

# Career Services Committee Meeting

August 26, 2021



# 8/26/21 CAREER SERVICES COMMITTEE MEETING DETAILS

Meeting Details

Meeting Agenda

Welcome

Roll Call

Public Comment

Approval of Minutes

Information / Discussion / Action Items

Other Business

Adjournment

**What:** Career Services Committee Meeting

**When:** Thursday, August 26, 2021

3:00 p.m. – 4:30 p.m.

**Where:** CSCF Admin Office  
390 North Orange Ave., Suite 700 (7<sup>th</sup> Floor)  
Orlando, FL 32801

or

Virtual Option via Zoom:

Link: <https://careersourcecf.zoom.us/j/86745321011?pwd=MG1hUTI0Y2NxRVRCWTR1aFNZdW9tUT09>

Dial In: 1 (929) 205-6099 / Meeting ID: 867 4532 1011

Passcode: 507419





# 8/26/21 CAREER SERVICES COMMITTEE MEETING AGENDA

Agenda Item	Topic	Presenter	Action Item
1.	Welcome	Andrew Albu	
2.	Roll Call / Establishment of Quorum	Kaz Kasal	
3.	Public Comment		
4.	Approval of Minutes <b><u>A. 6/11/21 Career Services Committee Meeting</u></b>	Andrew Albu	X
5.	Information / Discussion / Action Items A. Review Performance Targets and Provide Insight to Ensure Investment and Goal Attainment		
	1) <b><u>Career Services Committee Charter – Annual Review</u></b>	Andrew Albu	X
	2) <b><u>Policies:</u></b>	Mimi Coenen	
	a) <b><u>Priority of Service for Veterans and Eligible Spouses</u></b>		X
	b) <b><u>Staffing Requirements – Jobs for Veterans’ State Grant</u></b>		X
	3) <b><u>CSCF Operational Divisions</u></b>	Operations Directors	
	4) <b><u>July 2021 Scorecard</u></b>	Nilda Blanco	
	5) <b><u>Summer Youth Overview and Outcomes</u></b>	Jason Lietz	
	6) <b><u>Legislative Updates</u></b>	Mimi Coenen	
6.	Other Business		
7.	Adjournment		

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# WELCOME



Meeting Details

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Welcome

Roll Call

Public Comment

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Other Business

Adjournment

# ROLL CALL



Meeting Details

Meeting Agenda

Welcome

Roll Call

**Public Comment**

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Adjournment

# PUBLIC COMMENT



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# APPROVAL OF MINUTES







**DRAFT**  
**Career Services Committee Meeting**  
**Friday, June 11, 2021**  
**3:00 p.m.**

**MINUTES**

**MEMBERS PRESENT:** Paul Bough, Andrew Albu, Mark Havard, Bryan Orr, Melanie Stefanowicz, and Jim Sullivan

**MEMBERS ABSENT:** Amy Albee-Levine, Keira des Anges, Ed James, Kathleen Plinske, David Sprinkle, and Al Trombetta

**STAFF PRESENT:** Pam Nabors, Mimi Coenen, Jason Lietz, Lesley Harris and Kaz Kasal

Agenda Item	Topic	Action Item / Follow Up Item
1	<b>Welcome</b> Mr. Bough, Committee Co-Chair, called meeting to order at 1:07 p.m.	
2	<b>Roll Call / Establishment of Quorum</b> Ms. Kasal reported a quorum present.	
3	<b>Public Comment</b> None offered.	
4	<b>Action Items</b> <u>Approval of Minutes</u> <ul style="list-style-type: none"> <li>Reviewed draft minutes from 3/25/21 Career Services Committee meeting (attachment).</li> </ul>	<b>Ms. Stefanowicz made a motion to approve the minutes from the 3/25/21 Career Services Committee meeting. Mr. Sullivan seconded; motion passed unanimously.</b>
5	<b>Information and Discussion</b>  <u>New Training Providers – ETPL (attachment)</u> <ul style="list-style-type: none"> <li>Reviewed action memo on new training providers and their respective vocational training offerings for CSCF's Eligibility Training Provider List (ETPL), for FY 2021-2022.</li> </ul> <u>New Training Programs (attachment)</u> <ul style="list-style-type: none"> <li>Reviewed action memo on new training programs that have been added on the Eligible Training Provider List (provided by training providers already on the ETPL).</li> </ul>	<b>Ms. Stefanowicz made a motion to approve the Eligible Training Providers List for Regional 12, as presented, and to move to Board for final approval and implementation. Mr. Sullivan seconded; motion passed unanimously.</b>  <b>Mr. Albu made a motion to approve the training programs, as outlined in memo, for inclusion as a program on the ETPL Region 12 and to move to Board for final approval. Mr. Havard seconded, with Ms. Stefanowicz abstaining; motion passed unanimously.</b>





	<p><u>Youth Navigator Contract (attachment)</u></p> <ul style="list-style-type: none"> <li>Reviewed action memo on the RFQ (Request for Qualification) solicitation and evaluation process for Youth Navigator for Fiscal Year 2021-2022. The review team's summary of their evaluation was provided on a matrix within the memo.</li> </ul> <p><u>One Stop Operator Contract (attachment)</u></p> <p>Reviewed action memo on RFP (Request for Proposal) solicitation and evaluation process for One-Stop Operator. The review team's summary of their evaluation was provided on a matrix within the memo. Staff request further review of top three applicants via interviews.</p>	<p><b>Mr. Sullivan made a motion to authorize staff to negotiate with the four organizations that scored the highest, as presented, and contract with up to all four to become a CSCF Youth Navigator during 2021-2022 Fiscal Year. Mr. Albu seconded; motion passed unanimously.</b></p> <p><b>Ms. Stefanowicz made a motion for staff to further review top three applicants, as presented, and for staff to forward their final recommendation for One Stop Operator to Executive Committee for approval. Mr. Havard seconded; motion passed unanimously.</b></p>
6	<p><u>Other Business</u></p> <ul style="list-style-type: none"> <li>Ms. Nabors, CEO, provided a legislative update.</li> </ul>	
7	<p><b>Adjournment</b></p> <p>Meeting adjourned at 1:43 p.m.</p>	

Respectfully submitted,

Kaz Kasal  
Executive Coordinator



**APPOINTED OFFICERS (continued)**

- A copy of the form must be provided immediately to the other members of the agency.
- The form must be read publicly at the next meeting after the form is filed.

IF YOU MAKE NO ATTEMPT TO INFLUENCE THE DECISION EXCEPT BY DISCUSSION AT THE MEETING:

- You must disclose orally the nature of your conflict in the measure before participating.
- You must complete the form and file it within 15 days after the vote occurs with the person responsible for recording the minutes of the meeting, who must incorporate the form in the minutes. A copy of the form must be provided immediately to the other members of the agency, and the form must be read publicly at the next meeting after the form is filed.

**DISCLOSURE OF LOCAL OFFICER'S INTEREST**

I, Melanie Stefanowicz, hereby disclose that on June 11, 20 21 :

(a) A measure came or will come before my agency which (check one or more)

- inured to my special private gain or loss;
- inured to the special gain or loss of my business associate, \_\_\_\_\_ ;
- inured to the special gain or loss of my relative, \_\_\_\_\_ ;
- inured to the special gain or loss of Orange Technical College / Orange County Public Schools (OCPS), by whom I am retained; or
- inured to the special gain or loss of \_\_\_\_\_, which is the parent subsidiary, or sibling organization or subsidiary of a principal which has retained me.

(b) The measure before my agency and the nature of my conflicting interest in the measure is as follows:

The Career Services Committee voted to approve programs provided by Orange Technical College (Agenda Item 5B 2). As the Associate Superintendent, Career Technical Education, I would not benefit personally but my employer, Orange Technical College, would benefit, pending Board approval.

If disclosure of specific information would violate confidentiality or privilege pursuant to law or rules governing attorneys, a public officer, who is also an attorney, may comply with the disclosure requirements of this section by disclosing the nature of the interest in such a way as to provide the public with notice of the conflict.

June 16, 2021  
Date Filed

Melanie Stefanowicz  
Signature

NOTICE: UNDER PROVISIONS OF FLORIDA STATUTES §112.317, A FAILURE TO MAKE ANY REQUIRED DISCLOSURE CONSTITUTES GROUNDS FOR AND MAY BE PUNISHED BY ONE OR MORE OF THE FOLLOWING: IMPEACHMENT, REMOVAL OR SUSPENSION FROM OFFICE OR EMPLOYMENT, DEMOTION, REDUCTION IN SALARY, REPRIMAND, OR A CIVIL PENALTY NOT TO EXCEED \$10,000.

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# INFORMATION / DISCUSSION / ACTION ITEMS





# Committee Charter Annual Review



## Career Services Committee Charter

### Purpose:

The Career Services Committee reports to the Board of Directors and is charged with overseeing the organizations Operations plan through:

1. Establishment of annual budget targets for investment of training resources
2. Set and assess Board performance targets for talent solutions and talent acquisition strategies in targeted sectors and assess career seeker satisfaction with CSCF service delivery.
3. Review and approve scholarship training providers and programs in alignment with targeted sectors.
4. Set and assess performance targets for young adult career pathways including both summer and year-round service delivery.

