

# Board of Directors Meeting

September 30, 2021



**Meeting Details**

Meeting Agenda

Welcome

Spotlight Story

Awards  
RecognitionBoard  
Recognition

Roll Call

Public Comment

Consent Agenda

Information/  
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Adjournment

**9/30/21 BOARD OF DIRECTORS MEETING DETAILS****What:** Board of Directors Meeting**When:** Thursday, September 30, 2021  
3:00 p.m. – 4:30 p.m.**Where:** Valencia College – District Office  
1768 Park Center Drive (5<sup>th</sup> Floor Conference Room)  
Orlando, FL 32835

or

Virtual Option via Zoom:

Link: <https://careersourcecf.zoom.us/j/85219451930?pwd=TDcrQTh5VUJmdUxML0hqSm4ySEtBQT09>

Dial In: 1 (929) 205-6099 / Meeting ID: 852 1945 1930

Passcode: 837244



# 9/30/21 BOARD OF DIRECTORS MEETING AGENDA

## Meeting Details

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Agenda Item	Topic	Presenter	Action Item
1.	Welcome	Jody Wood	
2.	CSCF Spotlight Story	Mimi Coenen	
3.	Awards Recognition	Jody Wood	
4.	Board Recognition	Jody Wood	
5.	Roll Call / Establishment of Quorum	Kaz Kasal	
6.	Public Comment		
7.	Consent Agenda	Jody Wood	X
	A. <a href="#">6/24/21 Board Meeting Draft Minutes</a>		
	B. Committee Actions		
	1) <a href="#">Governance Committee Charter (Governance approved)</a>		
	2) Policies ( <i>Executive &amp; Career Services approved</i> )		
	a) <a href="#">Priority of Service for Veterans and Eligible Spouses</a>		
	b) <a href="#">Staffing Requirements – Jobs for Veterans' State Grant</a>		
	c) <a href="#">Common Exit</a>		
8.	Information / Discussion / Action Items		
	A. Chair's Report	Jody Wood	
	B. <a href="#">President's Report</a>	Pam Nabors	
	1) <a href="#">Finance Report</a>	Eric Ushkowitz	
	C. Committee Reports		
	1) Executive ( <i>met on 7/29/21, 9/13/21 &amp; 9/23/21</i> )	Jody Wood	
	a) <a href="#">Telecom Services Land/Internet Procurement</a>		X
	2) Audit ( <i>no updates – meeting on 10/5/21</i> )	Sheri Olson	
	3) Career Services ( <i>met on 8/26/21</i> )	Andrew Albu	
	4) Community Engagement ( <i>met on 9/16/21</i> )	David Sprinkle	
	5) <a href="#">Facilities Ad Hoc (met on 9/2/21)</a>	Matt Walton	
	6) Finance ( <i>no updates – meeting on 10/5/21</i> )	Eric Ushkowitz	
	7) Governance ( <i>met on 8/11/21</i> )	Richard Sweat	
	8) Revenue Diversity Ad Hoc ( <i>met on 8/18/21</i> )	Eric Jackson	

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9.	Insight	
	A. <a href="#">Legislative Updates</a>	Chris Carmody GrayRobinson
	B. <a href="#">Tourism and Talent Needs</a>	Casandra Matej President / CEO Visit Orlando
10.	Other Business	
11.	Adjournment	

## Upcoming Meetings:

### Board & Consortium

12/16/21

9:00 a.m. - 11:00 a.m.

### Committee Meetings:

- Audit & Finance
- Governance.
- Community Engagement
- Revenue Diversity
- Career Services
- Executive Committee

10/5/21  
10/20/21  
11/4/21  
11/10/21  
11/18/21  
12/9/21

2:30 p.m. – 4:00 p.m.  
3:00 p.m. – 4:30 p.m.  
3:00 p.m. – 4:30 p.m.  
2:00 p.m. – 3:30 p.m.  
3:00 p.m. – 4:30 p.m.  
9:00 a.m. - 10:30 a.m.



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# WELCOME



# Special Thanks to our Host:

VALENCIA COLLEGE





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# SPOTLIGHT STORY



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# AWARDS RECOGNITION





# **2021 Workforce Professional Champion Award**



**Congratulations  
Alexis Echeverria**

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# BOARD RECOGNITION





# BOARD RECOGNITION



Congratulations to  
Jim Sullivan

Outstanding Service  
Recognition

Jim Sullivan

CareerSource Central Florida

Board of Directors

January 28, 2016 – September 30, 2021

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# ROLL CALL



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# PUBLIC COMMENT



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# CONSENT AGENDA





# **Draft Minutes of 6/24/21 Board Meeting**



**DRAFT**  
**Board of Directors Meeting & Retreat**  
**Thursday, June 24, 2021, 9:00 a.m.**

**MINUTES**

**MEMBERS PRESENT:** Mark Wylie, Andrew Albu, Steve Ball, Paul Bough, Kari Conley, Keira des Anges, Wendy Ford, John Gill, Nicole Guillet, John Gyllin, Mark Havard, Jeff Hayward, Eric Jackson, Brooke Morris, Sheri Olson, Kathleen Plinske, David Sprinkle, Jim Sullivan, Jane Trnka, Eric Ushkowitz, Larry Walter, Matt Walton, and Jody Wood

**MEMBERS ABSENT:** Wendy Brandon, Glen Casel, Diane Culpepper, Bryan Orr, Stella Siracuza, Richard Sweat, Al Trombetta, Sharron Washington, and Christopher Wilson

**STAFF PRESENT:** Pam Nabors, Mimi Coenen, Leo Alvarez, Lisa Burby, Lesley Harris, Steven Nguyen, Dyana Burke, Nilda Blanco, Gina Ronokarijo, Jason Lietz, Cliff Marvin, Alexis Echeverria, Yaralise Colon, Adli Trotman-Diaz, Gustavo Henriquez, Sean Masherella, Vanessa Nogueira, and Kaz Kasal

**GUESTS PRESENT:** Senator Jason Brodeur, Zack Brodersen / Florida Senate; Commissioner Peggy Choudhry / Osceola County; Commissioner Gary Search / Sumter County; DeAnna Thomas / Lake Technical College; Joseph Richardson / Valencia College; Shawn Hindle / Hanson, Walter & Associates; Manuel Rascon / AdventHealth; Renee Quintanilla / Rollins Crummer Graduate School of Business; Kristen Gray / DCF; Thomas Wilkes / GrayRobinson



Agenda Item	Topic	Action Item / Follow Up Item
1.	<b>Welcome</b> <ul style="list-style-type: none"> <li>Mr. Wylie, Board Chair, called meeting to order at 9:00 am and welcomed attendees.</li> </ul>	
2.	<b>CSCF Spotlight Story</b> <ul style="list-style-type: none"> <li>Reviewed a video honoring all CSCF staff.</li> </ul>	
3.	<b>Awards Recognition</b> <ul style="list-style-type: none"> <li>Congratulated Jason Lietz and Youth Services Team for being recognized by Florida Sterling Council for Customer Focused Excellence with the Youth Program.</li> <li>Congratulated Gina Ronokarijo who was named the "2021 Workforce Professional of the Year" by the National Association of Workforce Development Professionals.</li> </ul>	
4.	<b>Board Recognition</b> <ul style="list-style-type: none"> <li>The following Board Members were recognized for their service on the CSCF Board, which concludes on 6/30/21: <ul style="list-style-type: none"> <li>Dr. Diane Culpepper</li> <li>Dr. Kathleen Plinske</li> <li>Jane Trnka</li> <li>Larry Walter</li> <li>Mark Wylie</li> </ul> </li> </ul>	
5.	<b>Roll Call / Establishment of Quorum</b> <ul style="list-style-type: none"> <li>Ms. Kasal, Executive Coordinator, reported a quorum present.</li> </ul>	

6.	<b>Public Comment</b> <ul style="list-style-type: none"> <li>None provided.</li> </ul>	
7.	<b>Consent Agenda</b> <ul style="list-style-type: none"> <li>Mr. Wylie asked the Board if any item on consent agenda, as listed below, should be moved off for further discussion:               <ul style="list-style-type: none"> <li>4/23/21 Board Meeting Draft Minute.</li> <li>Proposed 2021-2022 Board-Committee Meeting Schedule</li> <li>CSCF Policy – Support Services</li> <li>CSCF Vehicles</li> <li>One Stop Operator Contract</li> <li>CSCF Retirement Plan – Employer Contribution</li> <li>CSCF New Training Providers</li> </ul> </li> </ul>	<b>Mr. Walter made a motion to approve all items on the consent agenda. Mr. Hayward seconded; motion passed unanimously.</b>
8.	<b>Action Items</b> <ul style="list-style-type: none"> <li>Bylaws (Governance)               <ul style="list-style-type: none"> <li>Ms. Nabors, CEO, on behalf of Mr. Sweat, Governance Committee Chair, reported the Governance Committee reviewed and approved the revisions to Bylaws, as redlined (attachment), at its 5/12/21 meeting. The redlined Bylaws were posted on CSCF's website for 30 days preceding the 6/24/21 Board Meeting.</li> </ul> </li> <li>Slate of Officers (Governance)               <ul style="list-style-type: none"> <li>Reviewed proposed slate of officers (attachment).</li> </ul> </li> <li>FY 2021-2022 Draft Budget (Finance)               <ul style="list-style-type: none"> <li>Reviewed Draft Budget for FY 2021-2022 (attachment).</li> </ul> </li> <li>Southeast Orange County Office – Lease Renewal (Finance)               <ul style="list-style-type: none"> <li>Reviewed recommendation from Finance Committee under advisory of Facilities Ad Hoc Committee (attachment).</li> </ul> </li> </ul>	<p><b>Mr. Hayward made a motion to approve the amended Bylaws, as presented. Mr. Walton seconded; motion passed unanimously.</b></p> <p><b>Mr. Walter made a motion to approve the proposed Slate of Officers, as presented. Mr. Sprinkle seconded; motion passed unanimously.</b></p> <p><b>Mr. Ushkowitz made a motion to approve the 2021-2022 Budget, as presented. Mr. Hayward seconded; motion passed unanimously.</b></p> <p><b>Mr. Ushkowitz made a motion to approve for CSCF to continue negotiations to extend the original Southeast Orange County Career Center lease contract for an additional two years, with 5-year option at the current 3% escalation rate. Also</b></p>



	<ul style="list-style-type: none"> <li>• Youth Navigator Contract (Career Services)             <ul style="list-style-type: none"> <li>– Reviewed recommendation from Career Services Committee to continue negotiations with top four organizations with highest scores (attachment).</li> </ul> </li> <li>• New Training Programs (Career Services)             <ul style="list-style-type: none"> <li>– Reviewed recommendation from Career Services Committee to include new training programs to be added to CSCF's Eligible Training Provider List (attachment).</li> </ul> </li> </ul>	<p>for staff to request for tenant improvement allowance to make repairs for normal wear and tear. Mr. Albu seconded; motion passed unanimously.</p> <p>Mr. Walton made a motion to approve for CSCF to continue negotiations with four organizations that scored highest during RFQ review: Embrace Families (Community Based Care), Impower; Home Builders Institute; and Stop the Violence and Embrace. Based on negotiations, authorize staff to then identify and contract with any or all of the above named organizations to become CSCF Youth Navigator during the 2021-2022 fiscal year. Ms. Trnka seconded; motion passed unanimously</p> <p>Mr. Havard made a motion to approve the additional training programs, as presented, for inclusion on the CSCF's Eligible Training Provider List for Program Year 2021-2022. Mr. Walton seconded, with Dr. Gyllin and Dr. Plinse abstaining; motion passed unanimously.</p>
9.	<p><b>Information / Insight</b></p> <p><u>Chair's Report</u></p> <ul style="list-style-type: none"> <li>• Reminded Board Members to complete their Form 1 Financial Disclosure by 7/1/21.</li> <li>• Relayed Consortium will meet on 6/25/21 to approve 2021-2022 Budget and Board Appointments. The pending new Board Members introduced themselves.</li> </ul> <p><u>President's Report</u></p> <ul style="list-style-type: none"> <li>• Ms. Nabors, President/CEO, provided an update on CSCF scorecard and launch of FORTE (Fostering Opioid Recovery Through Training &amp; Employment), the initiative funded via 4-year opioid grant (attachment).</li> </ul>	



- Finance Report
  - Mr. Alvarez, CFO, reviewed financials through 4/30/21 (attachment), trending on target at 77.5% expended.

#### Committee Reports

##### Executive:

- Mr. Wylie, Executive Committee Chair, stated Committee met on 6/17/21 and approved revised Support Services and Incentive policy, One Stop Operator contract and CSCF vehicle consolidation, which Board approved under consent agenda. The Committee reviewed CSCF updates and committee reports.
- Committee also reviewed CEO's goals for FY 2021-2022 and annual performance for FY 2020-2021. The Committee evaluated and concurred on an overall performance score of 5 (out of 5) for Ms. Nabors' outstanding performance during FY 2020-2021, and approved for Ms. Nabor to receive a merit increase of 5% and incentive increase of 10%, which is in line with CSCF policies and guidelines.

##### Audit

- Mr. Walter, Audit Committee Chair, stated no new updates.

##### Career Services

Mr. Bough, Career Services Committee Co-Chair, reported on the following:

- Met on 6/11/21.
- Approved to forward to Board, which Board has also approved:
  - New training providers to Eligible Training Providers' list
  - Added training programs to Eligible Training Providers' list
  - Youth Navigator – for staff to negotiate with four top scoring organizations.

##### Community Engagement:

Ms. Wood, Community Engagement Committee Chair, reported on the following:

- Met on 5/17/21.
- Reviewed strategic communications updates and Summer Youth marketing campaign.
- Reviewed budget this year and next year – expecting flat budget for FY 2021-2022.

- Discussed community engagement survey: questions, distribution options and strategies.
- Reviewed legislative updates.
- Discussed ways to make "About Us" webpage more engaging and visual.

