pre-test assessment to record the individual's skills level, you can monitor any improvements made by recording progress assessment since the initial pre-test. Click on the existing assessment link within the Literacy & Numeracy Record table to access the updated pre-test assessment screen, a sample of which is shown below:

- Then Click the Click Here link within the Progress Assessment portion of the Pre-Assessment record.

View Reports
Other Staff Services
Staff Online Resources
Staff Online Courseware
Geographic Solutions Community Site
Quick Menu
Job Search
Resume Builder
My Resources
My Individual Profile
My Appointments
Services for Individual
Career Services
Job Seeker Services
Education Services
Labor Market Services
Youth Services
Senior Services
Staff Provided Services
More Resources
Other Services
Communications Center
Assistance Center
Upcoming Events
About this Site

* Functional Area: Reading
Other Functional Area:

Pre-Test

* Date of Pre-Test: 03/18/2010
* Pre-Test Grade Level: 9.1
* Pre-Test Functional Score: 570
* Educational Functioning Level: Low Adult Secondary Education/ Exit ESL
Score Reflects Basic Skills Deficient: Yes No

Staff Information

Staff Added: TANSKA014
Date Added: 04/14/2010
Position: Staff
Staff Last Edited: TANSKA014
Date Last Edited: 04/14/2010
Add a Case Note [Click Here]

Progress Assessments

Create Progress Assessment Record [Click Here]
No Records

e a
sessment

Save Cancel Print Delete

The system will display a screen similar to the following:

Assist a new Individual
My Workspace
My Staff Resources
My Staff Account
Services for Staff
Manage Individuals
Manage Employers
Manage Resumes
Manage Job Orders
Manage Labor Exchange
Manage Activities
Manage Providers
Manage Scan Card
Manage Case Assignment
Manage Communications
Manage Follow-Up and Surveys
View Reports
Other Staff Services
Staff Online Resources
Staff Online Courseware
Geographic Solutions Community Site
Quick Menu
Job Search
Resume Builder
My Resources
My Individual Profile
My Appointments
Services for

Participation Year: 1
* LWIA/Region: Worknet Pinellas Inc.
* One Stop Location: None Selected
Assigned Case Manager: MORGAN014
Reassign Staff | Assign Me
Original Case Manager:
Pre-Test Date: 3/18/2010
Assessment Category: ABE
Type of Assessment Test: TABE 7-8, 9-10
Assessment Type Other:
Assessment Form/Version info:
Functional Area: Reading
Other Functional Area:

our office

Progress Assessments

* Test Type: Progress Test
Assessment Form/Version info:
* Progress-Test Grade Level:
* Progress Test Functional Score: 0
* Educational Functioning Level: Beginning ABE Literacy/High Beg
* Date Assessed:
Participant remains Basic Skills deficient: Yes No

ess

Staff Information

Add a Case Note [Click Here]

ve

Save Cancel

Done

Youth Connect Program

Standard Operating Procedures (Draft)

Title: Measuring Skills Attainment for Younger Youth under WIA

Revised: July 1, 2012

To: All Youth Connect Program Staff

Cc: Donna Burns, Vice President

Purpose:
To provide updated policy on establishing appropriate goals and measuring skill attainment for younger youth (14-18).

Background:
One of the major performance measures for youth between the ages of 14 and 18 who receive services under WIA is the establishment and completion of appropriate goals in three general areas: basic skills, occupational skills and work readiness skills.

Policy:
The WIA requires that eligible youth between the ages 14 and 18 who receive services under WIA Youth Funding must identify at least one- but no more than three goals per registration year. Skill attainment goals for youth should be identified through the objective assessment process. Each type of goal identified is equally important to the development, effectiveness and the overall performance of the program for the participant. Goals should lay the groundwork for completing alternative education, preparing youth for post-secondary educational opportunities and unsubsidized employment.

Rules for setting goals:

- At least one (1) youth goal must be set for all Younger youth participants per registration year. A maximum of three (3) skill attainment goals per year may be set for younger youth performance purposes.
- The first goal set must be equal to the registration date. The target date for accomplishing each skill goal is no later than one year from the date the goal was set.
- Subsequent goals can be set as needed; however, an open goal should be maintained as all times.
- Basic Skills Deficient Youth must have a Basic Skills goal set as their first goal in the first year.
- An additional Basic Skills goal must be set if the youth's most recent post-assessment results show reading or math levels are below the 9th grade level
- Goals must be attained on or before the participant's anniversary date in order to be considered "Achieved". A goal not achieved by the due date does not count as a positive attainment.

The following definitions and guidelines should be used to assess skill attainment:

Basic Skill attainment
Basic skill goal is defined as a "measurable increase in basic education skills, including reading comprehension, math computation, writing, speaking, listening, problem-solving, reasoning and the capacity to use these skills".

All younger youth who are determined basic skills deficient (defined as an individual who has English, reading or computing skills at or below the 9th grade level on a generally accepted standardized test, TABE test) must have a basic skills goal that will be held accountable for the skill attainment rate.
A Post test must be administered as outlined in the Standard Operating Procedures on Literacy & Numeracy and the Basic Skills attainment should be measured based on the increase in the TABE post-test score relative to the pre-test score.

A participant may be determined to have met the basic skills goal set if the following conditions are met:

- The student was post-tested and has shown gain in Reading, Math or Language
- The student achieved a passing grade in math, reading, social studies, science or essay during pre-GED assessment
- The student was promoted to the next grade, if in high school or returned to high school
- The student took GED exam and passes all or some of the subject areas
- Attained High School diploma or GED.

Appropriate documentation includes: school transcripts and/or report cards, copies of diploma or GED, TABE test scores, verification from GED instructors, or case notes.

Occupational Skill attainment
An occupational skills goal is defined as primary occupational skills which encompass the proficiency to perform actual tasks and technical functions required by certain occupational fields at entry, intermediate or advanced levels. Secondary occupational skills entail familiarity with and use of set-up procedures, safety measures, work-related terminology, record keeping and paperwork formats, tools, equipment, materials, and breakdown and clean-up routines.

Assessment of attainment of the Occupational Skills Goal varies based on training and occupation, including earning a certificate, passing licensure exam, or successfully obtaining employment in the occupation and learning skills on the job.

Work Readiness Skill attainment
A Work Readiness skills goal is defined as a measurable increase in work readiness skills including world of work awareness, labor market knowledge, occupational information, values clarification and personal understanding, career planning and decision making, job search techniques (resumes, interviews, applications and follow up letters).

They also encompass survival/daily living issues skills such as using the phone, telling time, shopping, renting an apartment, opening a bank account and using public transportation. Additionally they include positive work habits, attitudes, and behaviors such as punctuality, regular attendance, presenting a neat appearance, getting along and working well with others, exhibiting good conduct, following instructions and completing tasks, accepting constructive criticism from supervisors and co-workers, showing initiative and reliability, and assuming the responsibilities involved in maintaining a job. This category also entails developing motivation and adaptability, obtaining effective coping and problem solving skills, and acquiring an improved self-image.

Attainment of the Work Readiness Skills goal can be determined through the Work Readiness skill assessment/survey, observation or communication with teacher or employer and need to be case noted in MIS.

Youth Connect Program

Standard Operating Procedures

Title: Work Readiness Job Placement services for Youth Connect Participants

Revised: July 1, 2012

To: Youth Connect Staff

CC: Donna Burns, Vice President

Purpose: To provide guidance and overview of the Work Readiness and Job Placement services for Youth and recording services in EFM.