### Responsibilities:

- Review and recommend the operational budget that supports the Board's annual priorities in delivering programs and services.
  - *Metric: Measured annually by 75% of committee members attending and approving the budget during the combined CSC and Finance committee workshop held every May.*
- Review local performance metrics and provide insight to ensure attainment of annual investment and training objectives.
  - *Metric: Conduct annual review on training performance/investments and provide recommendations if not on track with Board priorities and given budget.*
- Evaluate and recommend providers who offer training scholarships aligned with targeted sectors.
  - *Metric – Ensure the training matrix reflects programs that are needed and accessible across the region by conducting analysis semi-annually.*
- Review progress towards young adult career pathway goals.
  - *Metric: Conduct review of defined targets for youth and young adult program each meeting and provide recommendations, if not on track with annual priorities and investment objectives.*

**Skills/Expertise:**

- Willingness to attend or participate in the majority of Committee meetings.
- Have proven background or working knowledge of targeted high growth industries.
- Prior experience as a board member desired.
- Prior experience in service delivery or oversight of program performance desired.

**Structure:**

- Membership of the Committee consists of Board members and community subject matter experts; the Board Chair appoints all Committee members.
- The Committee Chair is appointed by the Board Chair and is responsible to report on the Committee activities at the full Board meeting.
- Career Services Committee meets 5 times a year (4 meetings alone and 1 combined meeting with the Finance committee for an annual program and budget workshop.)
- Agenda and minutes are kept and published on the CareerSource Central Florida website and supplied to committee members via email one week prior to meetings.

# Policies







**POLICY TITLE: Priority of Service for Veterans and Eligible Spouses**  
**POLICY NUMBER: UNI-06**

<b>Author:</b> LVER's, Wagner-Peyser Program Manager, Senior Planning Manager	<b>Effective Date:</b> 06/09/2021	<b>Revision Date:</b>
<b>Description of Revision(s):</b>	Priority of Service for Veterans and Eligible Spouses	
<b>Approval:</b>	Mimi Coenen, Chief Operating Officer	
<b>Signature:</b>		

**I. PURPOSE:**

The purpose of this policy is to provide CareerSource Central Florida (CSCF) staff the requirements for implementing priority of service for veterans and eligible spouses for all U. S. Department of Labor (DOL) programs and services that are provided to eligible job seekers in the career centers.

**II. APPLICATION:**

This policy applies to all CSCF staff who identify and/or provide service(s) to veterans and eligible spouses.

**III. BACKGROUND:**

Priority of Service for Covered Persons Final Rule, which took effect on January 19, 2009, requires that adequate protocols are in place to ensure that priority is given to veterans and eligible spouses in all USDOL funded programs. In addition, the Jobs for Veterans' State Grant (JVSG) refocusing effort referenced in Veterans' Program Letter (VPL) No. 03-14, Training and Employment Guidance Letter (TEGL) No. 19-13, and CareerSource Florida Administrative Policy 111 formalize the Veteran's priority of service.

**IV. AUTHORITY:**

- [Chapters 41 and 42, Title 38, U.S.C.](#)
- [Public Law 107-288](#)
- [20 Code of Federal Regulations \(CFR\), Part 1010](#)
- [Veterans Program Letter \(VPL\) 07-09 Priority of Service for Veterans and Eligible Spouses](#)
- [Training and Employment Guidance Letter \(TEGL\) 10-09](#)
- [Veterans Program letter \(VPL\) 03-14](#)

**V. DEFINITIONS:**

**Employ Florida (EF)** - Powerful online tool specifically designed to help connect

employers and job seekers. EF serves as a state job board and case management system for Florida's workforce system. Customers can access services virtually anywhere using EF which provides a complete set of employment tools all in one website.

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

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

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

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

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

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

**Recording Services Provided** - Activity history/service plan screen in Employ Florida is used to record all services received, including job referrals and placements. The purpose of providing services is to enhance the Veteran's and eligible Spouses ability to become employed. Career center staff must record services provided to jobseekers within fifteen days of the date the service was provided.

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

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

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

**Workforce Innovation Opportunity Act (WIOA)** - creates a comprehensive workforce development system that aids job seekers and employers.

## VI. POLICY

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

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

### A. Eligibility

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

- a) **Veteran:** A person who served at least one day in the active military, naval, or air service, and who was discharged or released under conditions other than dishonorable, as specified in 38 U.S.C 101(2). Active service includes full-time Federal service in the National Guard or a Reserve component. It does not include full-time duty performed strictly for training purposes, nor does it include full-time active duty performed by National Guard personnel who are mobilized by state rather than federal authorities.
- b) **Eligible Spouse:** The spouse of:
  - I. A veteran who died of a service-connected disability.
  - II. A member of the Armed Forces serving on active duty who, at the time of application for the priority, is listed in one or more of the following categories and has been so listed for a total of more than 90 days:
    - a. Missing in action;
    - b. Captured in the line of duty by a hostile force;
    - c. Forcibly detained or interned in the line of duty by a foreign

- government or power;
- d. A spouse of any veteran who has a total disability resulting from a service- connected disability, as evaluated by the Department of Veterans Affairs; or
- e. A spouse of any veteran who died while a total, service-connected disability was in existence.

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

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

## **B. Identifying Covered Persons**

CareerSource Central Florida staff must identify covered persons who enter career centers and/or self-enroll to receive CSCF services and notify them with timely and useful information on priority of service for covered persons. CSCF staff should ensure that identification of veterans happens:

- a) **Point of Entry:** CSCF Staff (Front Desk Staff, Customer Service Representatives, and/or Career Consultants) must ask individuals who enter one of the five career centers if he/she, or his/her spouse, is currently serving, or has ever served, in the U.S. military;
- b) **QLESS appointments:** CSCF staff will ensure that individuals who self-identify as a covered person when scheduling service are provided information on priority of service.
- c) **Newly registered veterans in Employ Florida (EF):** CSCF staff will reach out by email and phone to job seekers who register in EF and self-identify as a veteran. Staff will provide information on priority of service and the services that CSCF provides to job seekers.
- d) **Website:** As job seekers navigate to the CSCF website, it will include an explanation of priority of service for covered persons which can be viewed [HERE](#).
- e) **Orientations:** All orientations, conducted remotely or in person, for Temporary Aid for Needy Families (TANF), Supplemental Nutrition Assistance Program (SNAP), Ticket to Work (TTW), and any other



program will include an explanation of priority of service for covered persons.

To encourage covered persons to self-identify, CSCF will prominently display notices and signs strategically throughout the career center, to include the front intake area. CSCF staff should ensure that signage is visible and may use the pop-up signage in the front to better explain priority of service to walk-in job seekers.

All CSCF staff will receive priority of service training on an annual basis. The CSCF's Local Veteran Employment Representative (LVER) must provide the required training. If a LVER is not available to conduct the training, CSCF will temporarily assign the Wagner Peyser Program Manager or Learning Liaison to conduct the training. Staff are also encouraged to refresh their knowledge with the [Priority of Service Training Video](#), developed by the Department of Economic Opportunity's (DEO's) State Veterans' Program Office.

### C. Applying Priority of Service

The application of priority of service varies depending on the eligibility requirements of the program.

#### 1. Universal Access Programs

For Wagner-Peyser self and staff services, veterans and eligible spouses receive priority of service **over all** other program participants. Priority of service provides covered persons access to a service earlier than a non-covered person, or if a service or resource is limited, the person receives access instead of or before the non-covered person.

CSCF recruitment events and job fairs should have early admittance for veterans. Also, if a veteran arrives at one of the career centers for use of the resource room equipment and there is a waiting list, the covered person moves to the front of that list.

Covered persons do not supplant non-covered persons **who are already** in receipt of a resource.

#### 2. Programs with Eligibility Criteria

For the WIOA Adult, Dislocated Worker, and Youth programs, every participant is required to meet program eligibility requirements (e.g., age, selective service registration, etc.). A veteran or eligible spouse must first meet all the eligibility criteria to be considered eligible for participation in the program. Once determined eligible for participation, the covered person receives priority for participation in the program and receipt of services. Covered persons should have first access to funding in the case of funding limitations.

Covered persons do not supplant non-covered persons **who are already** in receipt of a service

#### **D. Reporting Priority of Service**

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

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

#### **E. Monitoring**

Priority of service for veterans and eligible spouses will be monitored to ensure compliance in the below categories:

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

CSCF Program Management will complete both on site and file reviews monthly, along with quarterly quality assurance provided by a third party vendor.

CSCF Human Resources/Learning and Development team will be responsible for the documentation of annual staff training. This training will be included as part of the mandatory continuing education units (CEU's) that all staff must complete annually.

#### **VII. RESOURCES:**

[Department of Economic Opportunity Priority of Service Training Video](#)  
[Training and Employment Notice \(TEN\) No. 15-10](#)  
[Veterans and Spouses Final Rule Fact Sheet](#)  
[Priority of Service for WIOA Adult Funds Desk Reference](#)  
[Priority of Service Poster Template](#)

[DEO AP 111 - Priority of Service for Veterans and Eligible Spouses](#)


**VIII. INQUIRIES:**

***Policy:*** Questions regarding this process should be directed to the Senior Planning Manager. Any updates to this process will be communicated through the Director of Operations or their designee and noted on page one of the document.



**POLICY TITLE: Staffing Requirements - Jobs for Veterans' State Grant**  
**POLICY: WP 01**

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<b>Author:</b> Margaret O'Boyle, DEO Human Resource Liaison	<b>Effective Date:</b> 06/09/2021	<b>Revision Date:</b>
<b>Description of Revision(s):</b>		
<b>Approval:</b>	Dyana Burke, VP Human Resources	
<b>Signature:</b>	 Dyana Burke (Aug 24, 2021 08:31 EDT)	

**I. PURPOSE:**

The purpose of this policy is to provide CareerSource Central Florida (CSCF) the minimum staffing requirements for staff supported by the Jobs for Veterans' State Grant (JVSG).