#### Facilities Ad Hoc Committee

Mr. Walton, Facilities Ad Hoc Committee Chair, reported on the following:

- Met on 6/1/21.
- Reviewed Southeast Orange County Office lease and recommendation forwarded to Finance Committee.

#### Finance Committee

Mr. Ushkowitz, Finance Committee Co-Chair, reported on the following:

- Met on 6/8/21.
- Reviewed financials through 4/30/21
- Approved lease extension for Southeast Orange County office and increasing employer match on CSCF's retirement plan, which Board has also approved.
- Approved FY 2021-2022 Draft Budget, which Board has also approved.

#### Governance

Ms. Nabors, on behalf for Mr. Sweat, Governance Committee Chair, reported on the following:

- Met on 5/17/21.
- Reviewed proposed Board Roster and status of seat renewals and replacements.
- Reviewed and approved Slate of Officers and amended Bylaws, which Board has also approved.
- Reviewed Board Engagement through 3<sup>rd</sup> quarter (7/1/20 thru 3/31/21). Committee to meet in August to review FY 2020-2021 Board engagement data and make any goal adjustments for FY 2021-2022.

#### Revenue Diversity Ad Hoc

Mr. Jackson, Revenue Diversity Ad Hoc Committee Chair, reported on the following.

- Met on 6/2/21.
- Reviewed Year-to-date progress.
- Reviewed strategies and goals for Year 3.
- Viewed a demo video provided by Mr. Sweat which gives an overview of the Career Passport app.

9	<b>Insight</b> <ul style="list-style-type: none"> <li>Senator Jason Brodeur of the Florida Senate greeted the Board and reviewed the following:               <ul style="list-style-type: none"> <li>House Bill 1507 benefits:                   <ul style="list-style-type: none"> <li>Grading: this will be a good mechanism for regional workforce boards to improve their performance and look more like CSCF, which is doing well.</li> <li>Integration of Department of Economic Opportunity, Department of Children &amp; Families and Department of Education to better serve individuals and businesses in need of these services.</li> <li>Realignment of regional workforce boards to match economic development regions – this might be considered later based on outcomes of these changes.</li> <li>The gauge will be customer-experience focused.</li> </ul> </li> </ul> </li> <li>Other Topics Discussed:               <ul style="list-style-type: none"> <li>This coming year legislation will be redistricting maps until consensus is reached between the House and Senate.</li> <li>Lagging performance indicators: working to provide more real time data.</li> <li>Economy should improve, but need to provide more opportunities for venture capital especially in the \$500,000 to \$2M range – this will help to attract more businesses to Florida. On the micro level, seeing a lot more new chamber members.</li> <li>Need to create a “glide path” for ALICE population to gradually come off benefits as they experience a “benefits cliff”. Child care eligibility might be a good place to start as first step.</li> <li>Economic diversification – QTI (Qualified Targeted Industry) – incentive received on back-end, based on performance. The ask to Senator Brodeur is to bring this back as it is good for industry diversification.</li> <li>Currently CSCF’s records and meetings pertaining to its cybersecurity plan are considered public-records. The ask to Senator Brodeur is to file legislation allowing for an exemption to the Florida “Sunshine Laws” for cybersecurity plans.</li> </ul> </li> </ul>	
9	<b>Other Business</b> None offered.	
10	<b>Adjournment</b>	



Respectfully submitted,

Kaz Kasal  
Executive Coordinator



# Charters: Proposed Amendments

### Purpose:

The Governance Committee reports to the Board of Directors and is charged with assessing and evaluating:

1. Board Compliance to the Organization's By-Laws including ensuring Board representation reflects the demographics, business sectors, and expertise of the Central Florida Region.
2. Board Member Recruitment, Participation, Engagement, and Development.
3. Assessment of Organizational/Enterprise "Risks".

### Responsibilities:

- Review By-Laws every other year and recommend modifications and/or changes.
  - *Metric – Updated By-Laws that are in compliance with federal/state requirements and support Board's strategic goals*
- Evaluate Board demographics, geographic representation, businesses sectors, and expertise to ensure diversity and balanced representation of the Central Florida Region.
  - *Metric –Evaluate annually to align Board representation to characteristics of region (i.e., demographics, geography, sectors, etc.)*
- Recruit potential Board Members for submission to the Local Elected Consortium.
  - *Metric – Annual Board has all required seats filled in compliance with By-Laws by June of each Program Year.*
- Assess Board Member participation and engagement.
  - *Metric – Goals annually: 70% Board meeting participation rate and 70% overall Board activities.*
- Annually Nominate Board members to be Board Officers.
  - *Metric – present a slate of Officers to the Board in June for election.*
- Assess identified Organizational/Enterprise risks biannually.
  - *Metric – ~~To be defined in PY 20-24.~~ Goal annually: Decreasing the top three risks on Pareto Chart and Risk Priority Numbers year-over-year.*

### Skills/Expertise:

- Willingness to participate and engage with the organization.
- Interest in developing board leadership.
- Prior experience as a board member desired.
- Prior experience of Board governance practices desired.

Kaz S. Kasal  
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Kaz S. Kasal  
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**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 meetings.
- The Governance Committee meets, at a minimum, once per quarter or 4 times annually.
- Agenda and minutes are kept and published on the CareerSource Central Florida website and supplied to committee in written form 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](#)

VIII.

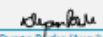
**INQUIRIES:**

***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>	 <small>Dyana Burke (Aug 24, 2021 08:31 EDT)</small>	

**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](#)



**POLICY TITLE: Common Exit****POLICY NUMBER: UNI 11**

<b>Author:</b> Gina Ronokarijo, Senior Planning Manager	<b>Effective Date:</b> 06/09/2021	<b>Revision Date:</b>
<b>Description of Revision(s):</b>		
<b>Approval:</b>	Mimi Coenen, Chief Operating Officer	
<b>Signature:</b>		

- I. **PURPOSE:** The purpose of this policy is to provide CareerSource Central Florida staff the requirements for the common exit of program participants for the WIOA Title I – Adult, Dislocated Worker, Youth, National Dislocated Worker Grants (NDWG); WIOA Title III – Wagner-Peyser, Jobs for Veterans’ State Grant (JVSG), Migrant and Seasonal Farmworkers (MSFW); and Trade Adjustment Assistance programs.
- II. **APPLICATION:** This document applies to all CareerSource Central Florida (CSCF) staff who are responsible for entering services and case management in the above-mentioned programs.
- III. **BACKGROUND:** WIOA establishes performance accountability indicators, aligns performance-related definitions, ensures comparable data collection, and integrates performance reporting requirements to assess the effectiveness of states in achieving positive outcomes for individuals served by the workforce development system. In accordance with CSF Administrative Policy, CSCF will implement a common exit policy. Common exit is intended to ensure a more efficient and effective integrated service delivery system, track the coordination of services, and align performance reporting.
- IV. **DEFINITIONS:**  
**Common Exit** - Occurs when a participant has not received services (excluding self-service, information-only service or activities, or follow-up services) from any program covered by the common exit policy for at least 90 days, and no future services are planned. The common exit date for all programs in which the participant is enrolled will be the end date of the last participating service the participant received.  
**Data Integrity Specialist** - An individual designated by CSCF and provided elevated system privileges to assist with maintaining security protocols and data validation in the State’s labor exchange and case management system, Employ Florida.

**Non-Participating Service** - A service that does not commence or extend program participation. Supportive services, self-service, information-only services, administrative, follow-up services, and locally defined services are non-participation services. (Exception: for WIOA Youth, supportive services are a participation service).

**Participant** - An individual who is determined eligible to participate in the program and receives a service funded by the program in either a physical location or remotely through electronic technologies.

**Participation Date** - The first day, following a determination of eligibility, (if required), that the individual begins receiving a staff-assisted participating service funded by the program.

**Participating Service** - A program-funded, staff-assisted service provided to an eligible applicant, other than supportive services, self-service, information-only services, administrative, local defined, or follow-up services. (Exception: for WIOA Youth, supportive services are a participating service).

**Reportable Individual** - A jobseeker who engages with the workforce system on an initial level through non-participation services and may not have met program requirements for eligibility or participation.

V. **REFERENCES:**

[20 Code of Federal Regulations \(CFR\) Part 677](#)

[CSF Administrative Policy Number 115](#)

[TEGL 10-16, Change 1](#)

[TEGL 14-18](#)

[TEGL 19-16](#)

[TEGL 21-16](#)

- VI. **POLICY:** In accordance with CSFL Administrative Policy 115 and the system implemented through the Employ Florida platform, an individual who is participating in Workforce Innovation and Opportunity Act (WIOA), Wagner-Peyser (WP) and Trade Adjustment Assistance (TAA) programs will not exit (and be counted in performance) until the individual is no longer being served by any of the above-mentioned programs. Program performance measures, including four of the six WIOA Primary Indicators of Performance, as defined in TEGL 10-16, Change 1, are associated with the participant's exit; therefore, accurate documentation and reporting of exit dates, as well as the services which impact the participant's exit, is critical.

**A. PARTICIPANT ENGAGEMENT**

Every participating service provided to a participant, once recorded, establishes a new exit date, and extends participation for 90 days. Self-service, information-only services or activities, and follow-up services do not delay, postpone, or affect the date of exit. The management of participant services includes regular, direct contact with the participant on all aspects of their workforce development needs. Direct contact is considered to have occurred when CSCF staff and the participant have exchanged information, or the participant has agreed to the service being provided by CSCF staff. CSCF staff should ensure that direct contact is made at a minimum of **every 30 days with the participant** to maintain the highest level of engagement and individual service. Contact attempts, leaving voicemails without



a response, or sending invite flyers to CSCF events are not considered direct contact and will not constitute a participating service being documented in Employ Florida. Following up with a participant without providing any meaningful assistance will also not constitute a participating service. CSCF staff shall document all successful direct contact, and that contact should result in valid, valuable, and participating services entered into Employ Florida according to the [EF Service Code Guide](#). Services entered should be intentional in assisting the participant in their journey to self-sufficiency. Services should be in alignment with the participants employment plan.

Employ Florida Service codes that are **not training, education (GED), or work experience** services must be entered utilizing the date that the service was given and must not be future dated (Projected End Date). CSCF staff will not extend projected end dates on training, education, or work experience services in cases where there is an inability to contact a participant. An inability to contact any participant indicates that the participant is not engaged, and open services should be closed appropriately and timely to document accurately the exit dates.

#### **B. CASE CLOSURE**

When staff have determined a participant no longer requires services because he/she has entered employment or education, become disabled or otherwise incapable of working, the participant voluntarily opts out of service, or the participant has not been engaged for 90 days, the participant's case should be formally closed in Employ Florida. This will immediately stop the addition of any other program services and prompt staff to gather any employment data. The decision to close the case should be documented accordingly by staff in case notes. CSCF staff should utilize EF alerts to ensure cases are effectively managed and closed at the appropriate time. The following alerts should be utilized by CSCF staff to ensure effective management and timely closures:

1. Individual # of days since last Wagner Peyser (WP) activity
2. WIOA Activity Projected End Date
3. WIOA Soft Exit
4. Individual # of days since last Workforce Innovation Opportunity Act (WIOA) activity
5. WIOA Case note reminder
6. Trade Activities Projected End Date
7. Individual # of days since last Trade Adjustment Act (TAA) activity
8. IEP Goals alert
9. IEP Objectives alert

These alerts should be used to ensure that participant engagement is promoted, encouraged, and tracked efficiently. CSCF staff should ensure that the customer journey is well laid out, well documented, and efficiently managed throughout all phases to include engagement, crafting the customized plan, implementing the plan, career connection, and loyalty.

#### **Prior to closing a participant's case, CSCF staff must:**

- a) Ensure the Individual Employment Plan/Service Strategy (IEP/SS) Plan has

been closed out.

b) Ensure all services have been closed.

c) Enter any credential(s) earned during the program, including the type, verification and credential date to the Closure Information tab or Credential Section.

d) Make sure any Measurable Skill Gains attained during the program have been added to the participant's Measurable Skill Gains (MSG) ribbon or, individuals below postsecondary education level literacy/numeracy gains or to the Educational Functioning Level for MSG ribbon.

e) Add any unsubsidized or On-the-Job Training (OJT) employment entered during the program or at closure to the Add Employment ribbon

If a participant's case has been closed for less than 90 days and the participant requests or demonstrates a need for continued services, the CSCF staff may request the Senior Planning Manager (SPM) (CSCF's Data Integrity Specialist) to delete the closure. If the participant's case has exited, SPM will advise staff that a new program application is required.

### C. EXITS

Individuals who are participating in more than one program covered under the common exit policy will have a single common exit date. The participant's exit occurs when he/she has not received services for at least 90 calendar days from any programs to which the common exit policy applies and no future services scheduled, except for self-service, information-only activities, or follow-up services. The participant's exit date cannot be determined until 90 days have elapsed since the participant last received a participating service and no services are scheduled for the future. The exit date is applied retroactively to the last service date. There are two (2) different types of exits

1. **System Exit--** System (soft) exit occurs automatically after participants receive no staff-assisted services for 90 days in either WIOA Title I, WP, or TAA programs. Exit will occur automatically based on actual or projected end dates of reported participating services/activities. For WIOA and TAA, case notes should support the last date of staff-assisted services provided with activity end dates that accurately reflect the actual last service provided. In some cases, WIOA and/or TAA activities may be completed but the participant continues to receive WP services, which will extend program exit. Staff should continue engaging participant with valid, valuable WP services until successful outcome or program disengagement occurs. Exit is triggered by completion of training, successful transition into employment, or loss of contact. The completion of training and successful transition into employment must be documented in services with corresponding activity end dates. However, if the participant is not engaged in open WIOA activities, loss of contact must only be documented in a case note. WIOA participants who are exited due to a loss of contact must follow the closure guidelines. WIOA and TAA applications should not be allowed to system exit without proper "closure" procedure as that indicates a lack of proper management.