Work Readiness and Job Placement services:

Work Readiness assessment should be performed by the Youth Coordinators at the initial interview and employment strategies should be developed and outlined in the Individual Service Strategies (ISS). Some of the factors that Youth Coordinators will verify include: if youth has a reliable transportation, internet access, e-mail address, complete and professional resume, references, etc. WR Survey will be used by staff to indentify deficient areas and to assign youth to the appropriate work readiness activities. It is recommended that the Work Readiness Survey is reviewed again by the participating youth and staff at the end of the program participation to make sure all employment barriers or work readiness deficiencies were addressed.

Individual Service Strategy (ISS): The Youth Coordinator and the participant are to develop an Individual Service Strategy which identifies an employment or educational goal, appropriate achievement objectives, and an appropriate combination of services in order for the participant to reach the goal. The ISS should be based on the objective assessment and should reflect the expressed interests and needs of the participant. Comprehensive Individual Service Strategies (ISS) should include both short-term and long-term goals. ISS goals and strategies should be updated as short-term goals are achieved or the youth's needs change.
The ISS is the basis for the entire case management strategy. The ISS shall be developed in partnership with the participant and should reflect the needs indicated by the objective assessment and the expressed interests and desires of the participant. The ISS should be reviewed and updated periodically to reflect the participant's progress in meeting the objectives of the ISS including progress in acquiring basic and occupational skills and the adequacy of the supportive services provided.

Work Readiness Training and Leadership Development: Many youth participants need assistance in developing work habits and in refining attitudes, values, and behavior patterns. Assistance should be focused on those attitudes, values, and behavior patterns which are vital to success in educational pursuits, on the job, and as a citizen.
All new participants need to be referred to participate in the Work Readiness and Leadership Development training conducted by the Youth Trainer.
The work readiness skills training should include:

- Resume development;
- how to prepare for a job interview;
- proper workplace behavior;
- responsibility and adherence to work schedules;
- appropriate wardrobe and hygiene;

- commitment to long term employment.

The leadership development should include:

- exposure to post-secondary educational opportunities;
- organizational and team work training, including team leadership training; and
- training in decision making, including determining priorities.

Job Placement assistance: Youth Coordinators and the Youth Career Trainer will identify "job ready" participants and will refer them to the Employment Specialist/Job Coach for further job placement services.

Youth Connect participants that need to be referred to the Youth Employment Coordinators are:

- ✓ Youth currently enrolled in WIA Youth activities and are not employed or underemployed but seeking employment:
  - Youths that have completed a GED program or at 75% of their Occupational Skills training completion;
  - Youths that dropped out of their training programs;
  - Youths that still receive follow up services after their WIA Youth case was closed, are not employed and seeking employment.

Referring youth to job placement services:

- Staff will send an e-mail to the Employment Specialist/Job Coach with student's name, updated contact information (phone number and e-mail address), training program customer has completed and any special information that may be helpful to the Employment Coordinator in working with that student;
- Adhoc reports or list of pending training completers that is generated every month by WorkNet and provides participant's name, contact information and details of training based upon a Projected End Date of training program. Youth Coordinators will review the accuracy of the pulled data and will forward that report to the Youth Employment Specialist/Job Coach.

Youth Coordinator and Youth Career Trainer need to ensure that participant is aware of assistance coming though the Youth Employment Specialist, and will prepare youth for the upcoming contact.

EFM Services and Case Note Guidance:

The Youth Coordinator is responsible for management and accuracy of the PEDs on all open and recently ended Occupational Training Activities.

- ✓ General rule: WIA Youth cases will require the PED to be set at **two weeks** after training completion.
- ✓ Exceptions: WIA cases with PED Exceptions to the general rule require PEDs to be **set out 6 months from training completion**.
  In those cases when students have to take state board exams and will receive a state certification or licensing.

The Youth Career Trainer is responsible for adding new EFM Activity, 401***Job Placement, Career and Education Services, with 974-PEF/Sandra Contreras as an Activity provider, to youth who participate in the Work Readiness training. A Work Readiness Certificate will be issued to the customer for learning new WR skills, such as developing a resume, completing job applications, time management, leadership skills, etc. A copy of the WR certificate should be given to the Youth Coordinator and e-filed. For a Younger Youth a Work Readiness goal should be closed and a new youth goal should be assigned.

The Youth Career Trainer will also provide SafeStaff, CPR/First Aid or other short term trainings to the eligible youth and will record participation and received credential by adding EFM activity # 430-Youth Occupational Skills Training - Non-Approved Providers.

The following case notes should be added:

Case notes
Subject Line: *"**Completed WR Workshop**"*

Note:
Customer participated in the Work Readiness training on Sept 1 and 2, 2011. A Certificate of completion was issued on 9-2-2011 and a $50.00 incentive card was provided for active participation.

Subject Line: " **CPR Certificate received**"
Note:
Customer has completed a 4-hour CPR course by National Safety Council and received CPR certificate on 9/30/2011. Credential was recorded in EFM and e-filed.

The Youth Employment Specialist/ Job Coach is responsible for providing one-on-one job coaching and job skill development, screening participants' work history and qualifications against employer skill requirements and making quality job referrals. Youth Employment Specialist will determine if participant needs additional Work Experience or On the Job Training for the position that he/she is seeking.

During the initial contact Youth Employment Specialist will:

- Activate participant in WP program by updating WP case and providing WP services;
- Make sure participant has an updated resume, and a copy of it is e-filed at www.worknetpinellas.org.

Youth Employment Specialist will enter EFM case notes every time the attempt to contact or actual contact with youth has occurred and services were provided.

The following EFM Case Note Subject Lines (**exact**) for different levels of follow up and EFM services should be used:

When conducting your initial outreach and contact:
Subject Line = **Initial Contact with ES**
Note (sample):
Customer was contacted on _____ (date) via phone/e-mail/in person. Offered Job placement services.

When contact has been made and engagement occurs:
Subject Line = **Services Provided by ES**
Note (Reenter as additional follow up is conducted through actual placement):
(Describe services provided)

When customer is scheduled for Paid Work Experience:
Subject Line = **Referred to PWE**
Note:
It was identified that the lack of work experience prevents youth from securing employment in the field of interest. Youth was offered PWE with _____ (company) as a_____ (job title) for a duration of ____ (hours/weeks) upon successful completion of the drug and background screening.

When customer is scheduled to start OJT:
Subject Line = **Referred to OJT**
Note:
Customer is scheduled to start OJT on _____(date). *Include the name of employer, job title, wage rate and the length of the OJT.*

When job placement has occurred:
Subject Line = **Placement ES**

Note: Case note should include the details of placement to include the employer name, address, start date of employment, source of verification, wage per hour and hours per week.

Email required: send an e-mail to the Youth Coordinator with employment details, so program outcome can be completed (cut/paste your case note into e-mail).

When outreach is conducted and the Youth Employment Coordinator identifies that youth is already employed through school placement or alternate:

Subject Line = **Already Placed ES**

Note:

Contacted customer via phone/e-mail/in person. Customer is working at:

(include the name, address, phone number of the employer, job title, start date, wage rate, and weekly hours).

Email required: cut/paste your case note into an email to the Youth Coordinator that placement has occurred.

When outreach is conducted and training completer is refusing job placement services:

Subject Line = **Cust Refused Service ES**

Note: this should be a rare occurrence given the preparation and counseling provided through the Youth Coordinators. Youth Coordinators will be required to follow up with youth to assess case outcome.

For youth still enrolled in training program, Youth Coordinators will complete Employment verification form and enter employment details in EFM within 5 days of notification from the Youth Employment Specialist of placement.

For youth that have completed training program and ready to be exited, Youth Coordinator will complete an Outcome packet and will submit it to the Program Manager within 5 days of notification of placement.

WP Case closure will be completed by Program Manager when WIA case closure is done.