**II. APPLICATION:**

This policy applies to DEO Merit Staff who provide individualized career and training-related services to veterans and eligible persons with Significant Barriers to Employment (SBE) and to assist employers in filling their workforce needs with job-seeking veterans and eligible spouses.

**III. BACKGROUND:**

The JVSG is a federally funded, formula-based staffing grant that supports the hiring of staff. Florida is currently the third largest recipient of JVSG funding in the nation. As a condition to receive funding, the Florida Department of Economic Opportunity (DEO) must submit a grant application and state plan narrative to the U.S. Department of Labor Veterans' Employment and Training Service (DOL VETS) every three years. This plan includes, but is not limited to, a description of the populations of veterans that will receive targeted services, provisions for priority of service for veterans, and performance goals. Each year thereafter, DEO must submit an Annual Funding Modification to the approved state plan to describe any adjustments to the plan narrative and affirm the total number of full-time positions that will be supported by the State's JVSG funding allocation.



#### IV. **DEFINITIONS:**

**CSCF:** CareerSource Central Florida is a board established under WIOA sec. 107, to set policy for the local workforce development system. CSCF also is the direct service provider for various workforce programs which are fully supported by the U.S. Department of Labor, Health and Human Services, and Agriculture.

**Disabled Veteran** - A veteran who is entitled to compensation (or who but for the receipt of military retired pay would be entitled to compensation) under laws administered by the Secretary, or a person who was discharged or released from active duty because of a service-connected disability.

**Eligible Spouse** - Spouse of any of the following:

- a) Any veteran who died of a service-connected disability;
- b) 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:
  - i. Missing in action;
  - ii. Captured in line of duty by a hostile force; or
  - iii. Forcibly detained or interned in line of duty by a foreign government or power;

**Eligible Veteran** - A person who:

- a) 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;
- b) Was discharged or released from active duty because of a service-connected disability;
- c) As a member of a reserve component under an order to active duty pursuant to section 12301(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; or
- d) Was discharged or released from active duty by reason of a sole survivorship discharge (as that term is defined in [Title 10, 1174\(i\)](#)).

**People First** - is the State of Florida's online, self-service, secure web-based human resource information system (HRIS) that is accessed at <https://peoplefirst.myflorida.com/>. This secure platform supplies the public-facing job site ([jobs.myflorida.com](https://jobs.myflorida.com)) and the enterprise-wide suite of human resource (HR) and insurance benefits services.

**Significant Barrier to Employment** - A barrier that impedes the veteran from employment as designated by DOL, outlined in [Administrative Policy 102: Veteran Intake at Career Centers](#).

**Special Disabled Veteran** - A veteran who is entitled to compensation (or who but for the receipt of military retired pay would be entitled to compensation) under laws administered by the Secretary for a disability rated at 30 percent or more, or rated at 10 or 20 percent in the case of a veteran who has been determined to have a serious employment handicap; or a person who was discharged or released from active duty because of service-connected disability.

**V. REFERENCES:**

[Title 20, Part 678](#)

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

[Veterans Program Letter \(VPL\) 01-19](#)

[VPL 03-14](#)

[VPL 03-14, Change 1](#)

[VPL 03-14, Change 2](#)

**VI. POLICY:**

Florida has established a fully integrated workforce services delivery system with DEO as the designated entity responsible for the administration of all workforce services programs, including the JVSG. The Department provides workforce services through Florida's 24 chartered LWDB's and their network of local CareerSource Career Centers.

JVSG-funded staff are fully integrated into the career center to form a comprehensive team that provides services to veterans that address their employment and training needs. CSCF have assigned JVSG-funded staff allocated according to veteran population and the needs of the community. JVSG-funded staff are state merit staff, jointly managed by CSCF in accordance with current grantee-subgrantee agreements.

**A. JVSG-Funded Staff**

The JVSG supports the salary, benefits, and fair-share cost of staff positions employed under a merit personnel system. These staff are included among the comprehensive career center required partner staff, which consists of all staff employed by programs or activities operated by partners listed in [20 CFR 678.400](#).

The JVSG program, in and of itself, does not constitute the entirety of Florida's veterans' services. Rather, the program is a partner within Florida's workforce development system. The JVSG program fills a specific role in the career center delivery of services to specific veterans and other eligible persons. The JVSG program directly supports the following positions:

1. **Disabled Veteran Outreach Program (DVOP) Specialist:** DVOP specialists are jointly managed staff assigned to the CSCF to provide individualized career services to SBE veterans and other eligible

individuals through the case management process in accordance with Title 38, U.S. Code and current Veteran Program Letters (VPLs). CSCF will fill DVOP positions with eligible veterans and give preference to those with disabilities as defined in [Title 38, U.S.C. 4103A](#) with priority given to special disabled veterans and then disabled veterans.

2. **Local Veteran Employment Representative (LVER):** LVER staff are jointly managed staff assigned to the CSCF who actively advocate for employment and training opportunities with business, industry, and community-based organizations on behalf of veterans, consistent with Title 38, U.S. Code and current VPLs. LVER positions are filled in accordance with [Title 38 U.S.C. 4104](#); with priority given to disabled veterans and then eligible veterans.
3. **Consolidated Position (DVOP/LVER):** A JVSG-funded staff person who performs both the duties of the DVOP Specialist and LVER. Consolidated DVOP/LVER positions must promote a more efficient administration of JVSG program services to employers and veterans, with an emphasis on veterans with disabilities.

## B. Local Staffing Level Designations

The JVSG program consists of, at minimum, both a LVER and DVOP specialist, or a Consolidated Position (DVOP/LVER). The deliberate assignment of JVSG staffing levels to CSCF is paramount to the success of the JVSG program. The proportion of DVOP and LVER staff, as well as the total number of JVSG-funded, full-time positions assigned to CSCF, is determined by DEO through an analysis of veteran population using data compiled from the Department of Veterans Affairs National Center for Veteran Analysis and Statistics. The statewide, total number of JVSG-funded, full-time positions, by classification, is tracked and maintained by the State Veterans' Program Coordinator (SVPC) and submitted annually to USDOL VETS.

CSCF may request a modification to the proportion of DVOP and LVER staff or the number of JVSG-funded positions in their local area by submitting a written justification for the requested changes to the SVPC at [VETS@deo.myflorida.com](mailto:VETS@deo.myflorida.com). CSCF is not authorized to eliminate or modify JVSG-funded positions without approval from DEO.

## C. JVSG-Funded Position Vacancies

In accordance with [U.S. Code, Title 38, Chapter 41](#), the state is required to expend JVSG funds in accordance with planned budgets submitted to USDOL VETS. To ensure JVSG funds are expended within the grant period, CSCF will ensure JVSG-funded position vacancies are posted and filled with qualified veterans in a prompt manner. Failure to properly staff JVSG-funded positions may result in a loss of JVSG program funding and subsequently impact the State's ability to serve Florida's veterans.

JVSG-funded vacancies will be advertised and filled through the People First

Job Center at <https://jobs.myflorida.com>. CSCF will post vacancies through the People First Job Center immediately upon learning of the anticipated vacancy, there is no requirement to wait until the position is vacant. CSCF will use a single posting to fill multiple vacancies for a period of up to 6 months.

JVSG funds may be used to support the advertising of JVSG vacancies through private job boards (i.e. Indeed, Monster) in addition to Employ Florida; however, applicants must be redirected to apply through the People First Job Center. Cross-advertising may increase the pool of qualified veteran candidates and allow greater flexibility with regards to the nomenclature of the position title.

CSCF will ensure JVSG-funded positions are filled with a qualified veteran by submitting a completed hiring package to DEO within 50 days of the position becoming vacant. Furthermore, if CSCF is unable to meet this timeline, CSCF must provide notification to the SVPC with written justification for any foreseen delay in filling the vacancy within 25 days of the position becoming vacant. Notifications will be sent to the SVPC via email at [VETS@deo.myflorida.com](mailto:VETS@deo.myflorida.com). The SVPC may provide written approval for any delay in filling vacancies for extenuating circumstances, if deemed appropriate by DEO.

#### **D. Pass-Through Funding**

JVSG funds are awarded to pay for specialized staff that provide services to veterans and other eligible persons. DEO is required to provide USDOL VETS a quarterly analysis to ensure the majority of JVSG expenditures are used to support salaries for personnel and fringe benefits.

Pass-through funding is issued to CSCF in a manner which ensures DEO remains in alignment with JVSG requirements. If CSCF is not receiving sufficient pass-through funding to support the fair share cost of JVSG staff, they may submit a written request for additional funding to [VETS@deo.myflorida.com](mailto:VETS@deo.myflorida.com). Upon review and approval by the SVPC and [DEO's Bureau of Financial Management](#), additional funds may be issued.

Pass-through funding provided by JVSG to CSCF must be expended in accordance with federal cost principles outlined in [2 CFR 200, Subpart E](#).

#### **E. National Veterans' Training Institute Mandatory Training**

All JVSG-funded staff must attend a mandated training offered by the National Veterans' Training Institute (NVTI) located in Dallas, Texas and administered by Management Concepts, Inc. This training must be completed within 18 months of the position start date. All costs for training, to include travel and lodging, are provided by the JVSG. CSCF will coordinate with the SVPC to schedule NVTI training for JVSG-funded staff.