2. **Manual Exit--** Manual (hard) exits are not allowed unless the participant



falls into one of the WIOA Title I global exclusion scenarios. Otherwise, participants must be soft exited from the system to be closed out after 90 days of receiving no staff-assisted services. Participants may be excluded from the Primary Indicators of Performance Measures, at the time of closure, for any of the following global exclusions that precludes the participant from entering employment or participating in services:

- a) Institutionalized: The participant exits the program because he or she has become incarcerated in a correctional institution or has become a resident of an institution or facility providing 24-hour support such as a hospital or treatment center while receiving services as a participant.
- b) Health/Medical: The participant exits the program because of a medical treatment and that treatment is expected to last longer than 90 days and precludes entry into unsubsidized employment or continued participation in the program.
- c) Deceased: The participant is deceased.
- d) Reservist called to Active Duty: The participant exits the program because the participant is a member of the National Guard or other reserve military unit of the armed forces and is called to active duty for at least 90 days.
- e) Foster Care (WIOA Youth Only): The participant is in the foster care system, as defined in 45 CFR 1355.20(a) and exits the program because the participant has moved from the local workforce development area as part of such a program or system.

CSCF staff should submit requests to create a manual exit through global exclusion in writing to the Senior Planning Manager (SMP). In the email, staff should state the reason for the request and provide the name and state identification number of the participant. All the necessary and required documentation should be secured and uploaded to Employ Florida for the SPM to review and verify. If approved, the SPM will create the exit. If a participant is exited due to a global exclusion and it is due to a medical reason or disability, CSCF staff must not disclose in case notes the details pertaining to the reason for exit. SPM will ensure that any medical/disability documentation that was used to determine exclusionary exit is redacted in the EF DMS.

#### **D. FOLLOW UP SERVICES**

The purpose of follow up services is to remove barriers that participants may encounter once they exit the program. Remaining engaged and offering follow up services to these participants that will be counted in CSCF's indicators of performance measures allows CSCF to focus intentional efforts on achieving outcomes. For WIOA Adult and Dislocated Worker programs, follow-up services may begin immediately following placement into unsubsidized employment if no future services (other than follow-up services) are scheduled or expected. For the WIOA Youth program, follow-up services may begin immediately following the last date of service if no future services (other than follow-up services) are scheduled or expected.

Follow-up services do not cause the exit date to change, delay exit or trigger re-enrollment in the program. Staff must provide and document WIOA follow-up services in Employ Florida unless the participant refuses services. If a participant refuses follow-up services, staff must document the refusal with a case note in Employ Florida. Follow up services should be entered following the [EF Service](#)



[Code Guide](#), ensuring that each code (F01-F19) are entered and documented appropriately. For service codes F12-F19, follow up support services must follow acceptable guidelines set in CSCF Policy UNI-03 -Support Service and Incentives Policy. Follow-up services are not required for TAA or Wagner-Peyser participants, or any WIOA Title I participant exited due to a global exclusion.

Follow up services should not be confused with Post-Employment Follow Up (PEFU) which is a required part of WIOA case management.

**VII. INQUIRIES:**

Questions regarding this policy should be directed to the Senior Planning Manager. Any updates to this policy will be communicated through the Chief Operations Officer or their designee and noted on page one of the policy.

Meeting Details

Meeting Agenda

Welcome

Spotlight Story

Awards  
Recognition

Board  
Recognition

Roll Call

Public Comment

Consent Agenda

Information/  
Discussion/  
Action Items

Insight

Other Business

Adjournment

# INFORMATION / DISCUSSION / ACTION ITEMS



# Chair's Report

Jody Wood





# President & CEO Report

Pam Nabors



# Scorecard

Program Year 2020-2021 Final Report

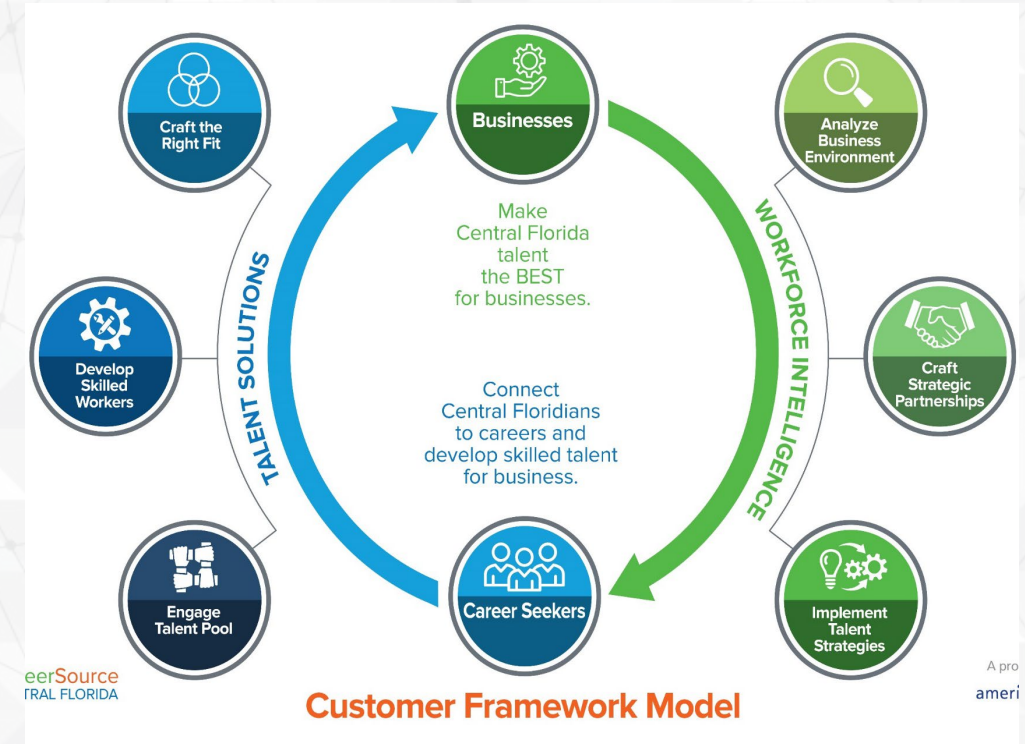


# CSCF STRATEGIC PRIORITIES - 2020-2021

DIVERSIFY REVENUE STREAMS TO  
ADJUST FOR VARIABLES IN  
FEDERAL FUNDING

DELIVER TALENT SOLUTIONS TO IGNITE  
POTENTIAL

DELIVER TALENT RECRUITMENT STRATEGIES  
FOR BUSINESSES IN HIGH GROWTH  
INDUSTRIES





# 2020-2021 HIGHLIGHTS

## *Deliver Talent Solutions to Ignite Potential*

- Majority of customers participated in job preparation services or accessed information about labor market and open jobs with more than half of them between 26-45 years old
  - Nearly 80% had work experience
  - 43% served in Orange County
- Almost 150% increase in training enrollments
  - Greatest increases in EMT, Information Security Analysts, Heavy and Tractor-Trailer Truck Drivers
  - Nearly half through Help is Here Orange County
- Wages increased with Hospitality/Tourism wages increasing 24% and Construction by 20%

## *Deliver Talent Recruitment Strategies in High-Growth Industries*

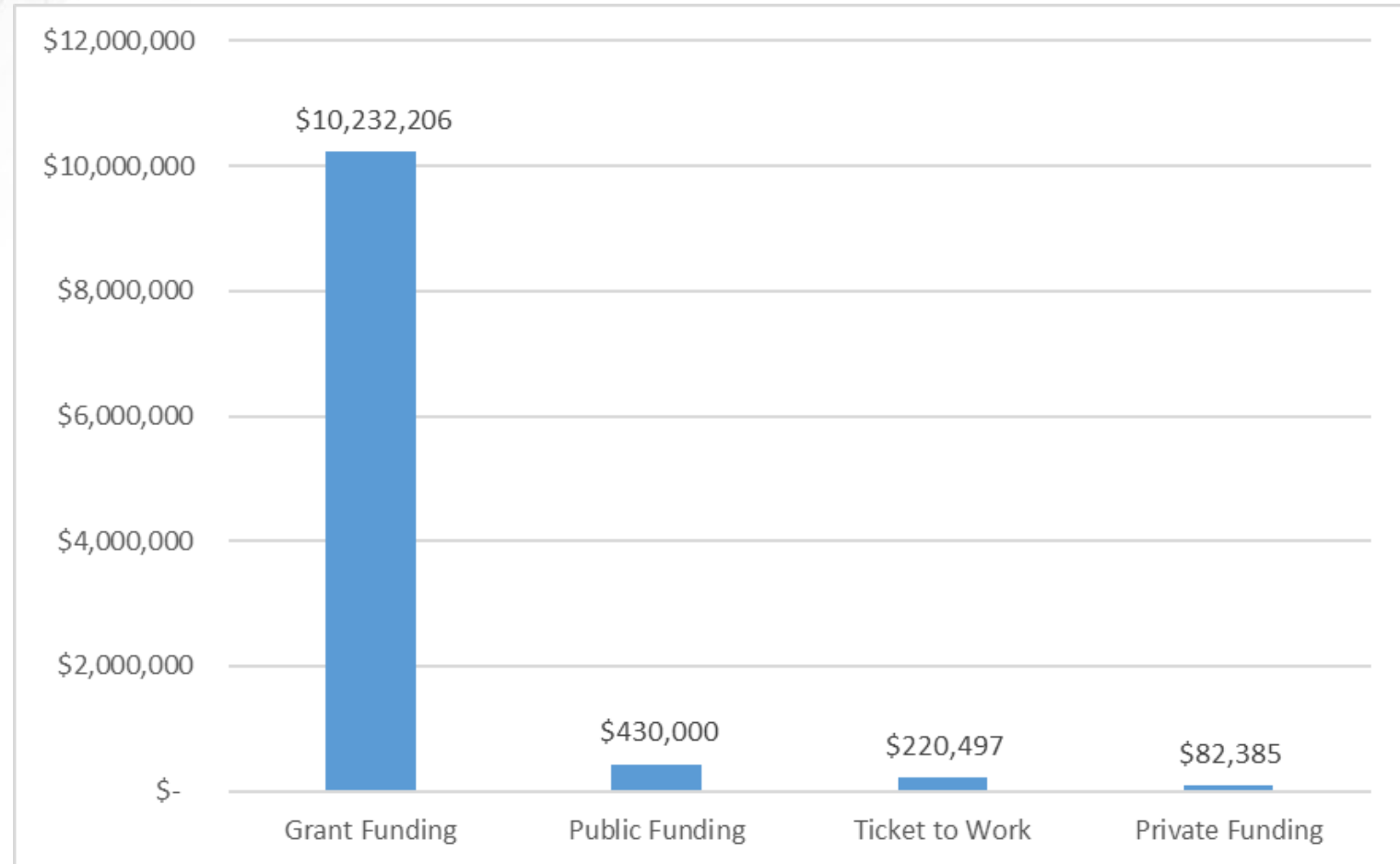
- Slight uptick in new businesses, continue to serve repeat customers
- Our business niche customer remains small to mid-sized businesses
- More than half of businesses were engaged through relationship-based consultative services (*relationships, relationships, relationships*)
- Providing businesses more support for work experiences and on-the-job training this last year

## *Board Engagement*

- Exceeded all Board of Directors engagement goals for the year, including the new “Contribute” goal which was 73%

## DIVERSIFY REVENUE STREAMS TO ADJUST FOR VARIABLES IN FEDERAL FUNDING

<b>Revenue Diversity Goal</b>	<b>\$ 1,600,000</b>
<b>Grant Funding</b>	
Help is Here - Orange County	\$ 7,500,000
Veterans Award	\$ 32,206
Project Opioid	\$ 2,700,000
	<b>\$ 10,232,206</b>
<b>Public Funding</b>	
Orange County (Youth Grant)	\$ 200,000
Community Action Agency	\$ 120,000
Mount Dora	\$ 50,000
City of Apopka	\$ 30,000
City of Ocoee	\$ 10,000
City of St. Cloud	\$ 20,000
	<b>\$ 430,000</b>
<b>Ticket to Work</b>	<b>\$ 220,497</b>
<b>Private Funding</b>	
Board Member Contributions	\$ 19,250
Additions Financial Bank	\$ 40,000
Bank of America	\$ 15,000
Valencia College	\$ 5,000
Orlando Business Journal	\$ 3,000
Misc. (PayPal Contributions)	\$ 135
	<b>\$ 82,385</b>
<b>YTD Revenue Diversity</b>	<b>\$ 10,735,088</b>
<b>Percentage of Goal</b>	<b>671%</b>



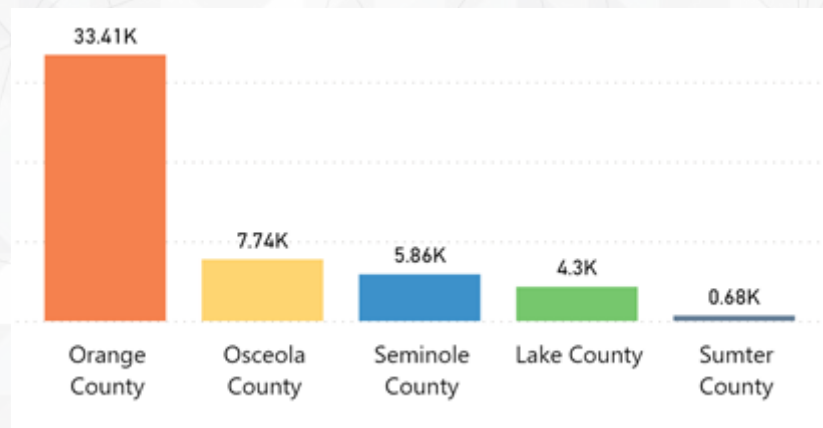
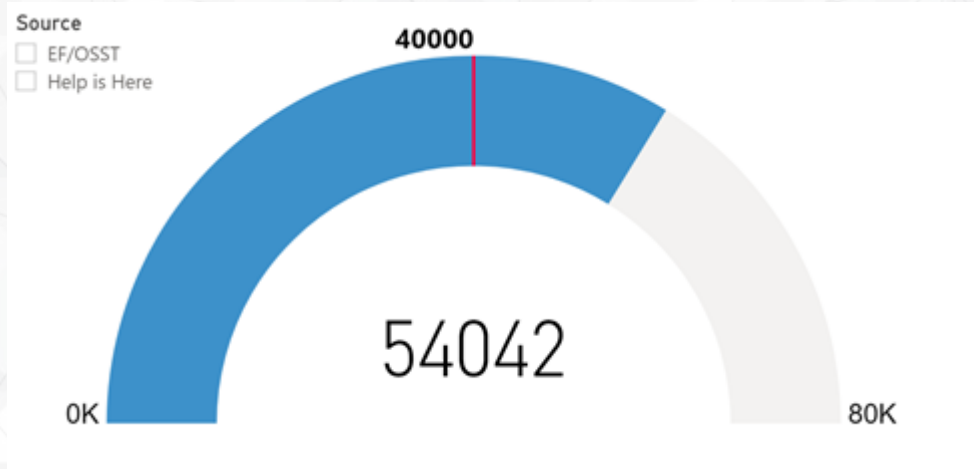
Data Source: Employ Florida SQL Server, OSST SQL Server, and Help is Here CareerEdge