Standard Operating Procedures

Title: Work Experience for the Youth Connect Participants

Revised: July 1, 2012

To: Youth Connect Staff

CC: Donna Burns, Vice President

Attachments:

- **PWE Agreement**
- **PWE Training Outline**
- **Participant Update**
- **Code of Conduct for the PWE Participants**
- **Targeted Occupation List for Pinellas County**

Purpose: To provide an overview of Paid Work Experience for the WIA eligible youth and direction regarding the use of WIA funds to pay wages for Work Experience opportunities for WIA enrolled youth.

Work Experience is a planned, structured learning experience that takes place in a workplace setting for a limited period of time, and is primarily intended to teach good work habits and basic work skills for those who have never worked or who have not worked for a significant amount of time. Through Work Experience youth should be able to acquire personal attributes, knowledge, and skills needed to prepare them for post secondary education and/or entry into a demand occupation as listed on the approved Targeted Occupation List.

Although an employer may also receive some benefits from work experience in the form of work being done or recruiting a potential new employee, the primary goal of work experience is to benefit the participant.

The Paid Work Experience program is specifically designed to meet the needs of low income youth who face barriers to employment. Paid Work Experience is provided under a contract with an employer in the public, private non-profit, or private sector. Through the Paid Work Experience contract, work experience and/or occupational training is provided by the employer, for the trainee in exchange for 100 percent subsidization of the wages and payroll taxes to compensate for the site employer's training costs.

Attention must be given to ensure that work experience arrangements do not unfavorably impact current employees and do not impair existing contracts for services or collective bargaining agreements.

The participant will be paid wages at no less than the minimum wage described by State or Federal Law. All participant timesheets must be kept in the participant electronic file.

Payments:
WorkNet Pinellas will be an employer of record for the youth participating in PWE, and will make payments in the form of wages paid directly to the Paid Work Experience Trainee for the time worked.

Responsibilities of the Site Employer:
Participating employers will employ a Paid Work Experience trainee for a period of two (2) to four (4) weeks at up to forty (40) hours per week, or for a period of four (4) to six (6) weeks at up to thirty (30) hours per week, and to provide training as described in the Training outline.

The Site Employer will maintain time records in accordance with generally accepted accounting procedures and practices which sufficiently and properly reflect time worked by the Paid Work Experience Trainee and will provide time sheets to the Youth Connect staff for the payroll.

A Work Experience Agreement must be completed and signed by the participating employer and PEF prior to the start of the work experience. The PWE Agreement may be used for a group training with a single work site provided that the learning plan, job description, work conditions, wages, and term of the agreement are the same for all participants covered under this agreement.

Responsibilities of the Youth Connect staff:
A Youth Employment Specialist will be responsible for marketing of the PWE program, recruiting employers who are committed to helping participants receive high quality experience and training, and who are willing to work closely with program staff. Preference will be given to those employers that show flexibility in working with youths who have issues that may present barriers to employment, and who agree to provide employment for youths upon successful completion of their work experience. Youth Employment Specialist will formalize worksite agreements with worksite supervisors prior to youth beginning their work experience and will assist with outlining of the industry specific training that will be offered to each participant.

Youth Coordinators will visit employer's work site prior to developing a PWE agreement to assure that the health and safety standards established under Federal and State law are met.

Youth Connect staff will refer qualified candidates to the PWE orientation and will make an effort to match worksites with participants' personal and professional interests and goals.

Group orientation should be conducted by the Youth Career Trainer and should communicate the overall benefits of the work experience program, outline program expectations for work behavior, and address any outstanding procedural questions from youth prior to the start of the program.

A drug test and background check must be performed prior to the PWE placement for every youth that show interest in Paid Work Experience.

Selected youths must be referred to the in-house two-day Work Readiness Training prior to the worksite placement. Work Readiness Training shall be engaging, focused on the foundation skills desired by employers and shall ensure that youths are adequately prepared for their work experience.

The Work Readiness Skills Training will include:

- Proper workplace behavior
- Responsibility and adherence to work schedules
- Respect and communication with fellow employees
- Appropriate wardrobe and hygiene
- Understanding that a company must make a profit
- Commitment to long term employment

Youth will be scheduled for the interview with the actual employer or the Youth Employment Specialist who represents that employer. Once youth was matched with the participating employer, the New Hire paperwork with training outline, wage rate and start/end date will be submitted to the WorkNet's payroll staff, who will add that PWE participant to their EzLabor system.

Youth Employment Specialists will conduct ongoing monitoring/oversight through phone communication and in-person visits that are essential to ensuring high quality experiences and heading off problems between worksite supervisors and youth.

Upon completion of the paid work experience, a Youth Employment Specialist will facilitate transition of the youth into an unsubsidized employment.

Modification and Termination:

Modification:
If either party wishes to modify, change, or amend the PWE agreement, other than as described elsewhere in the agreement, the proposed changes shall be submitted to the other party in accordance with the Notice section under the agreement. No modification, amendment, or alteration in the terms or conditions contained herein shall be effective unless contained in a written document prepared with the same or similar formality as the PWE agreement and executed by the Employer and PEF.

Termination:
At Will or Lack of Funds: the PWE agreement may be terminated by either party upon no less than thirty (30) days notice, without cause. Said notice shall be delivered by certified mail or in person. In the event that funds to finance this agreement become unavailable, PEF may terminate the agreement within less than seven (7) days notice in writing to the Site Employer, delivered by certified mail or in person.

Termination for Breach: unless the employer's breach is waived by PEF in writing, PEF may, by written notice of breach to the employer, terminate the agreement upon no less than seventy-two (72) hours notice delivered by certified mail, return receipt requested, or in person with proof of delivery. Waiver of breach of any provision of this agreement shall not be deemed to be a waiver of any other breach and shall not be construed to be a modification of the terms of the OJT agreement.

Attachment I

WORKSITE AGREEMENT

Workforce Investment Act (WIA) Funded Paid Work Experience for Youth

In order to meet the challenges of high unemployment for young workers, Pinellas Education Foundation/Youth Connect program on behalf of WorkNet Pinellas, Inc has established a Paid Work Experience program specifically designed to meet the needs of low income youth who face barriers to employment. Paid Work Experience is provided under a contract with an employer in the public, private non-profit, or private sector. Through the Paid Work Experience contract, occupational training is provided by the employer, for the trainee in exchange for 100 percent subsidization of the wages and payroll taxes to compensate for the site employer's training costs.

THIS AGREEMENT is entered into this _____ day of _____between Pinellas Education Foundation (PEF), herein referred to as "Provider" and_____ hereinafter referred to as the "Site Employer". This agreement shall end on the date listed in Attachment I. No subsidized payroll expenses shall be incurred after the agreement end date.

Pinellas Education Foundation and the Site Employer will work together to enhance the employability of the Youth Connect Program participants by:

a. Providing well supervised, well structured and meaningful work experience
b. Increasing participants' knowledge of and experience with specific work skills

To ensure that trainee will have a realistic work experience, the Site Employer agrees to assign meaningful tasks on the same basis used with regular employees.

I. The Site Employer Agrees:

a) To provide PEF with a list of the work experience positions, work hours and descriptions of the job activities by completing the Paid Work Experience Training Outline attached to this agreement.

b) To provide employment and/or training as specified in Attachment I, the Training Outline. All eligible occupations for the Paid Work Experience program can be found on the Region 14 Targeted Occupations List (Attachment III).

c) To employ Paid Work Experience trainee for a period of two (2) to four (4) weeks at up to forty (40) hours per week, or for a period of four (4) to six (6) weeks at up to twenty (20) hours per week, if the trainee has the minimum level of performance required for the job title in which the person will be trained. The length and scope of training will be determined in coordination with Provider's Youth Employment Specialist and Youth Coordinator.

d) To employ only those trainees referred to the Site Employer and declared eligible by the Provider as the Youth Connect Program participants, and permit trainee to start work only with prior approval from the provider.

e) The trainee(s) under this agreement or any amendment hereto shall be compensated by Pinellas Education Foundation at the rate as other persons employed in the same or similar job. PEF through Employer of record will also cover other payroll related costs such as social security and Medicare taxes, unemployment taxes,

workers compensation insurance and costs associated with drug screenings and background checks. The trainee is to be provided with the same working conditions including pay and fringe benefits accorded to other employees presently in the employer's workforce.