**Note:** Training opportunities through NVTI are available for CSCF Executive Directors, career center managers, and other relevant non-JVSG staff, as approved by the DOL VETS State Director and the requestor's management. If approved, all costs for training, to include travel and lodging, are provided for by the JVSG. A full list of available trainings is located at <https://www.nvti.org/Training/Class-Descriptions>. To request training for non-JVSG staff, CSCF will submit a NVTI Training Application Form (Attachment A) to the SVPC by email at [VETS@deo.myflorida.com](mailto:VETS@deo.myflorida.com).

## **F. Monitoring**

Local JVSG programs must be monitored annually for compliance with state and federal requirements by DEO. DEO will monitor the requirements outlined in this policy and local operating procedures. Additionally, CSCF Human Resources, in coordination with the DEO Human Resources Liaison, will complete bi-annual reviews of the duties assigned to DVOP and LVER staff along with the integration of these staff in the career centers. CSCF will also utilize quarterly quality assurance provided by a third party vendor.

## **VII. INQUIRIES:**

***Policy:*** Questions regarding this policy should be directed to the Human Resources Manager and DEO Human Resource Liaison. Any updates to this policy will be communicated through the VP Human Resources or their designee and noted on page one of the policy.

## **VIII. ATTACHMENTS/RESOURCES**

A. [NVTI Training Application Form](#)



# CSCF Operational Divisions



# BUSINESS SERVICES

AUDREY HARDEN, DIRECTOR



## Our Services

- Finding & Hiring Qualified Talent
  - Pre-Screenings, Hiring Events, Interview Locations, Job Postings
- Workforce Intelligence
  - Employment Data, Job & Labor Market Trends, Labor Resources
- New Hiring Training
  - Apprenticeships, Training Programs

## Who We Serve

- Small-Medium Sized Businesses
- 5 – 150 Staff Members
- Represented in 5 Counties

# DELIVER TALENT RECRUITMENT & RETENTION INITIATIVES FOR BUSINESSES IN HIGH GROWTH / RECOVERING & EMERGING INDUSTRIES

## GOAL

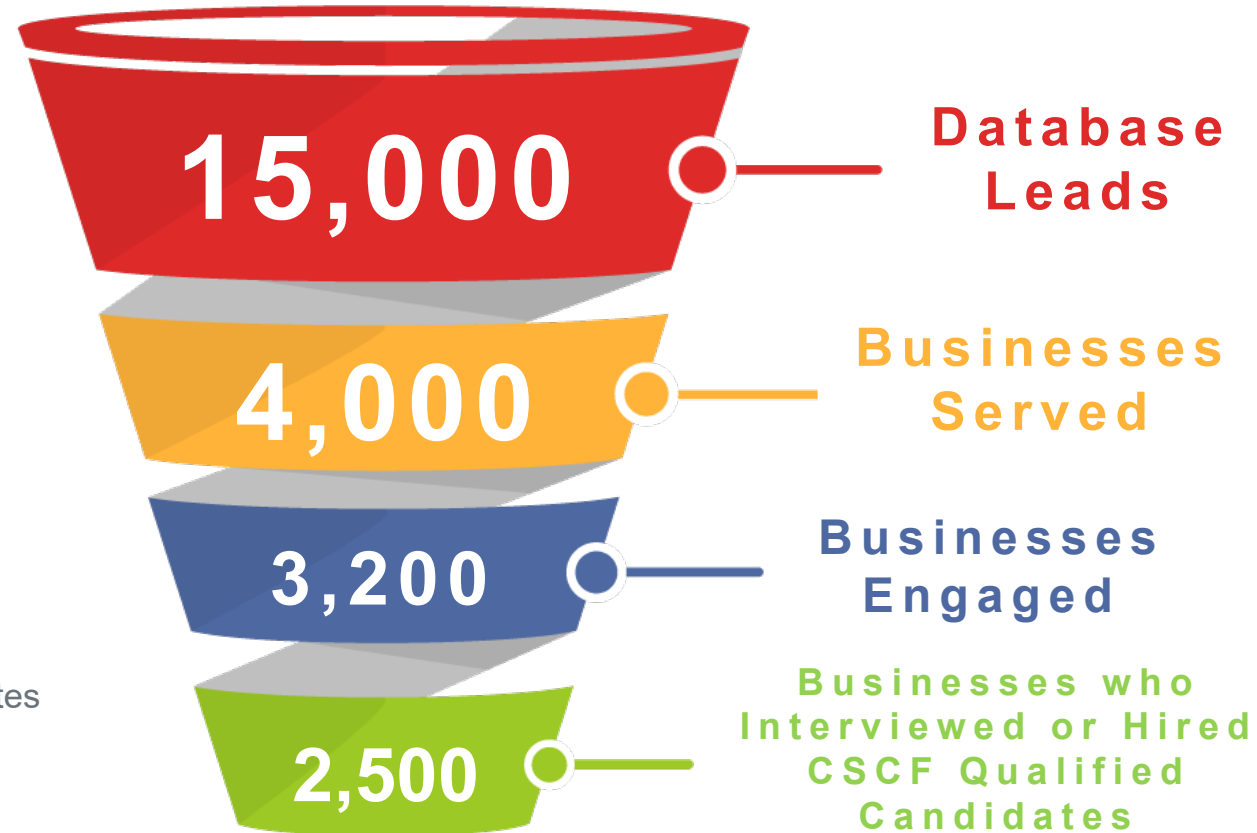
- Drive Higher Engagement with Small-Medium Sized Businesses
- Conduct Business Customer Satisfaction Surveys Twice per Year

## KEY PERFORMANCE METRICS

- ✓ Receive Recruitment Services for Quality Candidates as Measured by Achieving 80% Satisfaction Scores in Customer Service Twice per Year
  - ✓ Dedicated Business Consultant
  - ✓ Actively Recruiting
  - ✓ Training Existing Employees
- ✓ 80% of Engaged Businesses Interviewed or Hired CSCF Qualified Candidates

## OUTCOME

CSCF Provided Quality Recruitment Services and Delivers Qualified Candidates who are Interviewed or Hired by the Businesses Served



# CAREER SERVICES

ALEXIS ECHEVERRIA, DIRECTOR



## Our Services

- Career Coaching
  - Resume Building, Employment Services, Interview Skills Workshops
- Training & Upskilling
  - On-the-Job Training
  - Training Programs & Scholarships
  - Soft Skills Training

## Who We Serve

- 35 Years Old or Younger
- H.S. Diploma or Some College
- Earn Less than \$15/hr
- Household Income \$35,000 or Less

# DELIVER TALENT SOLUTIONS TO IGNITE POTENTIAL

## GOALS

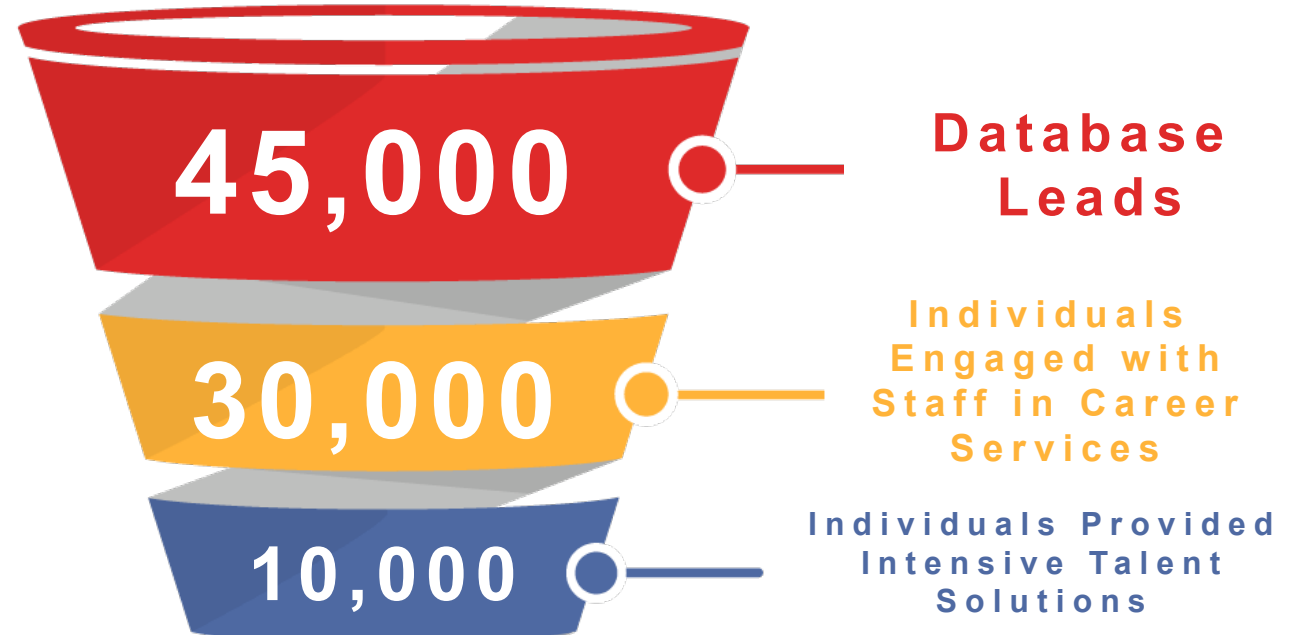
- Create Value and Customer Experiences by Engaging 80% of Leads in Comprehensive Career Services throughout their Journey
- Drive Deep Loyalty & Customer Satisfaction by Measuring Customer Satisfaction Scores Twice per Year