Data Start Date  
July 1, 2020

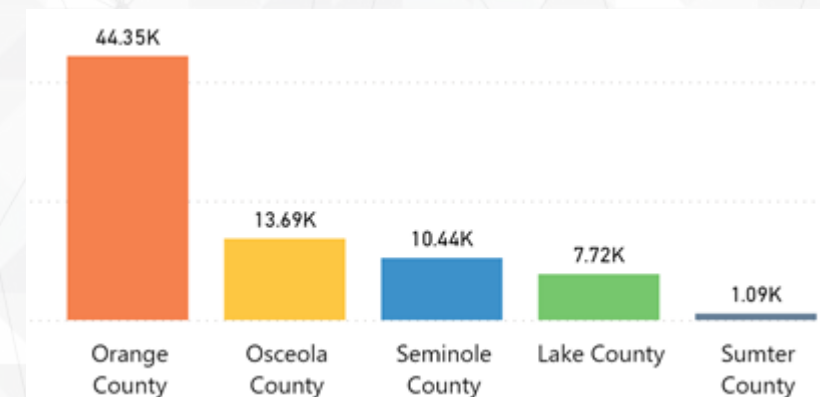
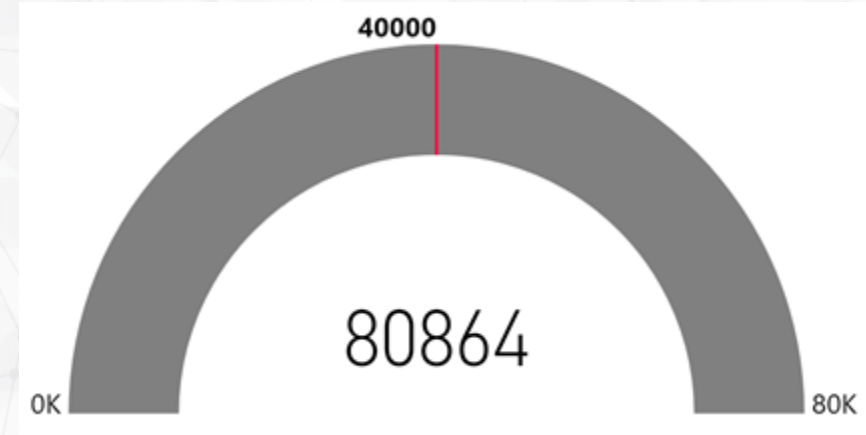
Data Through  
June 30, 2021

# DELIVER TALENT SOLUTIONS TO IGNITE POTENTIAL

**Customers Served**  
July 1, 2020- June 30, 2021



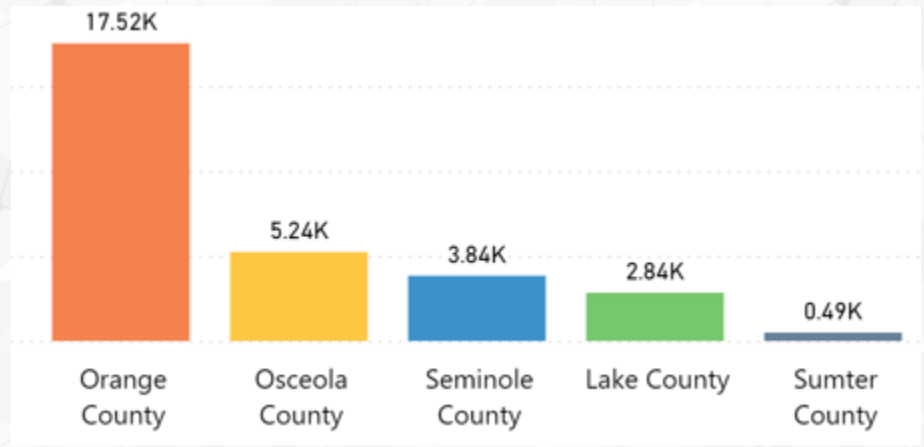
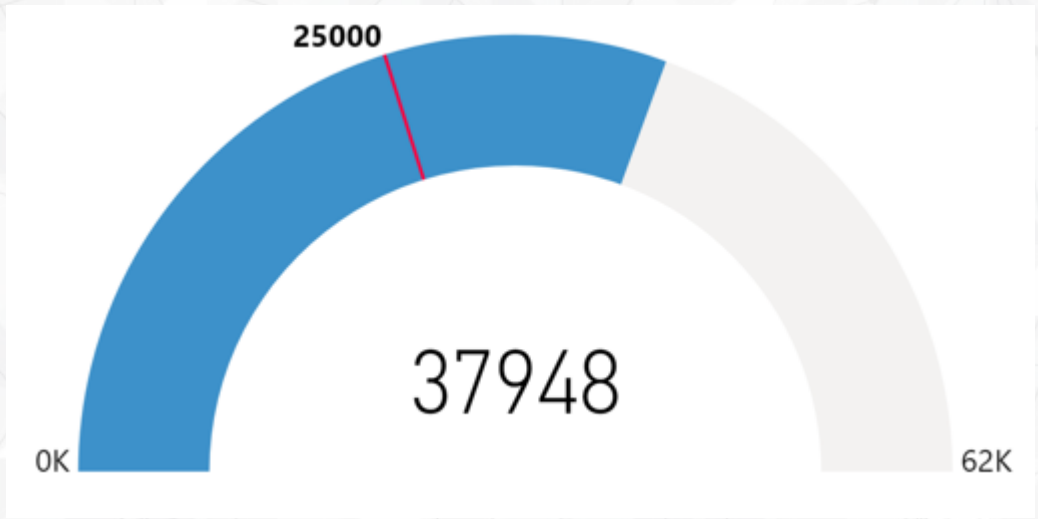
**Customers Served**  
July 1, 2019 – June 30, 2020



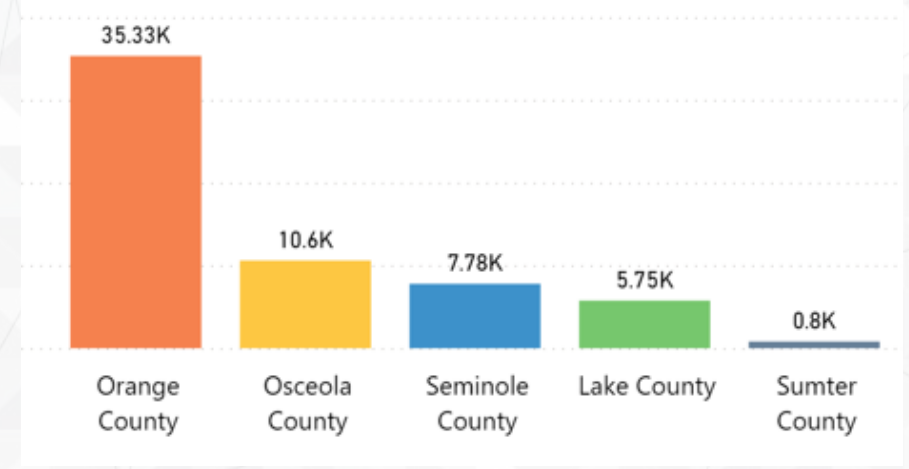
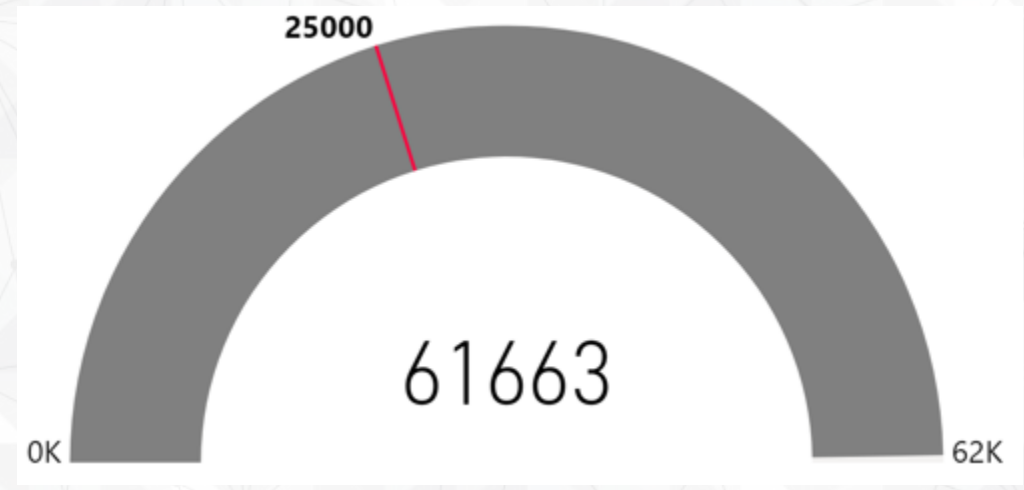