II. Provider Agrees:

a) To determine eligibility of the youth trainee and the occupation.

b) Pinellas Education Foundation will use WorkNet as an Employer of record for the eligible trainee at the inception of his/her training period as a member of WorkNet's temporary employment work force.

c) To pay an amount at 100% of the hourly rate per participant for a time period of 2 to 4 weeks for full time training or for a time period of 4 to 6 weeks for part time training based on job skill level or the end date of the agreement. Time periods exceeding the 4 weeks or 6 weeks must be preapproved by Pinellas Education Foundation/ Youth Connect Program Manager. Provider's performance and obligation to pay under this agreement is contingent upon availability of funds.

III. Payments:

Provider though Employer of record (WorkNet Pinellas) will make payment in the form of wages paid directly to the Paid Work Experience Trainee for time worked. Payroll reimbursements will occur every two weeks.

The site employer is required to provide a completed and supervisor approved timesheet to the Pinellas Education Foundation Youth Connect offices no later than noon, Monday prior to the Friday pay date. (E.g. Timesheets for a Friday September 16, 2011 pay date shall be received no later than noon, Monday, September 12, 2011). Attached is a designed timesheet for site employers to use

In the event that a timesheet is not received in a completed and timely manner, the employee will not be paid during the current pay cycle. Wages will be paid during the following pay cycle.

IV. Program Requirements:

1. The Site Employer shall inform an authorized Representative of the PEF Youth Connect Program of any continued absenteeism, sickness, or other problems that may arise regarding a Paid Work Experience trainee for any reason within five (5) days of the occurrence of the events.

2. The Site Employer shall notify an authorized Representative of PEF's Youth Connect Program, in writing, of the termination of a Paid Work Experience trainee for any reason within five (5) calendar days of the occurrence of the events.

3. The trainee shall be paid for overtime hours worked in accordance with federal, state and local laws.

4. No currently employed worker shall be displaced by a Paid Work Experience trainee. This includes partial displacement such as reduction in the hours of no overtime work, wages or employment benefits.

5. No funds provided by this agreement shall be used to train participants to fill a job opening created by the action of the employer in laying off or terminating the employment of any person in anticipation of filling the vacancy with a Paid Work Experience trainee.

6. No Paid Work Experience trainee shall be hired into or remain working in any position when the same or substantially equivalent position is vacant due to a hiring freeze or when any regular employee is on lay-off from the same or substantially equivalent position or when the regular employee has been bumped and has recall or bumping rights to that position pursuant to the employer's personnel policy or a collective

bargaining agreement.

7. No officer, employee, agent or representative of the Site Employer has charged or shall charge an individual a fee for the placement or referral of such individual in or to a Paid Work Experience position funded under this agreement.

8. If a Collective Bargaining Agreement is in effect during this agreement period covering occupations in which training will take place, then the Site Employer will notify in writing the appropriate collective bargaining agent for the occupation in which training will take the place of this Paid Work Experience program and the employer will obtain the written concurrence from the collective bargaining agent, or in the alternative if the employer has not received a response from the collective bargaining agency within thirty (30) days after written notification to the collective bargaining agent, the employer shall maintain written evidence of the notification to and the concurrence of the collective bargaining agent.

V. Terms and Conditions:

1. Site Employer agrees to maintain time records in accordance with generally accepted accounting procedures and practices which sufficiently and properly reflect time worked by the Paid Work Experience Trainee.

2. Site Employer agrees to allow access to these records during normal hours of operation for inspection, review, or audit by personnel duly authorized by PEF, as well as by federal personnel.

3. Site Employer agrees to be liable for, and to indemnify, defend, and hold Pinellas Education Foundation harmless, to the extent allowed by law, from all claims, suits, judgments, or damages, including court costs and attorneys' fees, arising out of the negligent acts or omissions of the Site Employer or the Paid Work Experience Trainee in the course of the operation of this agreement. Nothing herein is intended to serve as a waiver of sovereign immunity by any provider to which sovereign immunity may be applicable. Nothing herein shall be construed as consent by a state agency or political subdivision of the State of Florida to be used by third parties in any matter arising out of any agreement.

VI. Modification:

If either the Site Employer or Pinellas Education Foundation wishes to modify, change, or amend this Agreement, other than as has been described elsewhere in this Agreement, the proposed changes shall be submitted to the other party in accordance with the Notice section under this Agreement. No modification, amendment, or alteration in the terms or conditions contained herein shall be effective unless contained in a written document prepared with the same or similar formality as this Agreement and executed by employer and Pinellas Education Foundation.

VII. Termination:

a) **At Will or Lack of Funds:** This agreement may be terminated by either party upon no less than thirty (30) days notice, without cause. Said notice shall be delivered by certified mail or in person. In the event funds to finance this agreement become unavailable, Pinellas Education Foundation may terminate the agreement upon no less than seven (7) days notice in writing to the employer. Said notice shall be delivered by certified mail or in person.

b) **Termination for Breach:** Unless the employer's breach is waived by Pinellas Education Foundation in writing, PEF may, by written notice of breach to the employer, terminate the agreement upon no less than seventy two (72) hours notice. Said notice shall be delivered by certified mail, return receipt requested, or in person with proof of delivery. Waiver of breach of any provision of this agreement shall not be deemed to be a waiver of any other breach and shall not be construed to be a modification of the terms of the agreement.

VIII. Notice and Contact:

The name, address & phone # of the representative for the employer for this agreement is:

_____
_____
_____
_____

The representative for Pinellas Education Foundation for this agreement is:

Terry Boehm, President
Pinellas Education Foundation
12090 Starkey Rd
Largo, Fl 33773

This agreement and its attachments as referenced, contain all the terms and conditions agreed upon by the parties. By signing below the employer assures that the organization has not violated anti-discrimination statutes; labor and employment laws; environmental laws; or health and safety laws.

IN WITNESS WHEREOF, the parties have caused their hand to be set by their respective authorized officials hereto.

_____ _____
Authorized Employer Representative, Title **Terry Boehm, President**

_____ **Pinellas Education Foundation**
Organization Name

_____ _____ **Date**
Date

_____
Employer's Federal I.D. Number

Attachment II

Paid Work Experience Worksite Position Request and Training Outline

Training Employer: _____

Contact Person and Title: _____**Phone:** _____

E-mail: _____ **Fax:** _____

Address: _____

Training Site: _____

Job Title: _____ **Occupational Title**:_____ **No of posit:** ___

Hourly Wage: _____ **Length of Training:** _____(weeks) _____(Hrs per week)

Anticipated Start Date of PWE: _____ **Anticipated End Date:** _____

Immediate Supervisor *(if different then above):* _____

E-mail: _____ **Phone:** _____

List Job Duties in which training will be provided (use additional sheets or attach formal job description).

_____

_____

_____

_____

Special attire or other instructions trainee should be aware of before starting work at your agency:
_____
_____

****

(For PEF/Youth Connect staff use only)

Trainee Name: _____ **SSN:** _____

Start date of PWE: _____ **Ending Date of PWE:** _____

Cost to PEF: _____

_____ _____

Employer/Supervisor Signature/Date **PEF Authorized Signature/Date**

(Original Signature) **(Original Signature)**

Attachment III

Participant Update

This is a statement to certify that _____ (participant name) has received training as specified in the Training Outline from: _____ to _____.