## KEY PERFORMANCE METRICS

- ✓ 30,000 Received Career Service with CSCF Staff
- ✓ 10,000 Career Seekers Received Intensive Talent Solutions
  - ✓ Receive Training / Credentials
  - ✓ Achieve a Wage of >\$15
  - ✓ 6,000 Achieved Employment
- ✓ Received More than an 80% Customer Satisfaction Rating as Measured Two Times per Year

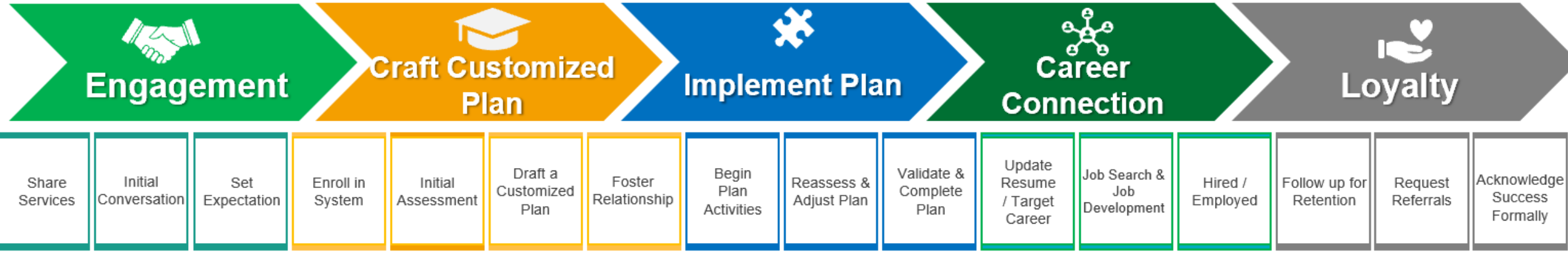
## OUTCOME

Central Florida Job Seekers Received Quality Services Throughout their Career Journey that Result in Increased Skills and Employment.



# YOUTH SERVICES

JASON LIETZ, DIRECTOR



## Our Services

- Soft Skills Training & Work Readiness
- Career & Academic Consultation
- GED or H.S. Diploma Attainment
- Training Scholarships & Work Experience

## Who We Serve

- Young Adults Ages 16-24
- Currently not in school or not working = Opportunity Youth



# YOUTH SERVICES

## Youth Navigator Contracts

- CSCF Partners with Organizations to Reach Youth in Targeted Populations:
  - Foster Care
  - Disabled
  - Juvenile Justice System

## Summer Youth Program

- Annual Program Aims to Offer 1,500 Young Adults in High School Access to:
  - College Experiences
  - Training Opportunities
  - Paid Internships

[RETURN TO AGENDA](#)

# July 2021 Scorecard



# CSCF Customers Served

Data Source: Employ Florida SQL Server, OSST SQL Server, and Help is Here CareerEdge

Data Start Date  
7/1/2021

Data Through as of This PY  
7/31/2021

Refreshed On:  
8/23/2021



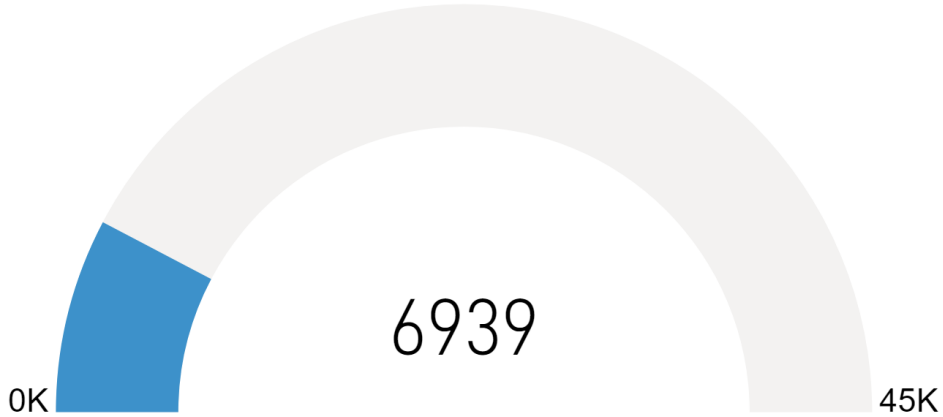
Refresh Cadence: Weekly on Mondays

DELIVER TALENT SOLUTIONS  
TO IGNITE POTENTIAL

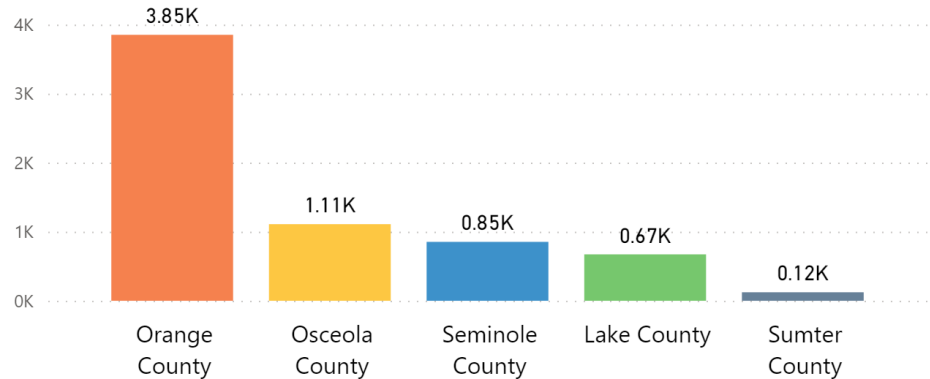
Program Year Quarter

All

## PY2122 - CSCF Customers Served



Customers Served - Five County Make Up



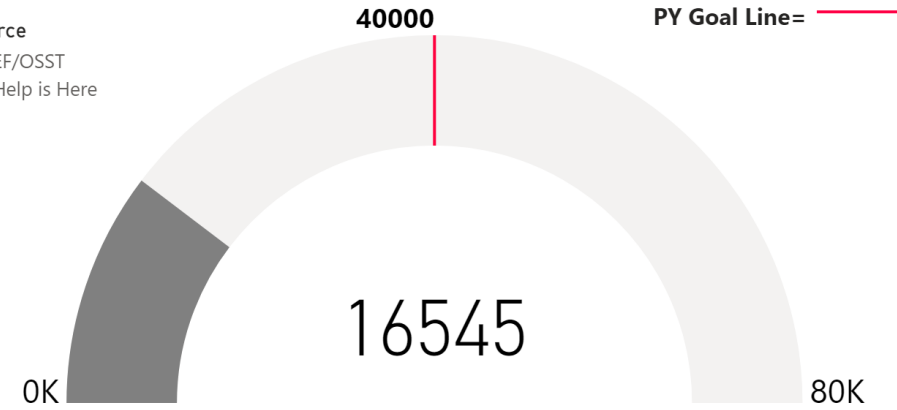
Program Year Week

1 4

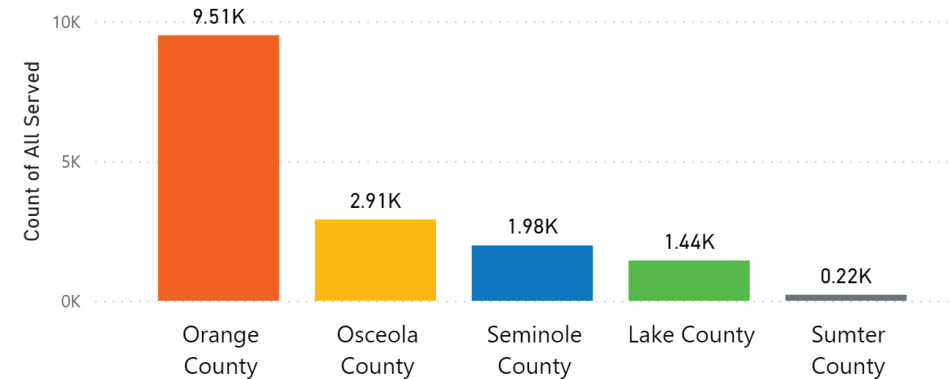


## PY2021 - CSCF Customers Served

Source  
 EF/OSST  
 Help is Here



Customers Served - Five County Make Up



# CSCF Customers Engaged

Data Source: Employ Florida SQL Server, OSST SQL Server, and Help is Here CareerEdge