# DELIVER TALENT SOLUTIONS TO IGNITE POTENTIAL

Customers Engaged  
July 1, 2020- June 30, 2021

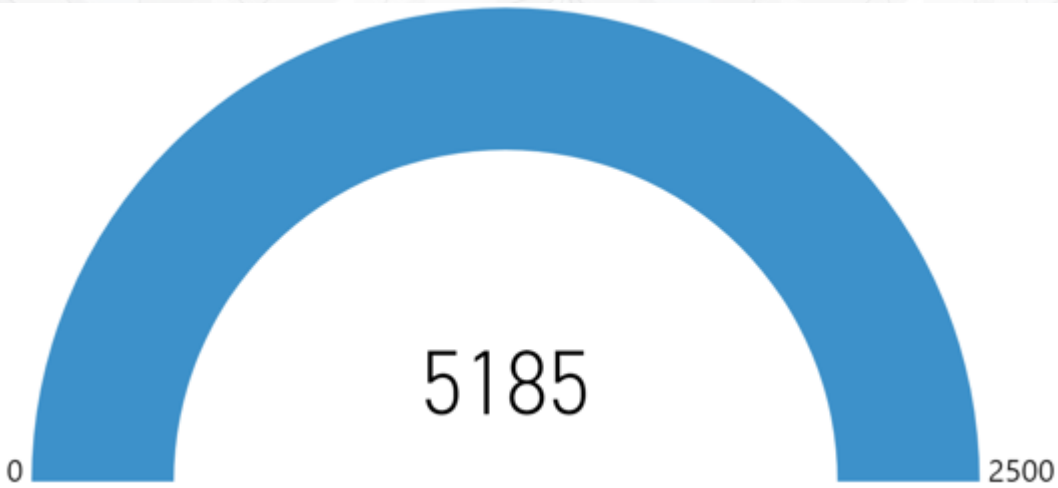


Customers Engaged  
July 1, 2019 – June 30, 2020

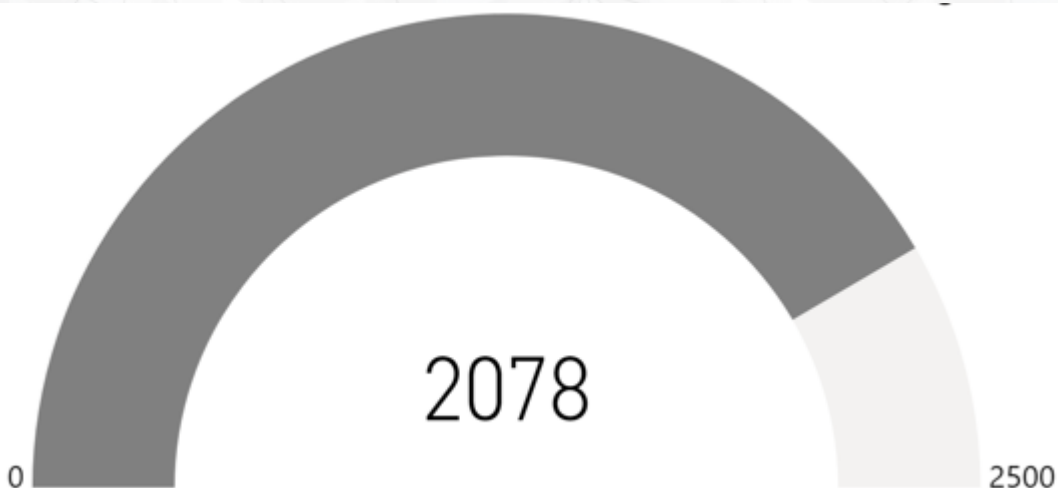


DELIVER TALENT SOLUTIONS TO IGNITE  
POTENTIAL

**Career Seekers in Training**  
July 1, 2020- June 30, 2021

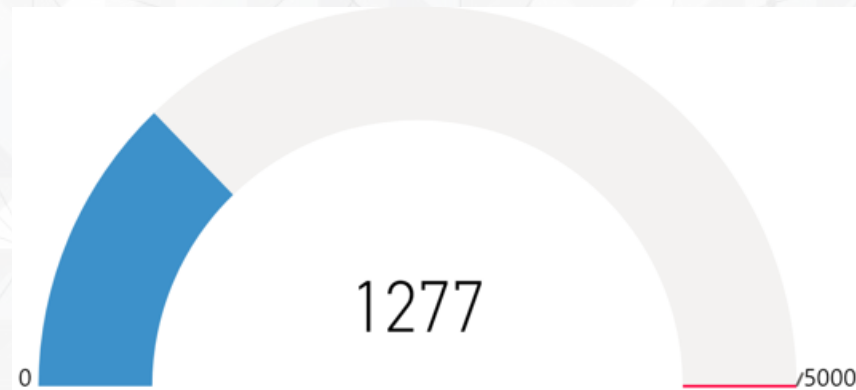


**Career Seekers in Training**  
July 1, 2019 – June 30, 2020



# DELIVER TALENT SOLUTIONS TO IGNITE POTENTIAL

## Career Seekers Trained & Placed July 1, 2020- June 30, 2021

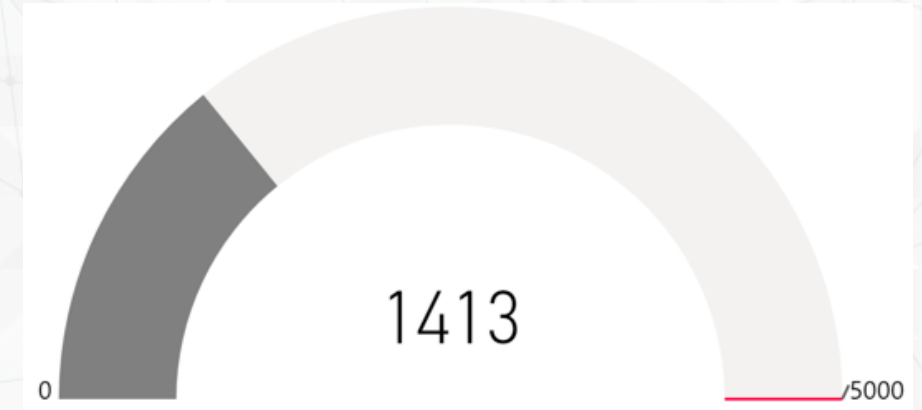


Employment Targeted Sector	Distinct Placements	Percent	Average Wage	Median Wage
Trade & Logistics	247	19.34%	\$18.25	\$16.69
Healthcare	235	18.40%	\$15.65	\$15.00
IT & Finance	232	18.17%	\$19.53	\$17.00
Other	232	18.17%	\$15.86	\$15.00
Construction & Utilities	180	14.10%	\$18.84	\$18.02
Hospitality/Tourism	76	5.95%	\$13.63	\$13.12
Manufacturing	75	5.87%	\$17.03	\$15.63
	7	0.55%	\$28.49	\$18.00

**\$17.37**  
Average Wage

**\$15.25**  
Median Wage

## Career Seekers Trained & Placed July 1, 2019 – June 30, 2020



Employment Targeted Sector	Distinct Placements	Percent	Average Wage	Median Wage
IT & Finance	189	13.44%	\$17.12	\$15.00
Manufacturing	108	7.68%	\$16.61	\$15.00
Trade & Logistics	291	20.70%	\$16.27	\$15.00
Construction & Utilities	145	10.31%	\$15.64	\$15.00
Healthcare	317	22.55%	\$14.67	\$13.00
Other	233	16.57%	\$13.57	\$12.00
Hospitality/Tourism	127	9.03%	\$10.97	\$10.25

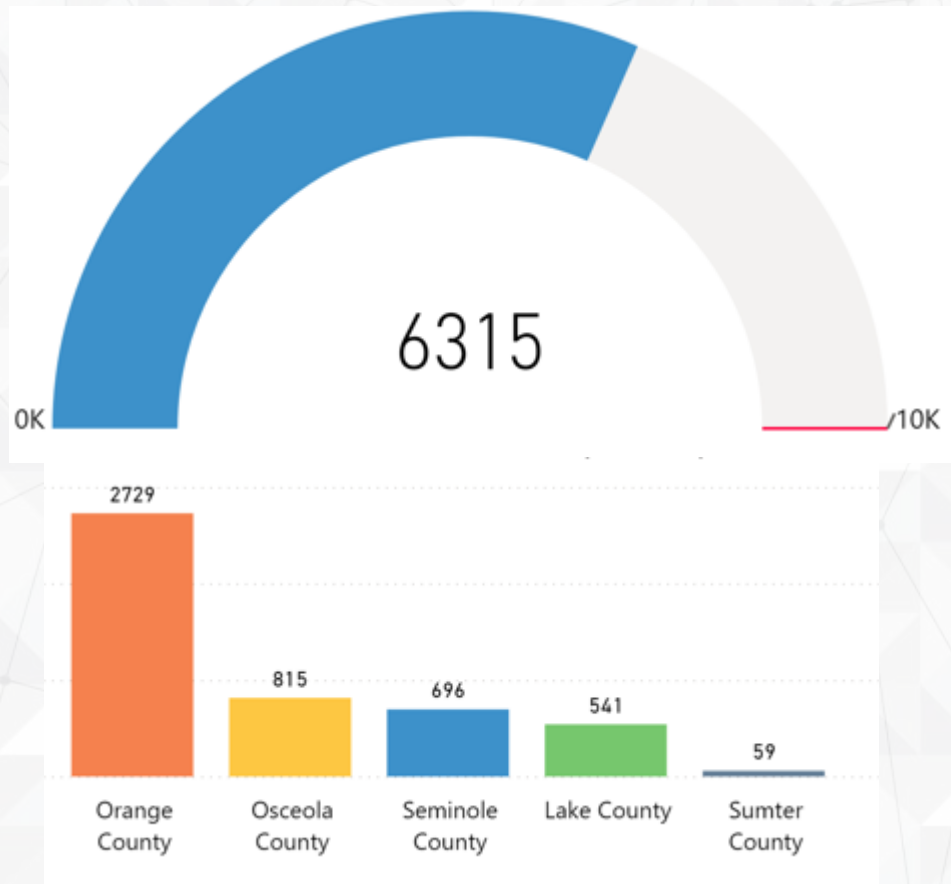
**\$15.08**  
Average Wage

**\$14.00**  
Median Wage

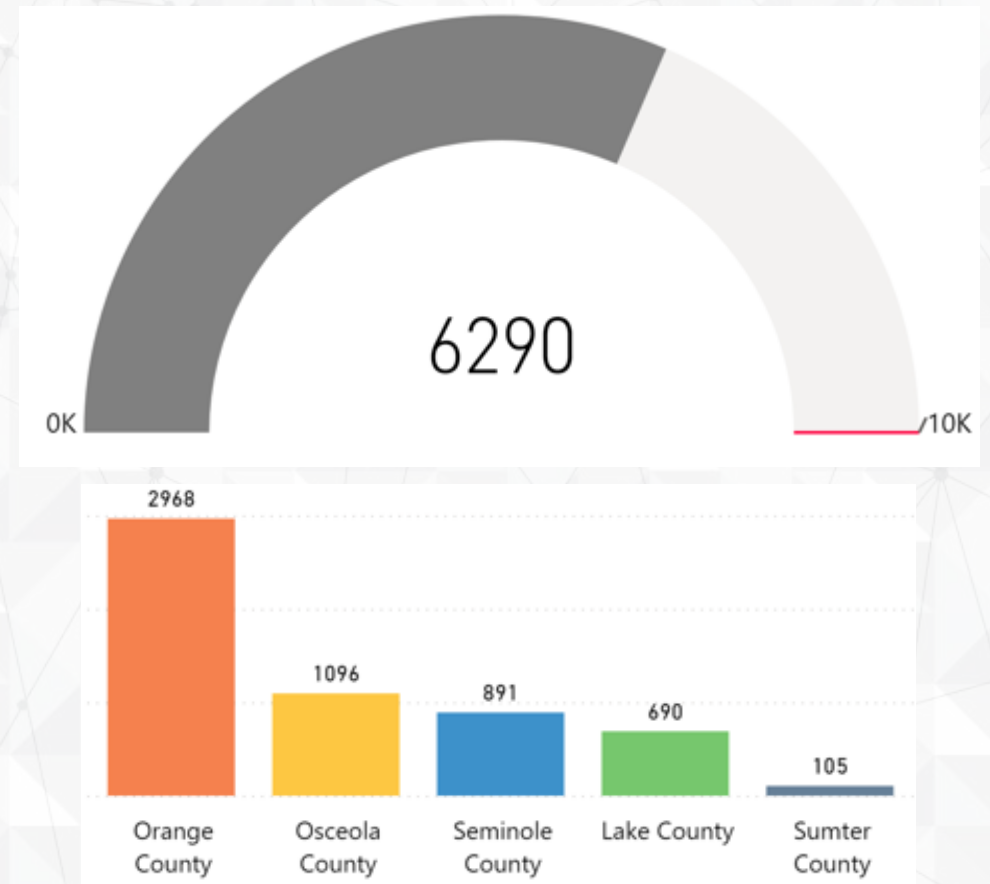


## DELIVER TALENT SOLUTIONS TO IGNITE POTENTIAL

**Career Seekers Placed**  
July 1, 2020- June 30, 2021

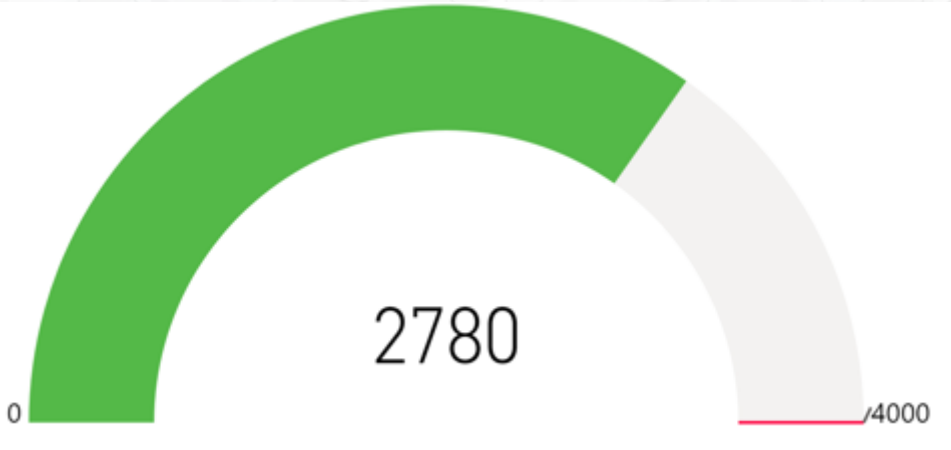


**Career Seekers Placed**  
July 1, 2019 – June 30, 2020

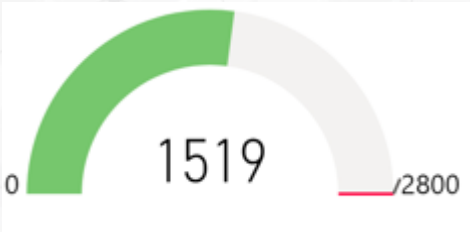
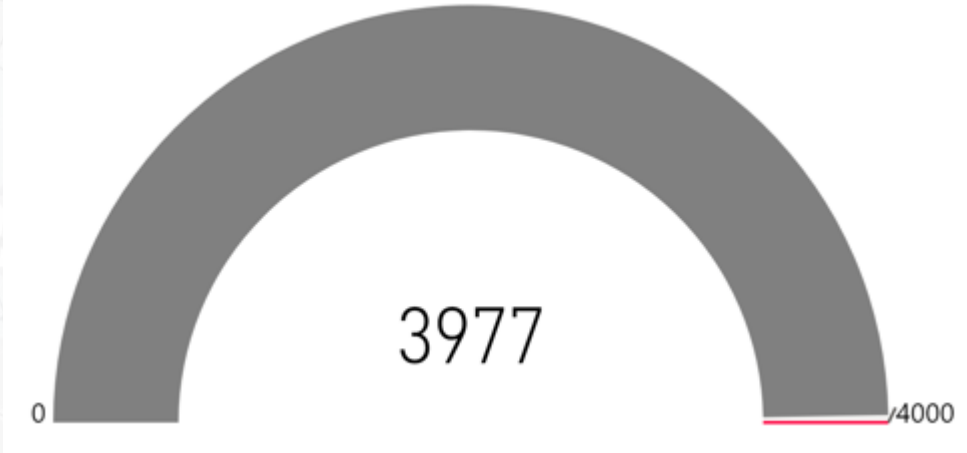


DELIVER TALENT RECRUITMENT STRATEGIES  
FOR BUSINESSES IN HIGH GROWTH  
INDUSTRIES

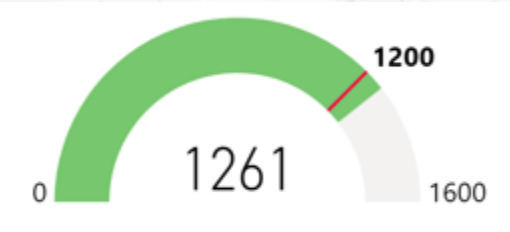
**Businesses Served**  
July 1, 2020- June 30, 2021



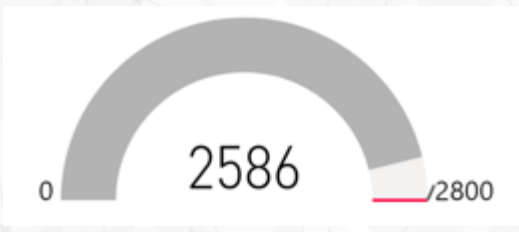
**Businesses Served**  
July 1, 2019 – June 30, 2020