Trainee SSN#:_____

Site Employer: _____

Site Employer Contact, Address & Phone:

_____
_____
_____

Amount Incurred by PEF: _____ (100% hourly rate)

# of Weeks Requested: _____

PLEASE ATTACH COMPLETED AND APPROVED TIMESHEET FOR WEEKS SUBMITTED

_____ _____

NAME **Date**

Site Employer's Representative

_____ _____

NAME **Date**

Pinellas Education Foundation

Attachment IV

Code of Conduct for the Paid Work Experience Participants

The Youth Connect Paid Work Experience Program is designed to be a learning experience for youth participants as well as a beneficial arrangement for the worksites and Supervisors. To make this happen, rules must be followed.

Each participant of the Youth Paid Work Experience is expected to:

- Give willingly a full day's effort as demonstrated by punctual and regular attendance; apply individual skills, training and conscientious care in avoiding the waste of time, effort, facilities or materials in both scheduling and performing work.
- Deal fairly, reasonably, considerably and honestly with all engaged in Paid Work Experience activities or associated with it in any way, including fellow employees at the work site, supervisors, and Youth Connect staff.
- Comply fully with the principles, policies and instructions that are established for conducting the activities of Paid Work Experience by the Site employer and Youth Connect.
- Abide by the established ethical, moral and legal codes, which govern the behavior of both individuals and associations of people in business or private life.

Behaviors that can result in probation, suspension, or termination include:

• Excessive tardiness or absences without documentation
• Swearing and fighting
• No call-no show for work or field trips
• Leaving the worksite without permission
• Failure to follow worksite rules or instructions
• Having a bad work attitude
• Insubordination
• Possessing anything illegal or any illegal activities
• Inappropriate visitors on the worksite
• Lying to your Supervisor, Youth Employment Specialist, or on your timesheet

When Worksite and/or Youth Connect Rules are broken, **your Supervisor or Youth Employment Specialist can suspend or terminate your employment immediately as a result of illegal and/or unsafe behavior on the job.**

_____ _____
Signature of the PWE Trainee **Date**

_____ _____
Signature of Youth Employment Specialist **Date**

Standard Operating Procedures

Title: On the Job Training Opportunities (OJT)

Revised: July 1, 2012

To: Youth Connect Staff

CC: Donna Burns, Vice President

Attachments:

- **OJT Employer Agreement**
- **OJT Training Outline**
- **OJT Participant Update**
- **WIA Youth OJT Onsite Assessment**
- **OJT Individual Service Plan**
- **Targeted Occupation List for Pinellas County**

Purpose:
To provide guidance and overview of the OJT as a training option for youth to ensure compliance with Federal Regulation requirements under the Workforce Investment Act.

OJT services are primarily intended to offer training in an actual work situation that allow youth to develop specific occupational skills or to obtain specialized skills required by an individual employer that will lead youth to economic stability and self sufficiency.
OJT may be sequenced with or accompanied by other types of training such as vocational training and basic skills training.

Training is conducted by a private, private-non-profit or public sector employer and occurs while an individual is engaged in productive work; learning on-the-job the skills and information necessary for satisfactory job performance.

Positive features of OJT are:

- The participant begins training as a permanent employee with the employer and is subject to the same conditions of employment as other similarly employed individuals.

- The participant starts earning a wage immediately and receives employer sponsored benefits when they are available; benefits such as health insurance, retirement, etc.

- The participant receives training in a production setting, under appropriate supervision, gaining knowledge of the job and acquiring and applying occupational skills while performing on the job.

- Training time leads to greater proficiency in the occupation for which the training is being provided.

Training contracts are directed at employers who are able to provide occupational skill training and full-time employment that leads to self-sufficiency for the participant. Employers must agree first to hire and then to train eligible WIA Youth participants. A training payment is provided to the employer to compensate for the extraordinary costs of training; extraordinary costs are those associated with workplace training and additional supervision. This training payment can be paid as a monthly reimbursement or at the end of the training contract.
All training assistance awards are based on eligibility and available funding. High Skill/High Wage opportunities are preferred.

On-the-Job Training (OJT) is a training agreement between an employer, job seeker, and the Pinellas Education Foundation. The following clauses are agreed upon:

The Vendor Commits to:

Commitment to Train: The Vendor agrees to provide occupational training to the employee to attain an acceptable level functioning in the occupation as it exists in the employing establishment and as specified in the attached training outline (Attachment I) for stated occupation.

Commitment to Retain: The Vendor agrees that upon successful completion of the training program and/or completion of the Vendor's customary probationary period, the trainee will continue to be employed as a regular member of the Vendor's workforce.

Commitment to Compensation and Pay Increase: The Vendor agrees to compensate the trainee at the rate of pay, including periodic increases, as other persons employed by the employer in the same or similar jobs. Also, the trainee is to be provided with the same terms of employment, insurance coverage, working conditions, pay and fringe benefits, accorded to the employees presently in the employer's workforce

De-obligation of Funds: If at any time State or Federal funds in support of this Agreement become unavailable, this Agreement shall be terminated immediately upon written notice of such fact by the PEF to the Vendor. In the event of termination, the Vendor shall be entitled to payment for approved incurred costs only to the extent that funds are made available to the PEF to make such payments.

Participant Time and Attendance: The Vendor will keep a record of participant's time and attendance, documenting training time. The Vendor shall be responsible for the repayment of any payments paid based on improperly supported invoices and shall return such funds to the PEF.

PEF Commits to:

Determine Eligibility: PEF agrees to determine eligibility of the trainee and occupation.

Assessment Process:

- An Onsite assessment is completed to determine the eligibility, suitability, and safety of the employer and their facilities.
- An in-depth assessment of the occupational and academic skills of a participant as well as their prior work experience, interests and abilities is completed prior to OJT placement.
- An OJT Individual Service Plan is completed to determine the eligibility and suitability of the position and the participant.

Manage the OJT Agreement: PEF agrees to make regular payment for employment and/or training identified in Attachment I, the Training Outline of the executed OJT Agreement. Payment shall not exceed 50% of the

hourly rate per participant for a time period of up to 8 weeks based on job skill or the end date of the agreement. Time periods may be preapproved exceeding the 8-week period by the PEF President. Payment and obligation to pay under an OJT agreement is contingent upon availability of funds. Upon receipt of Eligibility, Attachment I and Attachment II, and in accordance with the procedures and requirements for payment outlined in the OJT agreement under Section III.

A fixed rate of reimbursement will be used through the duration of the contract. OJT payments will be based upon a 40-hour work week.

Program Requirements:

Both parties agree to the requirements defined under Section IV in the OJT agreement.

Terms and Conditions:

1. The Vendor agrees to maintain books, records and documents in accordance with generally accepted accounting procedures and practices which sufficiently and properly reflect all expenditures of funds by PEF under the OJT agreement.
2. The Vendor agrees to retain all financial records, including the time and attendance records of the PEF/Youth Connect participant and any other documents pertinent to this agreement for a period of up to three (3) years after termination of the OJT agreement, or if an audit is initiated and audit findings have not been resolved at the end of the three (3) years, the records shall be retained until the resolution of the audit findings.
3. The Vendor agrees to allow access to these records during normal hours of operation for inspection, review, or audit by personnel duly authorized by PEF, as well as federal personnel.
4. The Vendor agrees to return to PEF any overpayment due to unearned funds or funds disallowed pursuant to the terms of the OJT agreement.
5. The Vendor agrees to be liable for, and to indemnify, defend and hold PEF harmless, to the extent allowed under law, from all claims, suits, judgments, or damages arising out of all negligent acts or omissions of the Vendor in the course of operation of this agreement.