Data Start Date  
7/1/2021

Data Through as of This PY  
7/31/2021

Refreshed On:  
8/23/2021



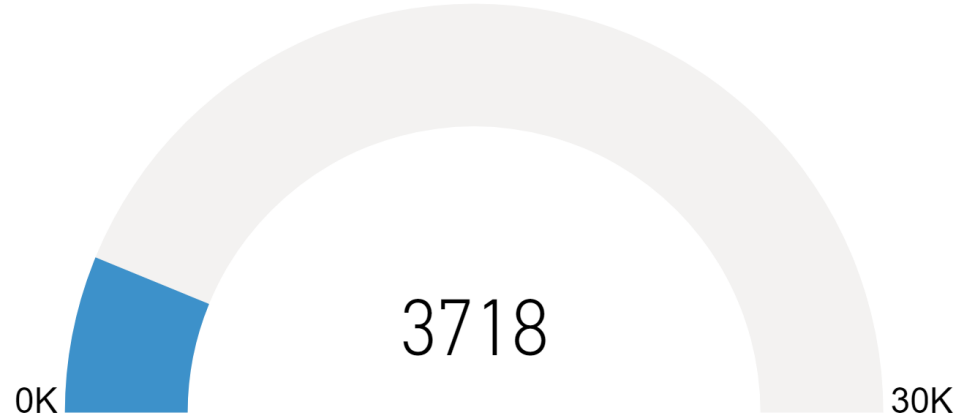
Refresh Cadence: Weekly on Mondays

DELIVER TALENT SOLUTIONS TO IGNITE POTENTIAL

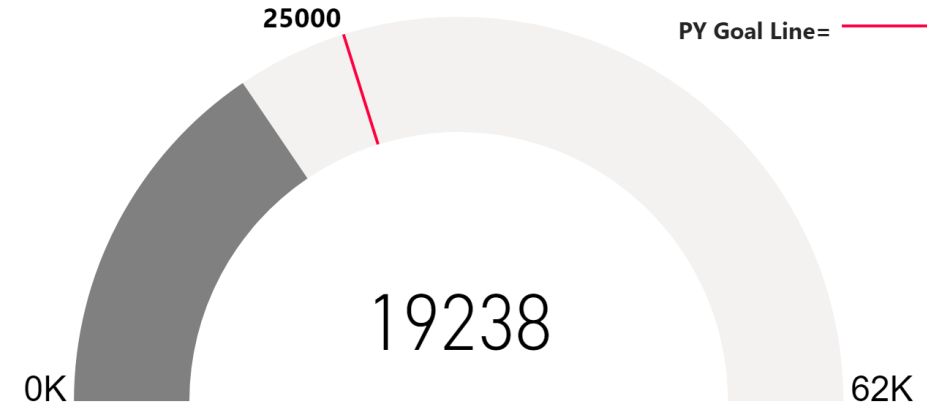
Program Year Quarter

All

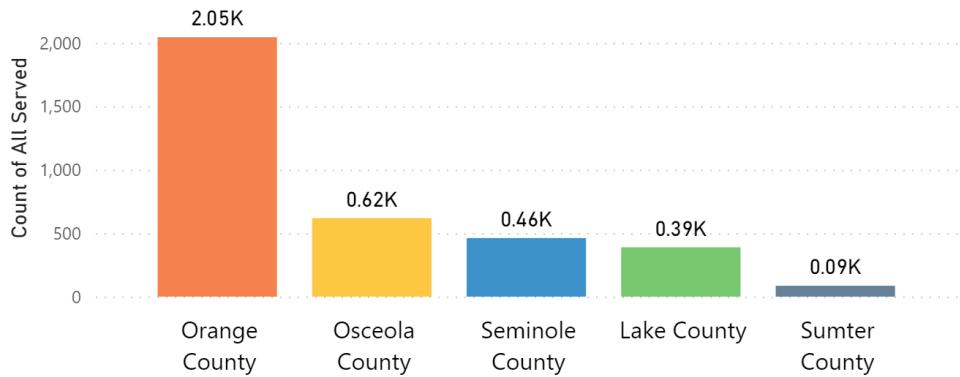
PY2122 - CSCF Engaged



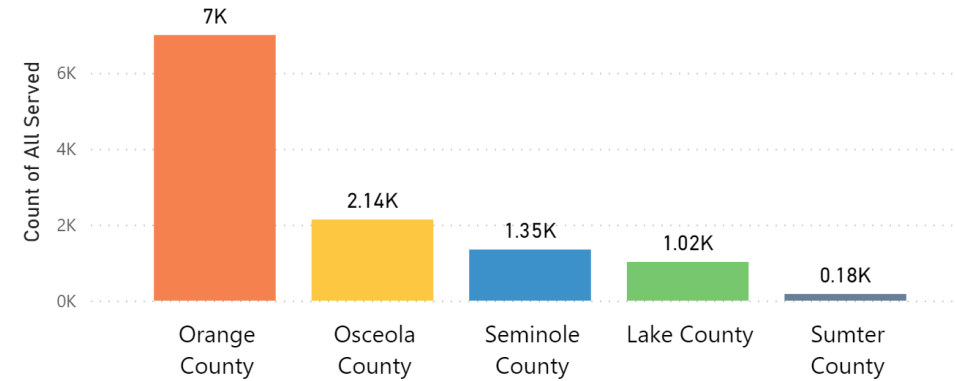
PY2021 - CSCF Customers Engaged



Customers Engaged - Five County Make Up



Customers Engaged - Five County Make Up



Program Year Week

1 4



# Career Seekers Placed in Jobs

Data Source: Employ Florida and OSST SQL Server

Data Start Date  
7/1/2021

Data Through as of This PY  
7/31/2021

Refreshed On:  
8/23/2021



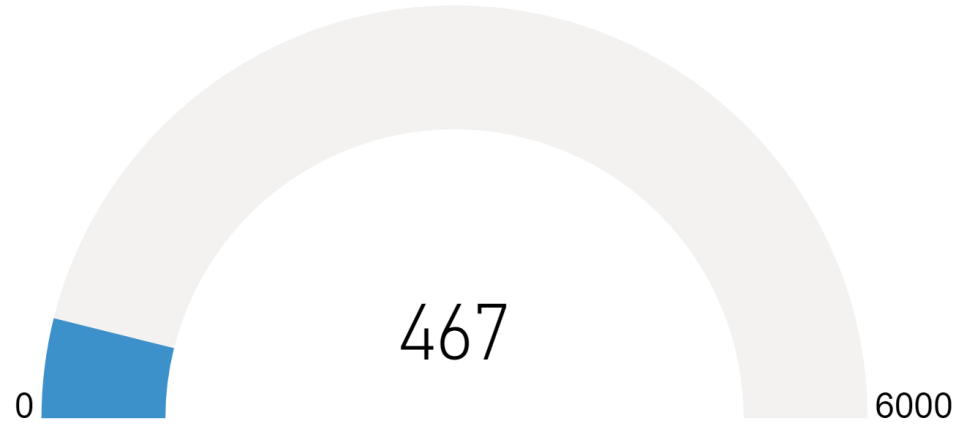
Refresh Cadence: Weekly on Mondays

DELIVER TALENT SOLUTIONS  
TO IGNITE POTENTIAL

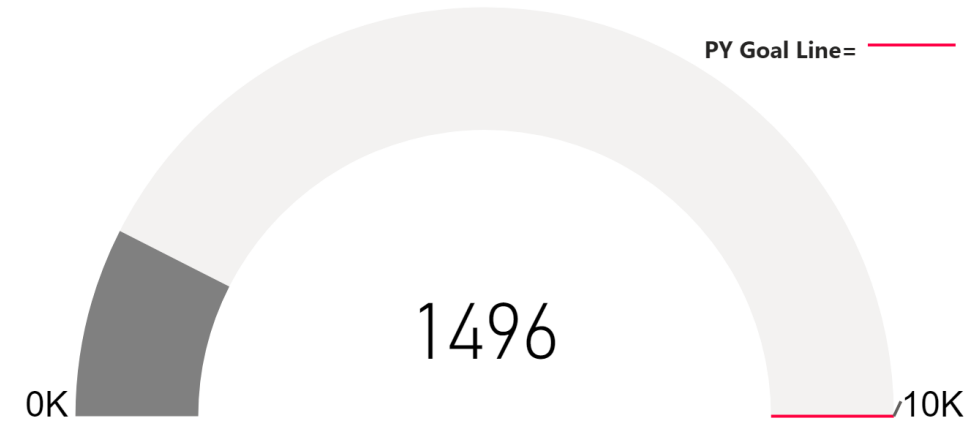
Program Year Quarter

All

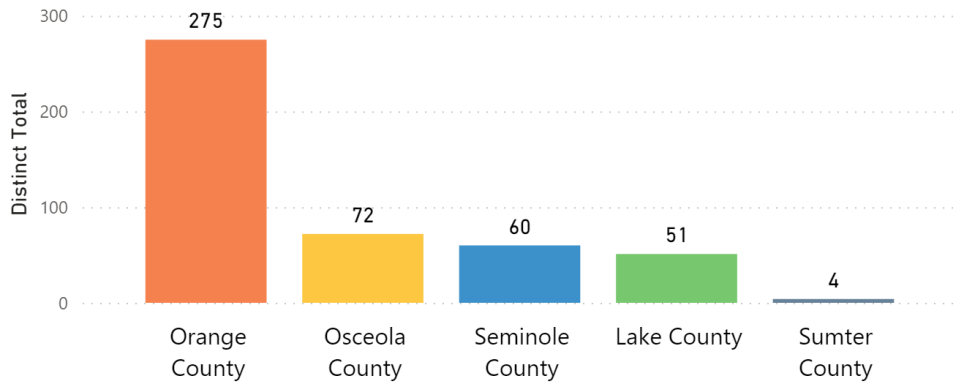
PY2122 - CSCF Customers Placed



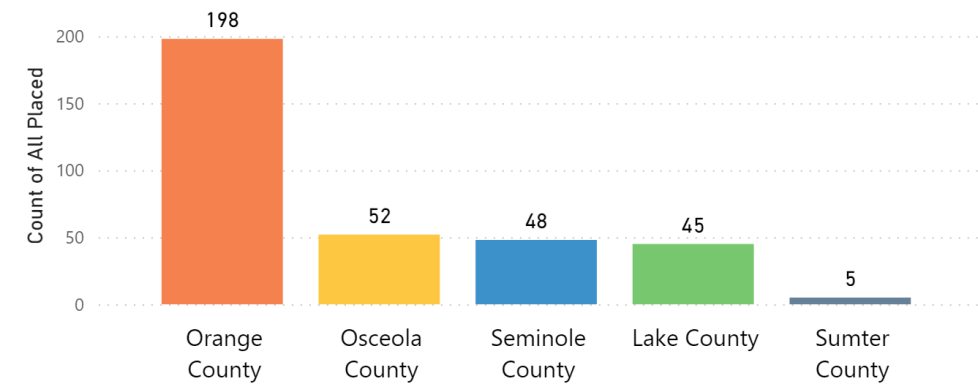
PY2021 - CSCF Customers Placed



CSCF Customers Placed - Five County Make Up



CSCF Customers Placed - Five County Make Up



Program Year Week

1 4





Refresh Cadence: Weekly on Mondays

Refreshed On:  
8/23/2021

Data Through as of This PY  
7/31/2021

Data Start Date  
7/1/2021

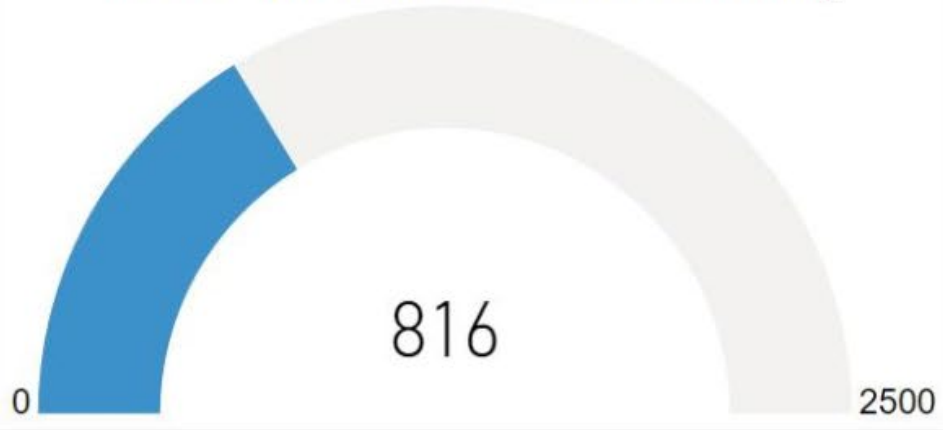
Data Source: Employ Florida SQL Server, OSST SQL Server, and Help is Here CareerEdge

# Career Seekers in Training

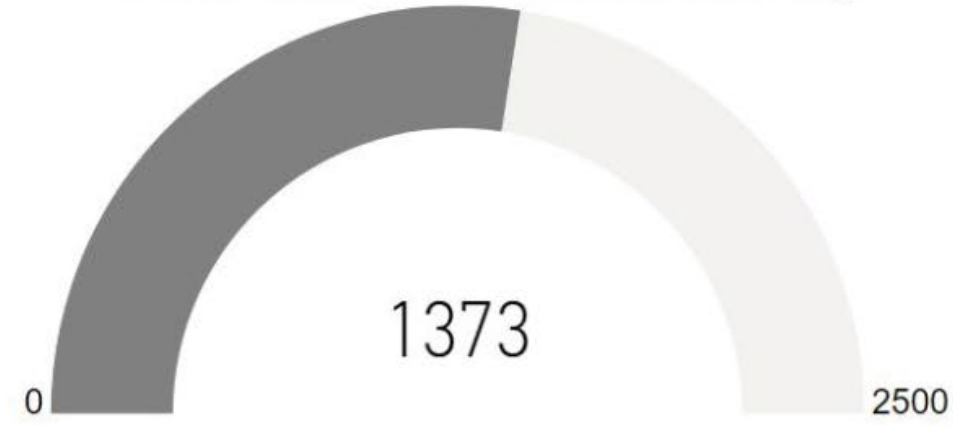
DELIVER TALENT SOLUTIONS TO IGNITE POTENTIAL

Program Year Quarter  
1

PY2122 - Number of Career Seekers in Training



PY2021 - Number of Career Seekers in Training



Top 10 Training Occupations by Volume

Training Onet Title	Training Targeted Sector	Distinct Total	Percent
Emergency Medical Technicians and Paramedics	Healthcare	101	19.96%
Electricians	Construction & Utilities	79	15.61%
Heavy and Tractor-Trailer Truck Drivers	Trade & Logistics	56	11.07%
Medical Assistants	Healthcare	56	11.07%