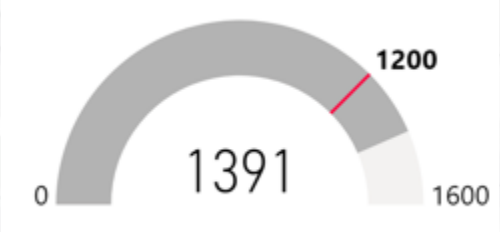
Loyalty Businesses



New Businesses



Loyalty Businesses



New Businesses

# FY 20-21 BOARD ENGAGEMENT: RESULTS THROUGH JUNE 30

	ENGAGEMENT		NEW
	PARTICIPATE	DEMONSTRATE	CONTRIBUTE
GOAL	90% of Board Membership	80% of Board Membership	70% of Board Membership
KPI	24 Hours per Board Member, per Year	Every Board Member Participates in One Occurrence, per Year	Contribute to Revenue Generation and/or provide In-kind Contribution
Year-End Results:	20 hours average Participated	112% Demonstrated	73% Contributed



# Q1 Progress Report

2021-2022



# CSCF STRATEGIC PRIORITIES

## Q1 PROGRESS

DIVERSIFY REVENUE STREAMS TO  
ADJUST FOR VARIABLES IN  
FEDERAL FUNDING

- ✓ Explored Establishment of LLC ROI Model
- ✓ Identified/ Applied for Multiple Grants

DELIVER TALENT SOLUTIONS TO IGNITE  
POTENTIAL

- ✓ Delivered Workforce Solutions to Combat Opioid Crisis through FORTE

DELIVER TALENT RECRUITMENT STRATEGIES  
FOR BUSINESSES IN HIGH GROWTH /  
RECOVERING / EMERGING INDUSTRIES

- ✓ Maximized Hiring Events with Employers like Walt Disney World

New

ADJUST TO EVOLVING MARKET AND LEGISLATIVE  
CHANGES THROUGH INNOVATIVE INITIATIVES

- ✓ Initiated Workforce System Changes to Deliver More Transparency and Accountability Measures



## As of 06/30/21

[RETURN TO AGENDA](#)



# REPORTS BY COMMITTEE CHAIR

Executive

Jody Wood

Audit

Sheri Olson

Career Services

Andrew Albu

Community Engagement

David Sprinkle

Facilities Ad Hoc

Matt Walton

Finance

Eric Ushkowitz

Governance

Richard Sweat

Revenue Diversity Ad Hoc

Eric Jackson



## ACTION ITEM

**To: CareerSource Central Florida Board of Directors**  
**From: Executive Committee**  
**Subject: Procurement - Telecom Services/Wide Area Network**  
**Date: September 30, 2021**

### Purpose:

The purpose of this memo is to provide information in relation to the procurement for telecom service/wide area network and make a recommendation to the CareerSource Central Florida (CSCF) Board of Directors based on the proposals received and Review Team's evaluations.

### Background:

A request for proposal (RFP) was developed to obtain proposals from qualified firms, organizations, or qualified individuals to serve as the wide area network provider for all six CareerSource and one datacenter in the Central Florida area. The purpose of the RFP is for project replacing the current connectivity at all locations with goal to save costs, improve overall network performance, increase redundancy, and improve access to cloud-based applications such as Office 365. The RFP was released via the company website for a 28-day duration beginning July 15, 2021, with a bid closing date of August 11, 2021, in conjunction with publishing a legal notice in Orlando Sentinel. The RFQ was based on specifications developed by the CareerSource team. The annual budget for this service is \$102,000 (\$8,500 per month for 12-months). The contract will be a three years obligation totaling \$306,000.

Advance notification of legal notice publication for the RFQ was provided to seventeen (17) firm representatives deemed capable of supplying services. Seven firms responded to the solicitation providing qualifications and proposals. Those who responded were as follows: (1) ~~Nitel~~ Telecom Services, (2) Momentum Telecom, (3) CenturyLink Communications, LLC d/b/a Lumen Technologies Group, (4) ~~Hypercore~~ Networks, (5) AT&T Corp., (6) Charter Communications Operating, LLC d/b/a Spectrum Enterprises, and (7) Summit-Broadband.

The Review Team reviewed submitted proposals then met. Each team member provided individual scores for each Proposer. Additionally, interviews were conducted with those proposers earning the four highest scores to technically confirm the validity of submitted proposals since all proposals begged for dialogue with proposers to clarify open questions. The submitted averaged scores represent the team's recommended scores and rankings to CSCF Board of Directors as shown in the matrix below:

SUMMARY OF EVALUATED AVERAGE POINTS & RANK BY PROPOSER							
	Proposer Name						
	Summit	LUMEN	Spectrum	AT&T	Hypercore	Nitel	Momentum
	94.6	88.4	69.6	67.8	65.2	65	55
Ranking	1	2	3	4	5	6	7

**Next Steps:** Based on these interviews, CSCF staff would like to further explore the Summit and Lumen offerings. IT would like to present their internal transition plan to verify each company can support what is needed. CSCF staff would also like to obtain price updates for the following:

- Redundant pair of SD-WAN devices at the Colo-solutions location. Based on our conversations, both companies recommended this.
- Pricing from Lumen to assist with on-site replacement support of failed equipment
- Determine if there are areas where cost savings could be found (ie, cable backup connectivity vs 5G)

**Action:** The Executive Committee recommends CSCF Board allow staff continue negotiations with the top two vendors (Summit & Lumen) to identify best system fit and contractual terms. The scope of the cost will be not to exceed the budget of \$102,000 annually or \$306,000 over 3 years.

**Approved:**

*Executive Committee: 9/23/21*



# CSCF's Seminole County Office: Remodeling Update

Completed



# FLOORPLAN

1209 West Airport Blvd, Sanford

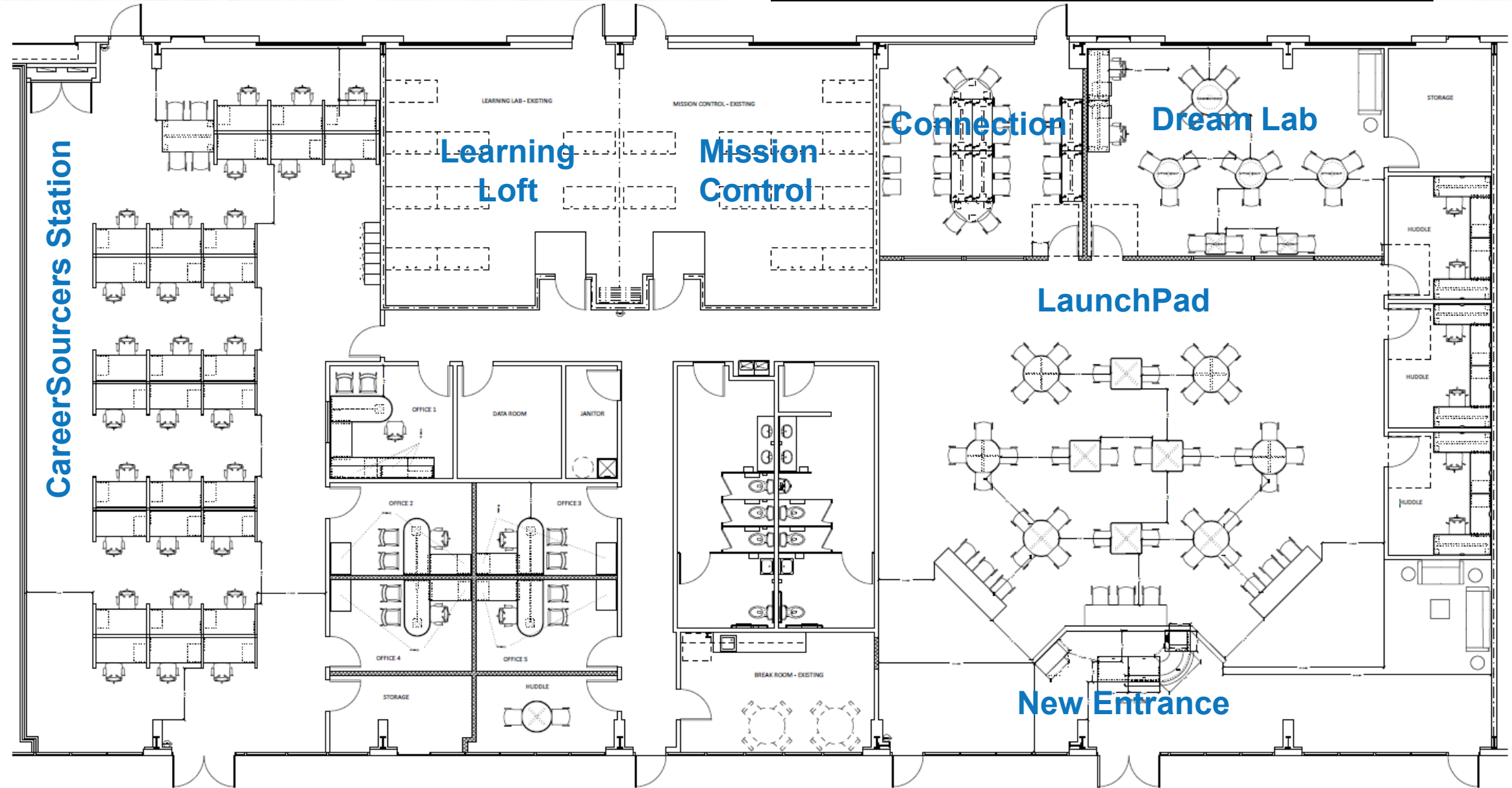
Lease Size: 10,031

Term: Initial term 62Mo. (07/01/21 to 06/30/26) w/ 5 Yr. Extension Option

Current Rate: \$12.78 per sq./ft. (NNN Lease)

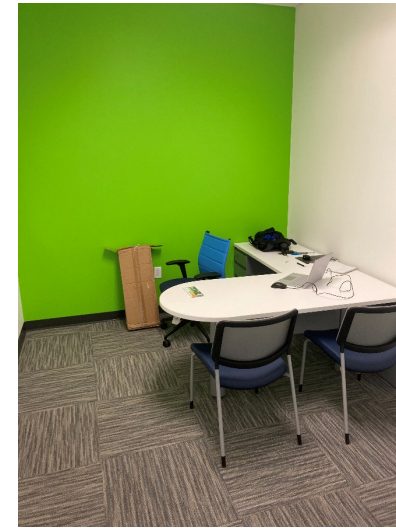
Annual Rent Escalation: 2%

Tenant Allowance: \$75,000





# Seminole Finished Product





# Seminole Finished Product





# Seminole Finished Product



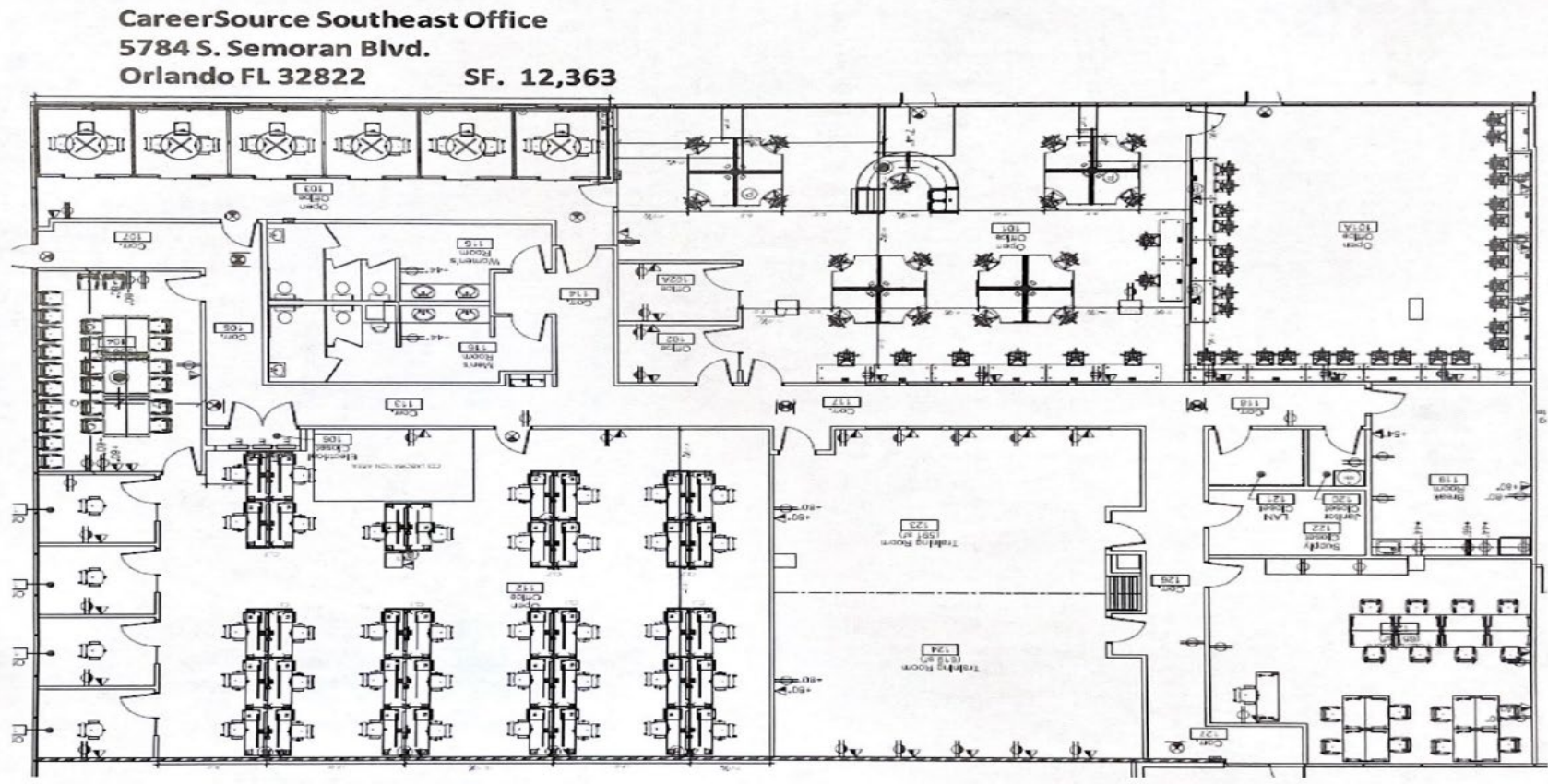
# CSCF's Southeast Orange County: Lease Renewal & Refresh Update