Modification and Termination:

Modification:
If either party wishes to modify, change, or amend the OJT agreement, other than as described elsewhere in the agreement, the proposed changes shall be submitted to the other party in accordance with the Notice section under the agreement. No modification, amendment, or alteration in the terms or conditions contained herein shall be effective unless contained in a written document prepared with the same or similar formality as the OJT agreement and executed by the Vendor and PEF.

Termination:
At Will or Lack of Funds: the OJT agreement may be terminated by either party upon no less than thirty (30) day notice, without cause. Said notice shall be delivered by certified mail or in person. In the event funds to finance this agreement become unavailable, PEF may terminate the agreement within less than seven (7) days notice in writing to the Vendor, delivered by certified mail or in person.

Termination for Breach: unless the Vendor's breach is waived by PEF in writing, PEF may, by written notice of breach to the employer, terminate the agreement upon no less than seventy-two (72) hours notice delivered by certified mail, return receipt requested, or in person with proof of delivery. Waiver of breach of any provision of this agreement shall not be deemed to be a waiver of any other breach and shall not be construed to be a modification of the terms of the OJT agreement.

If an employer fails to provide a participant with long-term employment, wages, benefits and/or working conditions equal to those provided to regular employees, the employer has failed the OJT agreement and will not be eligible for future contracts. Such employers may be provided another opportunity to participate in training if they make a request for reconsideration and if the circumstances attributed to the failure have changed. However, an employer exhibiting a pattern of failure will not be eligible to participate in future OJT agreements.

Participant and Employer Recruitment:
As soon as the Youth Employment Specialist and the Youth Coordinator determine that OJT is the best course of action for a participant, the Youth Employment Specialist can begin OJT development. Efforts may include:

1. Selective job development in which the Youth Employment Specialist makes the initial employer contact on behalf of the participant; or

2. A joint activity in which the Youth Employment Specialist and participant develop a list of eligible employers and the participant initiates contact with the employer. When this approach is used, the participant should be provided with a letter that briefly describes the OJT program and asks interested employers to contact the Youth Employment Specialist prior to hiring the individual.

3. A job applicant who is referred to the WIA Youth program by an employer may be enrolled in OJT only upon completion of WIA eligibility and an objective assessment in which OJT with the employer has been determined to be an appropriate activity and the employer has not already hired the individual.

4. Youth Employment Specialist will manage the employer side of any OJT development, finalize employer recruitment and draft the OJT contract. Job Order form will be submitted to the Business Services staff at WorkNet at least a day prior to the start date of OJT. The Business Services staff will enter and update job orders.

Developing Training Outline:
The skill requirements of the occupation should be examined with regard to the prior work experience, academic and occupational skill level of the participant. The Youth Employment Specialist and employer will compare specific occupational skills that are necessary to the participant's current abilities, identifying the skills and knowledge needed for satisfactory performance in the occupation.

The Training Outline will identify the specific skills and knowledge areas that will be taught to the trainee over the course of the training contract. Once written, the Training Outline becomes part of the OJT Agreement.

Youth Employment Specialists are encouraged to use the Occupational Summary Report available through O-Net when developing the Training Outline. A job title or occupational code can be entered at http://online.onetcenter.org/crosswalk/ to obtain a comprehensive job description that includes: tasks, knowledge, skills, abilities, and work activities. This information can then be used to compare the participant's current skills and abilities to the specific tasks and knowledge areas that must be learned.

Managing and Monitoring an OJT:
The training site visit is an opportunity for the Youth Employment Specialist to provide technical assistance if necessary and ensure the participant's training is progressing as anticipated. The Youth Employment Specialist should visit the training site at least one time early in the training period with additional visits as deemed necessary.

In addition to the on-site visit(s), regular contact with the participant and the employer is expected and should be recorded in the participant's file. At a minimum, this type of contact will occur monthly by telephone or e-mail.

Site visits and follow-up contacts should focus on the following:

- training is occurring as outlined in the Training Outline; and
- the employer is abiding by the terms and conditions of the contract; and
- concerns or problems that might jeopardize the participant's successful completion of training are identified and resolved.

Time sheets, payroll printouts, signed employment verification forms or paystubs may be used to support payment and total hours worked. Documentation must show total hours worked for the week and wage per hour.

Requests for payment and required back up documentation will be handled through the Youth Connect Program Manager in coordination with the Accountant.

Attachment I
ON THE JOB TRAINING (OJT) EMPLOYER AGREEMENT

In order to promote reintegration into the workforce, Pinellas Education Foundation on behalf of WorkNet Pinellas, Inc has established an On the Job Training (OJT) program for WIA eligible youth. OJT is provided under a contract with an employer in the public, private non-profit, or private sector. Through the OJT contract, occupational training is provided for the trainee in exchange for the reimbursement of up to 50 percent of the wage rate to compensate for the employer's training costs.

THIS AGREEMENT is entered into this ____ day of _____between Pinellas Education Foundation herein referred to as PEF and_____ hereinafter referred to as the "employer". This agreement shall end on the date listed in Attachment I. No payments shall be made after the agreement end date.

IV. The Employer Agrees:

a) To provide employment and/or training as specified in Attachment I, the Training Outline. All eligible occupations for the PEF OJT program can be found on the Region 14 Targeted Occupations List (Attachment III).
b) The employer shall hire the eligible trainee at the inception of his/her training period as a member of the employer's regular permanent work force. The employer will be requested to retain the trainee as a permanent employee at the conclusion of his/her training period, for a minimum of six (6) months, if the trainee has the minimum level of performance required for the job title in which the person was trained.
c) The trainee(s) under this agreement or any amendment hereto shall be compensated by the employer at the rate, including periodic increases, as other persons employed by the employer in the same or similar jobs. Also, the trainee is to be provided with the same terms of employment, insurance coverage, working conditions, pay and fringe benefits, accorded to other employees presently in the employer's workforce.

V. PEF Agrees:

a) To determine eligibility of the trainee and occupation.
b) To make payments for employment and/or training identified in Attachment I, Training Outline.
c) To pay an amount not to exceed 50% of the hourly rate per participant for a time period up to 8 weeks based on job skill level or the end date of the agreement. Time periods exceeding 8 weeks must be preapproved by the Pinellas Education Foundation President. PEF performance and obligation to pay under this agreement is contingent upon availability of funds.
d) To make payments per individual as identified in Attachment II on a reimbursement basis and in accordance with the procedures and requirements for payment outlined in Section III.

VI. Payments:

A fixed reimbursement rate will be used for all OJT contracts. Under this system, employers are reimbursed the same proportion of the customer's wage throughout the duration of the contract.

OJT payments will be made in an amount not to exceed 50% of the participant hourly rate for a time period determined by necessary skill level or a maximum of 8 weeks. OJT payments will be based on a

maximum 40 hour work week. PEF will not be responsible for payments that exceed 40 hours such as overtime. PEF retains the right to exceed the 8 week limit based on preapproval of specialized training.

PEF will make payment to the employer upon receipt of Attachment I- Training Outline, Attachment II- Participant Update along with copies of payroll forms showing the pay rate of the participant.

In the event that the paperwork is not received within 45 days of the agreement end date, PEF will not pay for the cost of the training. In the event that the agreement is not effective for the determined number of weeks or 8 weeks in advance of the participants training, payments will be limited to the number of weeks based on contract end date.

VII. Program Requirements:

1. The employer shall inform an authorized Representative of PEF of any continued absenteeism, sickness, or other problems that may arise regarding a trainee for any reason within five (5) days of the occurrence of the events.