Licensed Practical and Licensed Vocational Nurses	Healthcare	52	10.28%
Medical Records and Health Information Technicians	Healthcare	50	9.88%
Heating, Air Conditioning, and Refrigeration Mechanics and Installers	Construction & Utilities	40	7.91%
Office and Administrative Support Workers, All Other	Other	37	7.31%
Bookkeeping, Accounting, and Auditing Clerks	IT & Finance	20	3.95%
Personal Care Aides	Healthcare	15	2.96%

Top 10 Training Occupations by Volume

Training Onet Title	Training Targeted Sector	Distinct Total	Percent
Help is Here Training	Help is Here Training	682	63.98%
Electricians	Construction & Utilities	123	11.54%
Emergency Medical Technicians and Paramedics	Healthcare	54	5.07%
Heavy and Tractor-Trailer Truck Drivers	Trade & Logistics	40	3.75%
Medical Assistants	Healthcare	40	3.75%
Licensed Practical and Licensed Vocational Nurses	Healthcare	37	3.47%
Medical Records and Health Information Technicians	Healthcare	35	3.28%
Mechatronics Engineers	Manufacturing	19	1.78%
Dental Assistants	Healthcare	18	1.69%
Information Security Analysts	IT & Finance	18	1.69%



# Career Seekers Trained and Placed

Data Source: Employ Florida  
SQL Server

Data Start Date  
7/1/2021

Data Through as of This PY  
7/31/2021

Refreshed On:  
8/23/2021



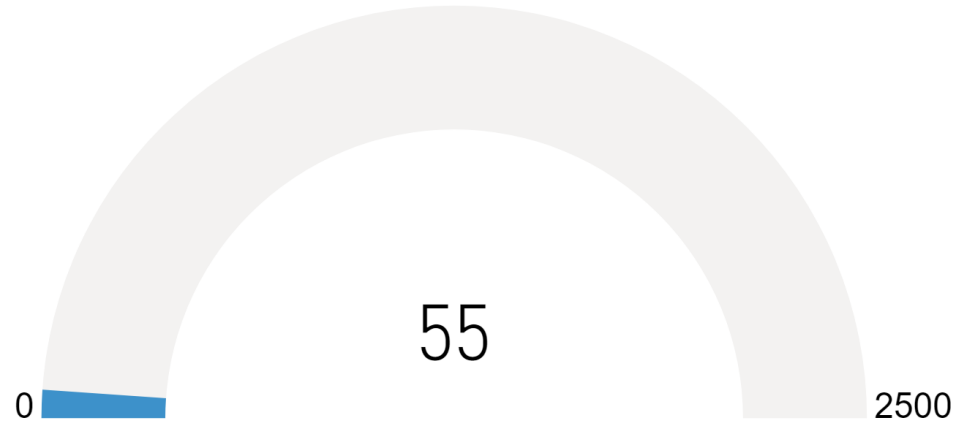
Refresh Cadence: Weekly on Mondays

DELIVER TALENT SOLUTIONS  
TO IGNITE POTENTIAL

Program Year Quarter

All

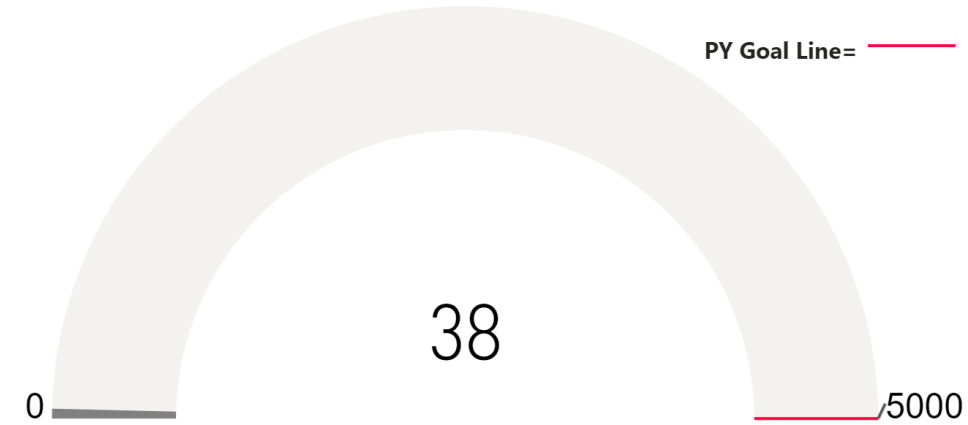
PY2122 - Number of Career Seekers Trained and Placed



**\$16.39** Average Wage  
**\$15.00** Median Wage  
**> \$15.00** Wage Goal

Employment Targeted Sector	Distinct Placements	Percent	Average Wage	Median Wage	σ
Trade & Logistics	14	25.45%	\$18.94	\$16.38	\$7.64
Construction & Utilities	12	21.82%	\$18.98	\$18.27	\$2.26
Other	11	20.00%	\$13.20	\$14.00	\$2.09
Hospitality/Tourism	7	12.73%	\$12.93	\$13.00	\$3.88
IT & Finance	5	9.09%	\$15.70	\$16.00	\$2.60
Healthcare	3	5.45%	\$14.67	\$15.00	\$2.05
Manufacturing	3	5.45%	\$16.83	\$15.50	\$2.25