Scheduled for  
Q2 & Q3





# Southeast Orange Renewal and Refresh



Center Lease Information	Sqft.	Terms.	Current Rate	Annual Rent Escalation	Renewal Options
CareerSource Central Florida (Southeast Orange)	12,363	30-month lease, Start date 03/01/2022 to 08/31/2024	\$16.00 per sq/ft, (NNN lease)	3%	One 5-year option, at market rate, with 4 months' notice prior to lease expiration

# CSCF's Admin Office: Space Adjustment

Scheduled for  
Q2 & Q3

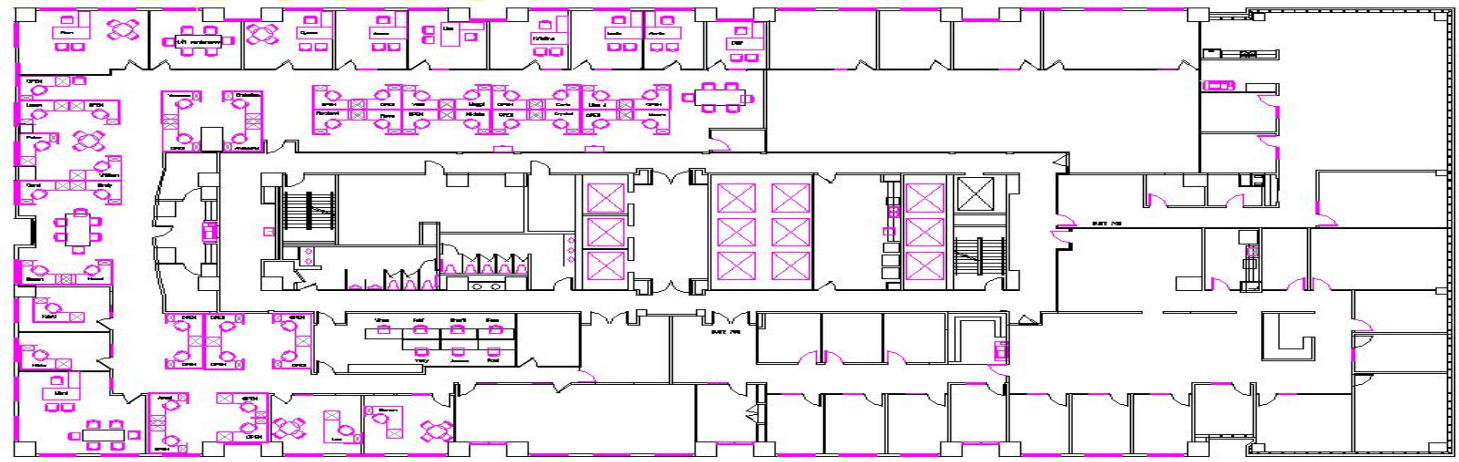


# Administrative Office Space Adjustment

Current



Proposed



<b>390 North Orange Ave, Orlando</b>
Lease Size: 14,932 – Decreasing 3,000 sq/ft
Term: 63 Months (05/01/21 to 07/31/26)
Current Rate: \$27.46 per sq./ft. (Full Service Lease)
Annual Rent Escalation: 3%
Rent Concession: 3 Months of free rent
TI Allowance: \$7.00 sq/ft (\$104,524)



Meeting Details

Meeting Agenda

Welcome

Spotlight Story

Awards  
Recognition

Board  
Recognition

Roll Call

Public Comment

Consent Agenda

Information/  
Discussion/  
Action Items

Insight

Other Business

Adjournment

# INSIGHT



# Florida Legislative Session *Wrap-Up*

Thursday, September 30, 2021



WELCOME



THE PLAYERS



A SESSION UNLIKE  
ANY OTHER



THE NUMBERS



BUDGET



REVENUES



COVID-19



BUSINESS &  
INSURANCE



WORKFORCE  
RELATED PROGRAMS



2022 LEGISLATIVE  
SESSION ISSUES



CONCLUSION

# Welcome



**CHRIS CARMODY**

Shareholder  
Orlando/Tallahassee



# *The Players*



OFFICE OF  
GOVERNOR  
DESANTIS

CABINET  
MEMBERS

HOUSE &  
SENATE

# OFFICE OF GOVERNOR DESANTIS

Meeting Packet Page 80



**Ron DeSantis**  
Florida Governor



**Adrian Lukis**  
Chief of Staff



**Stephanie Kopelousos**  
Legislative Affairs Director



**Chris Spencer**  
Office of Policy and Budget Director

# CABINET MEMBERS



**Nikki Fried**  
Commissioner of  
Agriculture &  
Consumer Services



**Ashley Moody**  
Attorney General



**Jimmy Patronis**  
Chief Financial Officer



# HOUSE & SENATE



**Chris Sprowls**  
House Speaker



**Wilton Simpson**  
Senate President



**Bryan Avila**  
Speaker Pro  
Tempore



**Jay Trumbull**  
Appropriations  
Chair



**Paul Renner**  
Rules Chair



**Aaron Bean**  
President Pro  
Tempore



**Kelli Stargel**  
Appropriations  
Chair



**Kathleen Passidomo**  
Rules Chair



**Michael Grant**  
Majority Leader



**Bobby DuBose**  
Minority Leader



**Debbie Mayfield**  
Majority Leader



**Lauren Book**  
Minority Leader



## *A Session Unlike Any Other*

### **Special COVID-19 Protocols for all Committee Meeting Weeks and Entirety of Session:**

- **Senate** did not allow guests or general public into committee meetings or the Senate Office Building. All testimony given remotely from Donald Tucker Civic Center.
- **House** allowed for in-person meetings and committee attendance, but only on a first-come, first-served basis (with pre-registration) for committees and by documented appointment only (with escort in and out of building) for member meetings.
- **Changes in Advocacy** – Direct access to members of House and Senate more important than ever as advocacy switched from the scheduled in-person meeting to (almost exclusively) calls and texts.





## Know the Numbers

3,096

Total Bills Filed

1,060

House  
Appropriation Bills

1,839

General Bills

52

Local Bills

275

Bills Passed in Both Chambers  
*24 of which were Local Bills and  
Concurrent Resolution*

- Of the **3,096** bills filed, **275** passed both legislative chambers for a chance to become law—representing just **8.85%** of all bills filed.
- During the 2020 Regular Session, the Legislature passed **210** bills. The last time the Legislature passed as many bills was 2016, hitting the “green” button for **279** bills.
- The Governor ultimately vetoed **five** bills and approved the rest.





# Budget

- Went from projected deep cuts to the **largest budget in state history** in a matter of months
- Revenue Estimating Conference in Fall 2020 advised Legislature to plan for a **\$2-3 billion** shortfall in the FY 2020-2021 and an additional **\$2-3 billion** for FY 2021-2022
- Florida economy began to rebound and the revenue estimates got markedly better leading into session
- Then...The American Rescue Plan infused **\$10 billion** into the State budget

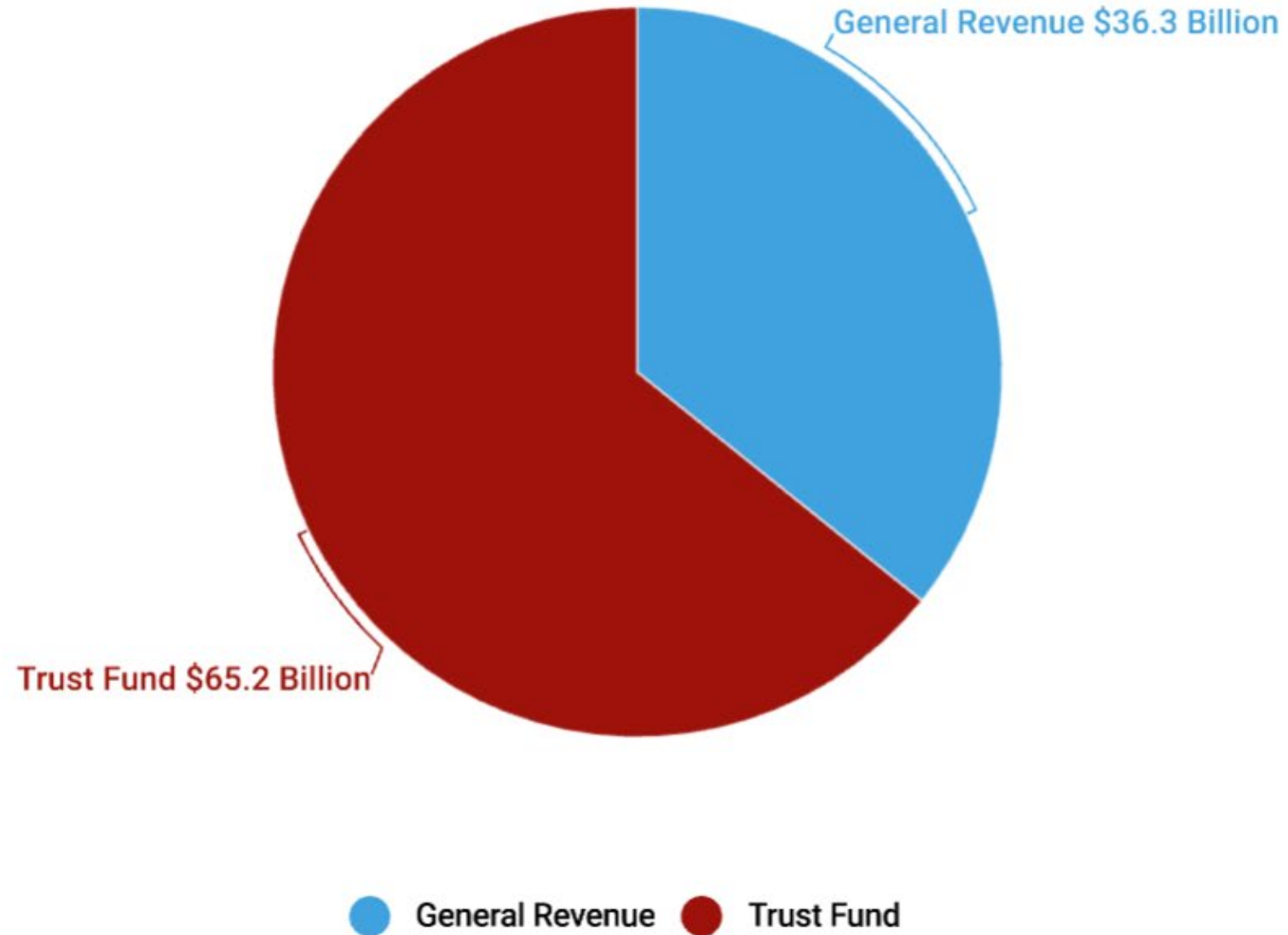
TOTALS

SLICING  
UP THE PIE

# \$101.5 BILLION TOTAL BUDGET

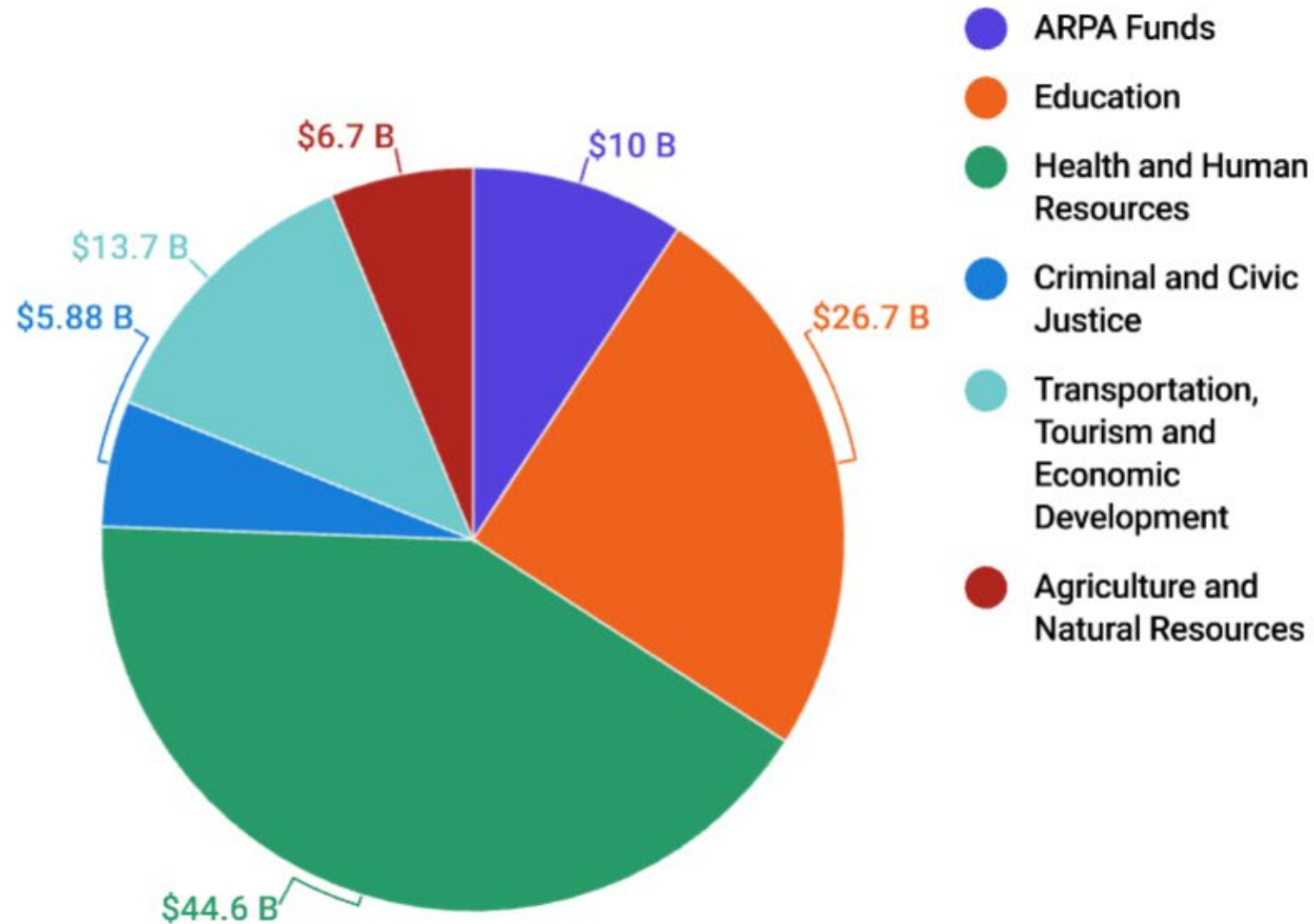
- **\$6.7 billion** in federal stimulus spending (the remainder bolstering reserves)
- **\$6 billion** in total reserves
- **\$1,000** bonuses for teachers and first responders
- Increased minimum wage for state workers to **\$13** per hour
- **\$1 billion** into emergency response funds (**vetoed**)
- \$.1 billion in total vetoes