2. The employer shall notify an authorized Representative of PEF, in writing, of the termination of a trainee for any reason within five (5) calendar days of the occurrence of the events.

3. The trainee shall be paid for overtime hours worked in accordance with federal, state and local laws. PEF will not reimburse 50% of any overtime.

4. No currently employed worker shall be displaced by an OJT trainee. This includes partial displacement such as reduction in the hours of non-overtime work, wages or employment benefits.

5. No funds provided by this agreement shall be used to train participants to fill a job opening created by the action of the employer in laying off or terminating the employment of any person in anticipation of filling the vacancy with an OJT trainee.

6. No OJT trainee shall be hired into or remain working in any position when the same or substantially equivalent position is vacant due to a hiring freeze or when any regular employee is on lay-off from the same or substantially equivalent position or when the regular employee has been bumped and has recall or bumping rights to that position pursuant to the employer's personnel policy or a collective bargaining agreement.

7. No officer, employee, agent or representative of the employer has charged or shall charge an individual a fee for the placement or referral of such individual in or to an OJT position funded under this agreement.
8. If a Collective Bargaining Agreement is in effect during this agreement period covering occupations in which training will take place, then the employer will notify in writing the appropriate collective bargaining agent for the occupation in which training will take the place of this OJT program and the employer will obtain the written concurrence from the collective bargaining agent, or in the alternative if the employer has not received a response from the collective bargaining agency within thirty (30) days after written notification to the collective bargaining agent, the employer shall maintain written evidence of the notification to and the concurrence of the collective bargaining agent.

VIII. Terms and Conditions:

1. Employer agrees to maintain books, records and documents in accordance with generally accepted accounting procedures and practices which sufficiently and properly reflect all expenditures of funds provided by PEF under this agreement.

2. Employer agrees to retain all financial records, including the time and attendance records of PEF participants, and any other documents pertinent to this agreement for a period of three (3) years after termination of this agreement, or if an audit has been initiated and audit findings have not been resolved at the end of three (3) years, the records shall be retained until resolution of the audit findings.

3. Employer agrees to allow access to these records during normal hours of operation for inspection, review, or audit by personnel duly authorized by PEF, as well as by federal personnel.

4. Employer agrees to return to PEF any overpayments due to unearned funds or funds disallowed pursuant to the terms of this agreement disbursed by PEF.

5. Employer agrees to be liable for, and to indemnify, defend, and hold PEF harmless, to the extent allowed by law, from all claims, suits, judgments, or damages, including court costs and attorneys' fees, arising out of the negligent acts or omissions of the employer in the course of the operation of this agreement. Nothing herein is intended to serve as a waiver of sovereign immunity by any provider to which sovereign immunity may be applicable. Nothing herein shall be construed as consent by a state agency or political subdivision of the State of Florida to be used by third parties in any matter arising out of any agreement.

VI. Modification:

If either employer or Pinellas Education Foundation wishes to modify, change, or amend this Agreement, other than as has been described elsewhere in this Agreement, the proposed changes shall be submitted to the other party in accordance with the Notice section under this Agreement. No modification, amendment, or alteration in the terms or conditions contained herein shall be effective unless contained in a written document prepared with the same or similar formality as this Agreement and executed by employer and PEF.

VII. Termination:

a) **At Will or Lack of Funds:** This agreement may be terminated by either party upon no less than thirty (30) days notice, without cause. Said notice shall be delivered by certified mail or in person. In the event funds to finance this agreement become unavailable, PEF may terminate the agreement upon no less than seven (7) days notice in writing to the employer. Said notice shall be delivered by certified mail or in person.

b) **Termination for Breach:** Unless the employer's breach is waived by PEF in writing, PEF may, by written notice of breach to the employer, terminate the agreement upon no less than seventy two (72) hours notice. Said notice shall be delivered by certified mail, return receipt requested, or in person with proof of delivery. Waiver of breach of any provision of this agreement shall not be deemed to be a waiver of any other breach and shall not be construed to be a modification of the terms of the agreement.

c) **VIII. Notice and Contact:**

The name, address & phone # of the representative for the employer for this agreement is:

_____
_____
_____
_____

The representative for Pinellas Education Foundation for this agreement is:

Terry Boehm, President
Pinellas Education Foundation
12090 Starkey Road
Largo, Fl 33773

This agreement and its attachments as referenced, contain all the terms and conditions agreed upon by the parties. By signing below the employer assures that the organization has not violated anti-discrimination statutes; labor and employment laws; environmental laws; or health and safety laws.

IN WITNESS WHEREOF, the parties have caused their hand to be set by their respective authorized officials hereto.

_____	_____
Authorized Employer Representative, Title	**Terry Boehm, President**
_____	**Pinellas Education Foundation**
Organization Name	
_____	_____
Date	**Date**
_____	
Employer's Federal I.D. Number	

Attachment II

TRAINING OUTLINE

1. **Job Title: _____**

2. **Trainee Name: _____ SSN: _____-____-_____**

3. **Hourly Wage: _____**

4. **Start Date of OJT: _____**

5. **List Job Duties in which training will be provided (use additional sheets or attach formal job description).**

_____
_____
_____
_____
_____
_____

6. Occupational Title: **_____**

7. Length of Training: _____ _____
Weeks Hours

8. Ending Date of OJT: _____

9. Cost to PEF: _____

_____ _____ **Employer's**
Signature/Date **PEF Authorized Signature/Date**
(Original Signature) **(Original Signature)**

Attachment III

Participant Update

Employer expense reimbursement is requested for providing training as outlined the Initial Hire Form.

This is a statement to certify that _____ (participant name) has received training as specified in the Training Outline from: _____ to _____.
hire date present date

Trainee SSN#:_____

Employer: _____

Employer Contact, Address & Phone:

_____
_____
_____

Amount Requested: _____ (50% hourly rate)

# of Weeks Requested: _____

PLEASE ATTACH PAYROLL RECORDS/PAYSTUB COPIES FOR WEEKS SUBMITTED

_____ _____
NAME Date
Employer's Representative

_____ _____
NAME Date
PEF Authorized Signature

WIA Youth On the Job Training
Onsite Assessment

Attachment IV

Employer Name: _____ **Date:** _____

OJT Program: WIA Youth **Contact Email:** _____**Contact Phone:**_____

Employer Assessment:

Current layoffs? ☐ Yes ☐ No

Positions listed on the Region 14 Targeted Occupations List? ☐ Yes ☐ No

Located in Pinellas County? ☐ Yes ☐ No

Miscellaneous Comments or remarks:

_____

_____

_____

Note: WIA Youth funding may not be used to support subsidized employment in state or local government or directly within a casino or gambling establishment, aquarium, zoo, golf course or swimming pool. The duration of an OJT through WIA Youth may not exceed 8 weeks.

Youth Employment Specialist: _____ Signature: _____ Date: _____

PRIVACY ACT STATEMENT: *Pursuant to 42 U.S.C. 1320b-7 (a) (1) (Social Security Act) and 7 C.F.R. 273.6, disclosure of your social security number is* ***mandatory****. Social security numbers will be used by the Agency for program administration including verification purposes, distinguishing one individual from another and for tracking and reporting purposes.*

On the Job Training for Youth
Individual Service Strategies Plan

Attachment V

Customer's Name: _____ **SSN:** _____ **Current Age:** _____

Program: **WIA Youth** **Funding:** ☐ **In School;** ☐ **Out of School**

OJT Employer: _____

OJT Employer Contact: _____ **OJT Employer Contact Phone:** _____**ext.**_____

Employer Assessment Requirements and Skills Gap Review:

Current Skills and Work History:

Job Skills required by Employer or new employment:

Signature of Youth Employment Specialist _____ Date: _____

Privacy ACT STATEMENT: *Pursuant to 42 U.S.C. 1320b-7 (a) (1) (Social Security Act) and 7 C.F.R. 273.6, disclosure of your social security number is* ***mandatory****. Social security numbers will be used by the Agency for program administration including verification purposes, distinguishing one individual from another, and for tracking and reporting purposes.*

Youth Connect Program

Standard Operating Procedures (Draft)

Title: Verification of Youth Placement Information

Date: July 1, 2012

To: All Youth Connect Program Staff

Cc: Donna Burns, Vice President

Purpose:
To provide guidance in the process of verifying employment, enrollment in post secondary education, apprenticeship or military for youth enrolled in the Workforce Investment Act (WIA) activities, and recording received information in Employ Florida Marketplace (EFM).