PY2021 - Number of Career Seekers Trained and Placed



**\$16.24** Average Wage  
**\$15.25** Median Wage  
**> \$15.00** Wage Goal

Employment Targeted Sector	Distinct Placements	Percent	Average Wage	Median Wage	σ
Manufacturing	1	2.63%	\$24.04	\$24.04	\$0.00
Trade & Logistics	5	13.16%	\$19.25	\$15.00	\$9.82
Construction & Utilities	17	44.74%	\$17.51	\$16.00	\$2.97
Healthcare	3	7.89%	\$15.41	\$12.24	\$4.66
IT & Finance	3	7.89%	\$14.05	\$11.00	\$4.93
Other	7	18.42%	\$13.27	\$12.35	\$2.30
Hospitality/Tourism	2	5.26%	\$9.00	\$9.00	\$0.00

Program Year Week

1 4





Refresh Cadence: Weekly on Mondays

# Businesses Served

Data Source: Employ Florida  
SQL Server

Data Start Date  
7/1/2021

Data Through as of This PY  
7/31/2021

Refreshed On:  
8/23/2021

DELIVER TALENT ACQUISITION STRATEGIES FOR BUSINESSES IN HIGH GROWTH INDUSTRIES

Program Year Quarter

All

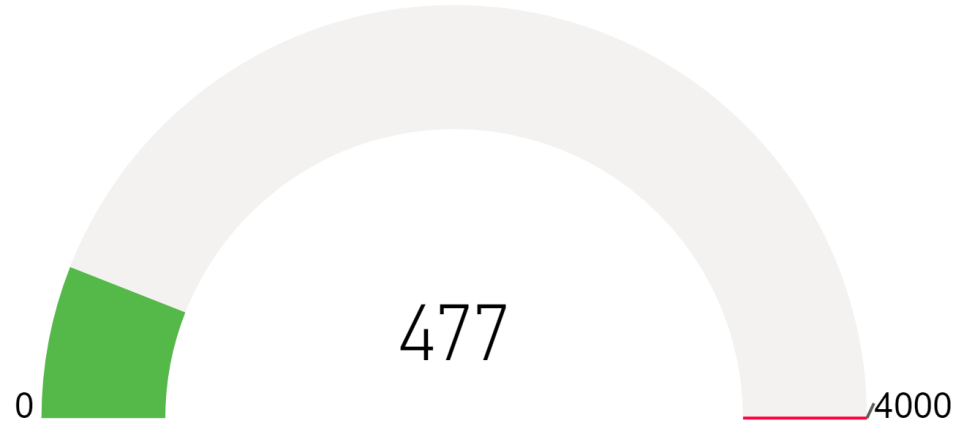
Program Year Week

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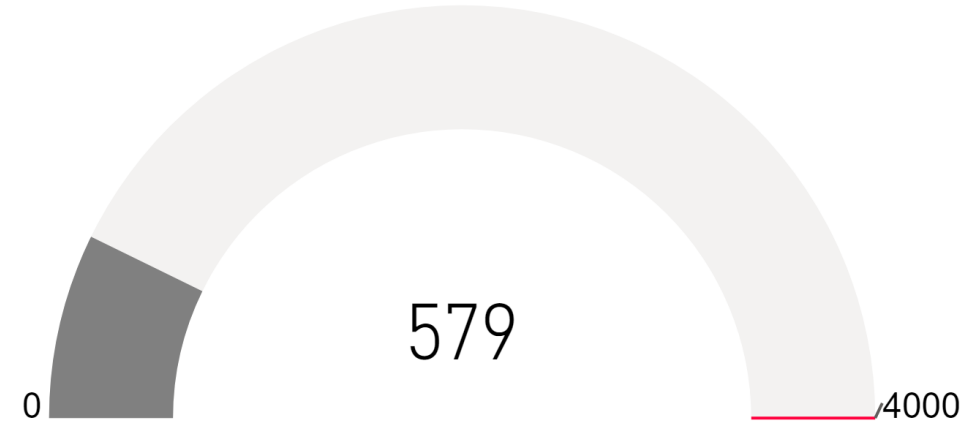


— = PY Goal Line

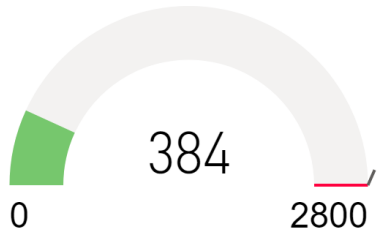
### PY2122 - Businesses Served



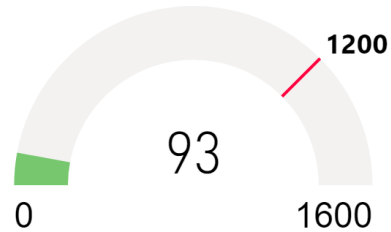
### PY2021 - Businesses Served



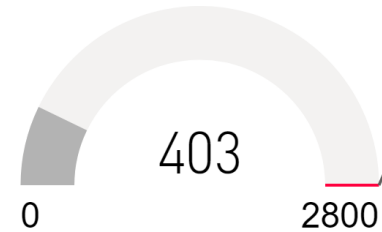
### PY2122 - Returning Businesses



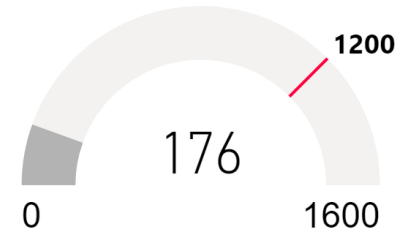
### PY2122 - New Businesses



### PY2021 - Returning Businesses



### PY2021 - New Businesses



[RETURN TO AGENDA](#)

# Summer Youth Program: Overview & Outcomes



# SUMMER YOUTH PROGRAM

## EXPERIENCE

| Work based learning during a 5-week program

- 150+ Business Partners
- Internships in all 5 Counties
- 120 Positions Offered at Conclusion of Program

## EXPLORE

| Career and Educational Exploration

- Offered Traditional and Virtual Options
- Youth Could Earn Up To \$1,000 in Incentives
- Track Opened to Students 15 Years-of-Age

## ACCELERATE

- Offered Traditional and Virtual Options
- Youth Could Earn Up To \$1,000 in Incentives
- Introduced New Courses in Artificial Intelligence and Robotics
- Continued Offering Coding, Healthcare, Hospitality, Advanced Manufacturing, Construction



# SUMMER YOUTH 2021



## Projections Vs. Actual

Summer Tracks	Enrollment Projections	Adjusted Projections	Actual Enrollment	% to Original Plan	% to Original Adjusted
Experience: Work based learning through internships	811	908	741	91%	82%
Explore: Exposure to Higher Education	373	316	276	74%	87%
Accelerate: Immersion in targeted training by industry	316	276	272	86%	99%
Totals	1,500	1500	1,289	86%	86%

**1,592** Took The Summer Workplace Essential Training Course



# IMPACT BY THE NUMBERS

**\$1.4M** Wages Earned During The Summer

**100,667** Hours Worked This Summer

**\$578K** In Incentives Earned This Summer

**1,592** Youth Mastered The Workplace Essential Training Course

**\$430K** Investment From Area Municipalities

**\$40K** Donation From Private Businesses And Individuals

**158** Business Offered Summer Internships





# SPECIAL THANKS

## Municipal Partners

Orange County  
Mt. Dora a/k/a Northeast CRA  
City of Apopka  
City of Ocoee  
City of St. Cloud

## Program Sponsors



VALENCIA COLLEGE

ORLANDO  
BUSINESS JOURNAL



# INSIGHT & FUTURE ASPIRATIONS

**95%**

Overall impression of the summer program was good or excellent

**94%**

Likely to recommend the summer program

**90%**

The summer program met or exceeded my expectations

**91%**

Explore and Accelerate students recommend we offer the program again

**90%**

Experience students satisfied with their worksites

## Looking to 2022

- Increasing industry partnerships and internship opportunities
- Integration with Career and Technical Ed. Departments within the school district
- Continuing to increase private investment
- Adding new entrepreneur course as part of the Accelerate track

RETURN TO AGENDA

# LEGISLATIVE UPDATES

When DEO creates a new policy at the state level, a related local policy needs to be created and presented to the Board of Directors to ensure overall alignment.

Policy	Point of Interest
<b>Universal Population:</b>  Common Exit Policy	<ul style="list-style-type: none"><li>• Keep caseloads current</li><li>• Tightens relationship in case management</li></ul>
<b>Veteran Population:</b>  Priority of Service for Veterans & Eligible Spouses  Staffing Requirements – Veteran	<ul style="list-style-type: none"><li>• Acknowledges and respects those that served</li><li>• Ensures expedited hiring</li></ul>

RETURN TO AGENDA

Meeting Details

Meeting Agenda

Welcome

Roll Call

Public Comment

Approval of  
Minutes

Information /  
Discussion /  
Action Items

Other Business

Adjournment

# OTHER BUSINESS



# OTHER BUSINESS

- Florida Workforce Professional Development Summit
  - Sept. 13-15 at Rosen Shingle Creek
- CSCF Career Centers
  - In-person and virtual appointments, walk-ins accepted
  - Mask policy for CareerSourcers and customers

**Career Center Hours:**

- Monday – Thursday (8 a.m. to 5 p.m.)
  - Friday (8 a.m. to Noon)

RETURN TO AGENDA

Meeting Details

Meeting Agenda

Welcome

Roll Call

Public Comment

Approval of  
Minutes

Information /  
Discussion /  
Action Items

Other Business

▶ **Adjournment**

# ADJOURNMENT





# THANK YOU!



RETURN TO AGENDA