Verifying Employment

1. *Unsubsidized employment* --Unsubsidized employment is full-time or part-time employment that is not directly supplemented by federal or state funds. Paid apprenticeship is included in this activity.

2. *Self-Employment* – is a form of unsubsidized employment, full-time or part-time. For example: providing childcare from their home, landscaping services, housekeeping/ cleaning services, etc.

3. *Subsidized private sector employment.*--Subsidized private sector employment is employment in a private for-profit enterprise or a private not-for-profit enterprise which is directly supplemented by federal or state funds. A subsidy may be provided in one or more of the forms listed in this paragraph.

    a) On-the-job-training
    b) Paid Work Experience

4. *Subsidized public sector employment.*--Subsidized public sector employment is employment by an agency of the federal, state, or local government which is directly supplemented by federal or state funds. Public sector employment is distinguished from work experience in that the customer is paid wages and receives the same benefits as a non-subsidized employee who performs similar work. Work-study activities administered by educational institutions are included in this activity.

Only Unsubsidized employment, including self employment, can be recorded in to Employment Details in EFM and can be used for youth case closure or placement performance.
NEVER use an hourly wage rate that is lower than the State and/or Federal minimum wage rate. You will utilize the higher of the two.

Employment information can be obtained directly from the customer, Youth Employment Specialist or a Recruiter, UC screens showing NEW HIRE hits, Florida (DCF) records, SunTax, offer of employment letters, monthly contact forms, The Work Number, etc.

If Youth Employment Specialist or Youth Trainer have been working with youth providing job referrals or enrolled them in PWE/OJT, it is their responsibility to verify employment details and to complete employment verification (EV) form. Completed EV form should be given to the Youth Coordinator to enter employment details in EFM and to prepare case for closure.

Offer of employment letters often indicate a future start date. In this event staff must wait until after the start date of the offered employment to validate the actual start date and employment details.

If Employment is verified via phone with employer, a full name (first and last) of the Employer Representative needs to be recorded on the EV form. If person who confirms employment cannot or does not want to provide their full name, then the full name of the HR staff or the General Manager should be noted on the Employment verification form.

To verify self employment staff can use receipt of earnings, tax information, www.sunbiz.org, Florida records, phone or written verification from the person to whom youth provides paid services, or a detailed applicant statement from youth.

A Case note must be entered in EFM.
Case note sample:
Subject Line: Employment verification
Case note: Customer has started employment on 12/15/2011.
Employer:
Address:
Phone:
Job Title:
Wage rate/weekly hours
Employment verified with (name of the person) via phone.

Verifying enrollment into Post Secondary education, Apprenticeship or Military
The following documentation can be used to verify enrollment into Post Secondary education, Apprenticeship or Military: School registration forms, transcripts, community college or advanced training providers' information with verification of enrollment, cross-match with DCF (Florida System) or other agencies, apprenticeship verification or documentation of military service.

If staff is not able to obtain documentation from verifying institution, then phone verification should be completed and information should be recorded in the case notes in EFM. Case note should include the date of the contact, college/training provider's name, the full name of the person who verified school/military enrollment and their phone number as well as the start date of the classes/ military enrollment.

Case note sample:
Subject Line: Youth Placement verification
Case note: Spoke with Mary Lynn, from the Registrar office at USF, phone 813-111-3333, who verified that Ashley Smith has started Fall Semester at USF on 8/23/2011. Customer is pursuing AA degree.

Excluded from performance:

- **Institutionalized**
- **Health/Medical**
- **Deceased**
- **Family Care**
- **Relocated to a mandated program (Foster Care youth)**

The following documentation can be used to verify the above conditions:

For institutionalized: the arrest inquiry pages from the various law enforcement institutions, newspaper articles noting the arrest and detainment thereof, Dept. of Corrections, medical docs for institutional type facilities;
For Health/Medical: DCF CLRC case notes stating receipt of SSDI, or a medical condition, Doctor's note/Medical records, or a strong customer written or acceptable email statement that they can't work and/or continue in their assigned WIA Youth activities due to medical restrictions;
Family Care: need a strong customer written or acceptable email statement that they can't work and/or continue in their assigned WIA Youth Activities due to medical restrictions and often sharing the nature of those conditions;
Deceased: a copy of an obituary notice from the paper or online inquires, newspaper articles noting an individual's death, or strong validation of a family member/close friend/significant other to include their name, address and phone number.
Relocated to a mandated program: verification from the agency (letter or e-mail), or phone verification with agency representative to include their name, job title and phone number.

Youth Connect Program

Standard Operating Procedures

Title: Internal Monitoring Process

Revised: July 1, 2012

To: All Youth Connect Program Staff

Cc: Donna Burns, Vice President

Purpose:
To assure compliance with Workforce Investment Act Policies and Procedures through the hard file audits and MIS system reviews.

To provide for Continuous Quality Improvement and staff growth, an internal monitoring program will be followed with semi-annual electronic file reviews, "face-to-face" meetings between supervisor and staff, and corrective action for any problematic issues.

Process:
A two level process of peer and supervisory review will occur on the semi-annual basis (July and January). This internal monitoring will allow for electronic (hard copy) file review, validation of data in the MIS system and staff training, and will be a cornerstone to our continuous quality improvement plan.

Peer-to-Peer Review:
The Program Manager will randomly pull 2 to 5 cases for each staff member to complete peer to peer review using WIA Review Tool**.** All files pulled for the internal review will be available electronically.

The WIA Review tool will allow the reviewer to define problems and the responder to define what corrective steps have been made to fix those errors or concerns. A time frame of 10 days between the audit completion and the responder's corrective action will be required to ensure the process is timely and beneficial for staff whose work is being reviewed.
Upon completion by both parties, completed WIA Review tools will be forwarded to the Program Manager for the reporting purposes.

Supervisory Review:
After the Peer-to-Peer review is completed the Program Manager will randomly pull 20% of the cases previously reviewed by staff for the supervisory review.

Completed review forms will be forwarded to each Youth Connect staff with defined "Corrective Action" plan and projected completion date noted on the review tool. The Program Manager will provide guidance in fixing issues revealed during the internal monitoring process.

Upon receipt of staffs' responses to their peer audit findings, the Program Manager will schedule a meeting with each staff to review findings and recommended corrective actions. Suggested changes to the handling of the case load and training topics will be documented on the "Staff Training Record". The Staff member and Program Manager will sign and date the record to document this face-to-face session. "Staff Training Record" will be stored in the staff's file at Pinellas Education Foundation.

Ongoing Monitoring Process:
Youth Coordinators will submit new intake packets to the Program Manager for review and approval for enrollment. No cases will be entered into EFM without prior review and approval.

Validation of ongoing data entry will be conducted by the Program Manager and a list of data entry errors will be submitted to the Youth Connect staff for corrections. Deficient areas may require an action plan, or additional group or individual training.