# SLICING UP THE PIE





# SLICING UP THE PIE



# Revenues



**TAX CUTS**

**AFFORDABLE  
HOUSING**

**GAMING**

# TAX CUTS AND NEW TAX COLLECTIONS

## Tax Cut Package

- Passed on final day of session
- Expands tax credit for affordable housing
- Permanent sales tax exemption for independent living items
- **10** day "back-to-school" sales tax holiday (July 31 - August 9)
- Disaster preparedness sales tax holiday (May 28 - June 6)
- Freedom Week sales tax holiday (July 1-7)

## New Tax Collections

- "Wayfair bill" passed and signed into law
- Revenues (**\$1 billion** per year estimated) will first go to refill the Unemployment Compensation Trust Fund (until fund is at **\$4.01 billion**) – avoiding a tax hike on businesses in order to replenish – and thereafter will go toward a reduction of the business rent tax



# AFFORDABLE HOUSING TRUST FUND RESTRUCTURING

- The Sadowski Trust Fund will be, under new legislation, negotiated and passed in mid-session, protected from any future “raids”
- However, the fund has been modified to divide the money between SHIP and SAIL (~**50%** of the trust fund), resiliency/ sea-level rise projects (~**25%**), and septic-to-sewer conversion projects (~**25%**)

# SPECIAL SESSION ON GAMING

- May 17-21
- Legislature ratified the new Seminole Gaming Compact
- Passed legislation “de-coupling” Florida’s pari-mutuels
- New gaming options at Hard Rock Casinos in Tampa and Hollywood
- Authorizes in-person and mobile sports gambling
- Compact now must be approved by US Department of Interior
- Backers of “No Casinos” constitutional amendment have already pledged to challenge the compact, particularly the sports betting expansion

COVID-19



COVID-19  
LIABILITY  
RELIEF



# COVID-19 LIABILITY RELIEF

- Top priority of Governor/Speaker/President going into session
- Passed and signed into law swiftly
- Covers all public, private, and health care entities
- **HB 1261** also passed to shield higher education institutions from liability related to COVID spread

## GOVERNMENT POWERS AND VACCINE PASSPORTS

- On May 3, the Governor signed **SB 2006** which, among other things:
  - Curtails executive power at the state and local levels related to shutdowns and closures in times of emergency
  - Bans the use of "vaccine passports" in Florida by both government and private entities
  - Creates a statutory presumption that, in times of future public health emergencies, businesses and schools should remain open "to the greatest extent possible"

## VACCINE FRAUD PROTECTION

- **HB 9 (Protecting Consumers Against Pandemic-related Fraud)**
  - Defines "personal protective equipment"
  - Prohibits dissemination of false or misleading information relating to personal protective equipment with specified intent; prohibits dissemination of false or misleading vaccine information with specified intent
  - Authorizes state attorney or statewide prosecutor to prosecute violation
  - Authorizes the Attorney General to seek civil remedies

# *Business & Insurance*



- Made major headway but died on final day of session
- Will be back in 2022
- House and Senate failed to reach consensus on creation of a private cause of action (House priority), which ultimately killed the bill

## HOME-BASED BUSINESSES

- **HB 403** passed on final day with the removal of the time restrictions adopted by the Senate
- Caused last-minute drama in the Senate as the Senate President asked for the bill back from the House to re-take a vote on the bill where three Senators – who were present for the vote – did not press a yes or no button



# BIG TECH CENSORSHIP

- Following the “de-platforming” from various social media giants of people, such as former President Trump, the Governor and Legislature vowed to take on the big tech companies, ultimately passing **SB 7072**, which prohibits a social media platform from knowingly removing a candidate and instituting penalties for noncompliance under the Unfair and Deceptive Trade Practices Act. **SB 7072** was signed by the Governor on May 24

# ALCOHOL FREEDOM

- **SB 148 (Booze to-go!)** – What started as an executive order during the pandemic will soon be codified in statute
- **SB 46 (Craft Distillery Expansion)** – after many years and several efforts, new and expanded rights for craft distilleries (such as selling drinks by the glass on site) will help this growing industry flourish
- **Cooperative Advertising** – not passed yet...but the effort continues

# PIP Repeal - VETOED

- Following extensive debate, extensive amendments, and last-minute committee meetings, the Legislature passed **SB 54** replacing Florida's motor vehicle "no-fault" law, aka PIP, with a bodily injury (BI) system
- PIP pays regardless of who is at fault
- BI coverage pays out only after a fault determination is made, which can leave health care providers or patients with unpaid bill
- Instead of requiring drivers to buy **\$5,000** in MedPay coverage, the final bill allows motorists an "opt out" choice on **\$5,000** to **\$10,000** in MedPay coverage
- Makes it harder to sue insurance companies for bad faith

## RESIDENTIAL PROPERTY INSURANCE & PENDING CRISIS IN FLORIDA MARKET

### SB 76

- Prohibits contractors from soliciting homeowners to file property insurance claims
- Increases regulatory oversight of property insurers
- Amends Citizens Property Insurance Corporation's glide path and policyholder eligibility
- Revises notice requirement of property insurance claims
- Creates a framework for property insurance suits not brought by an assignee
- Consolidation of multiple residential property suits
- Governor received the bill on June 9 and is expected to sign it



# Workforce Related Programs

- HB 1507 (Yarborough)/SB 98 (Albritton)
- Four Major Changes
  - Governor to seek Waiver
  - Creates the REACH Office
  - Creates Credentialing Committee (appointed by CareerSource Board)
  - No Wrong Door Policy with DCF
- 2022 and Beyond



# 2022 Legislative Session Issues



- Texas Abortion Bill
- Data Privacy
- Surfside Legislation
- COVID-19 – Revenge Legislation?
- Redistricting

# Thank you!

## QUESTIONS?



**CHRIS CARMODY**

Shareholder

Orlando/Tallahassee

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VisitOrlando



# Tourism & Talent

The state of our leisure & hospitality industry



# Who We Are



We are the **official tourism association** of the most visited destination in the U.S.



We represent **over 1,000 member companies** that make up every segment of the tourism industry.



Our mission is to **inspire, promote and grow global travel to Orlando** for economic and community benefit.

# VisitOrlando®





# About Me

28 years' industry experience



President & CEO, 2011 – 2021

Sr. VP, 2004 – 2011

starwood  
Hotels and  
Resorts



## Affiliations

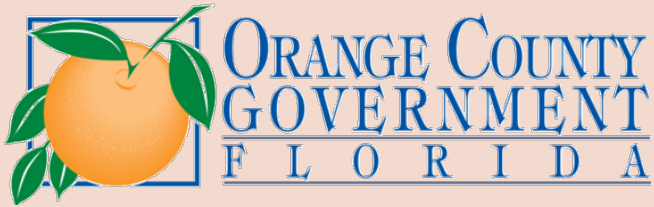
- CHFLA, OEP, Florida Citrus Sports, U.S. Travel Assoc.
- Former exec. committee member, Destinations Int'l
- Co-chair, Orange Co. Economic Recovery Task Force

## Personal

- Enjoy playing golf & watching any pro sport (favorite team = any team my kids are playing on)
- Texas Longhorn alum







U.S. TRAVEL  
ASSOCIATION

VISIT **FLORIDA**<sup>TM</sup>



DISCOVERY



RECOVERY



PARTNERSHIPS

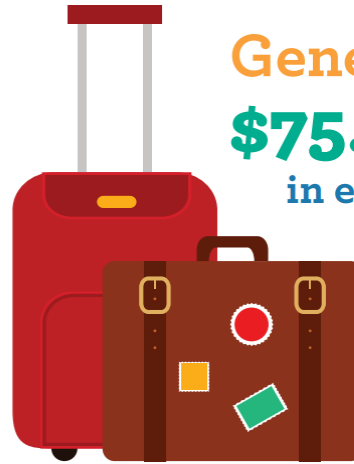


# When Fully Operational, Orlando Tourism ...



**Supports**  
**463,000 Jobs**  
 (41% of the workforce)

**Pays**  
**\$21.3 billion**  
 in compensation



**Generates**  
**\$75.2 billion**  
 in economic impact



**Provides**  
**\$5.8 billion**  
 in local and state  
 tax revenue

**Taxes from Tourism**  
 Help Pay for Programs  
 Important to all Floridians:



...and in Orange County,  
 tourism accounts for  
 over 50% of all  
 sales tax revenue.

# Wide-Ranging Economic Impact

Industry Sector	(\$ Millions)
Agriculture, Fishing, Mining	32.0
Construction and Utilities	1,435.9
Manufacturing	938.2
Wholesale Trade	1,623.9
Air Transport	2,554.6
Other Transport	1,270.2
Retail Trade	8,125.6
Gasoline Stations	1,314.3
Communications	2,396.9
Finance, Insurance and Real Estate	11,887.5
Business Services	6,222.8
Education and Health Care	3,338.5
Recreation and Entertainment	16,149.6
Lodging	8,107.3
Food & Beverage	7,885.9
Personal Services	1,516.6
Government	440.5
<b>TOTAL</b>	<b>75,240.4</b>







# 2020 in review



Total Visitor  
Volume

**-53%**



OIA  
Passengers

**-54%**



Hotel  
Demand

**-56%**



Leisure & Hospitality  
Employment (May)

**-53%**



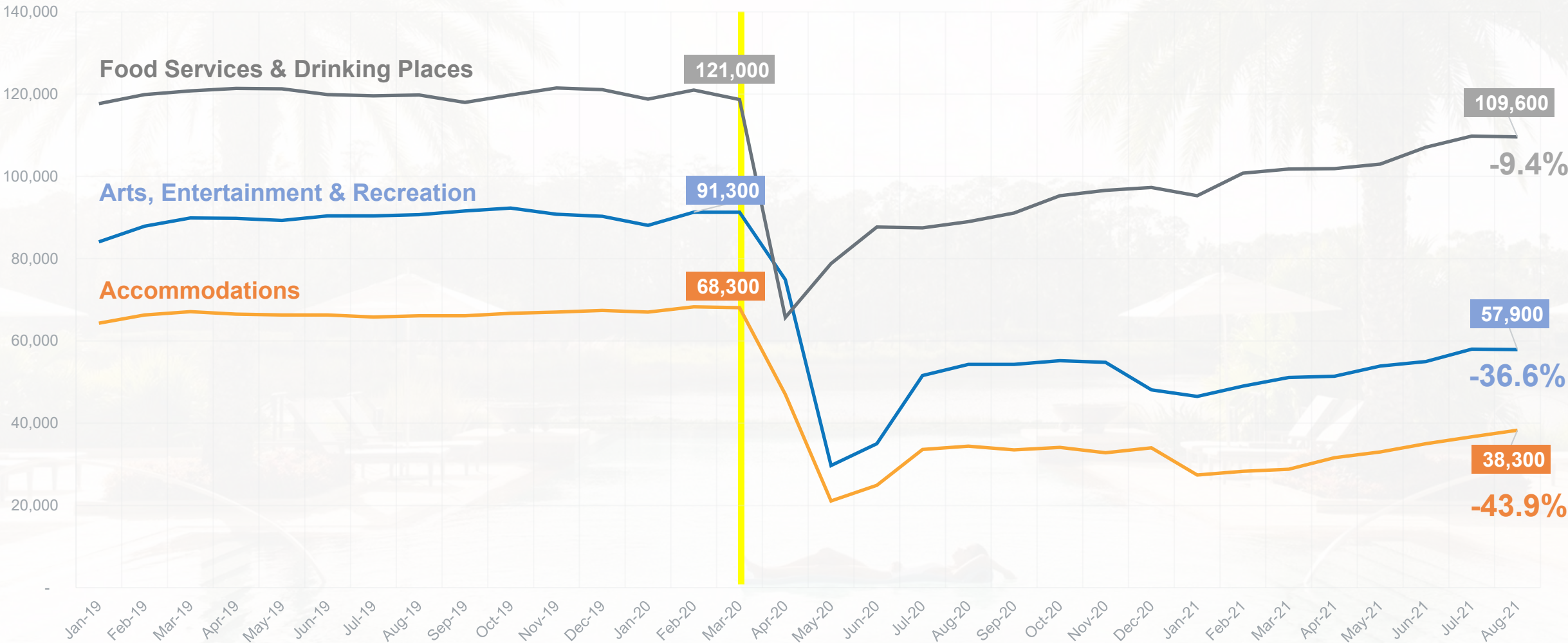
Leisure & Hospitality  
Sales Tax Collections

**-48%**



# Orlando MSA Tourism Employment

The impact of COVID-19 on leisure and hospitality jobs, by workforce segment









# Addressing Workforce Issues

Destination management a key part of Visit Orlando's new 3-year strategic plan

**Initiative:** Work with key partners to identify and address hospitality workforce issues to make Orlando a compelling destination to live, work and play

**Target:** Close the gap of workforce numbers to pre-pandemic levels of 463,000 jobs supported by tourism





**KEEP CALM  
AND PLAY ON**

Keep Calm.  
Be kind.  
And Play On.  
We'll deliver the fun!

VisitOrlando





Leisure Marketing

# *The* **WONDER** *Remains*

Discovery Cove®











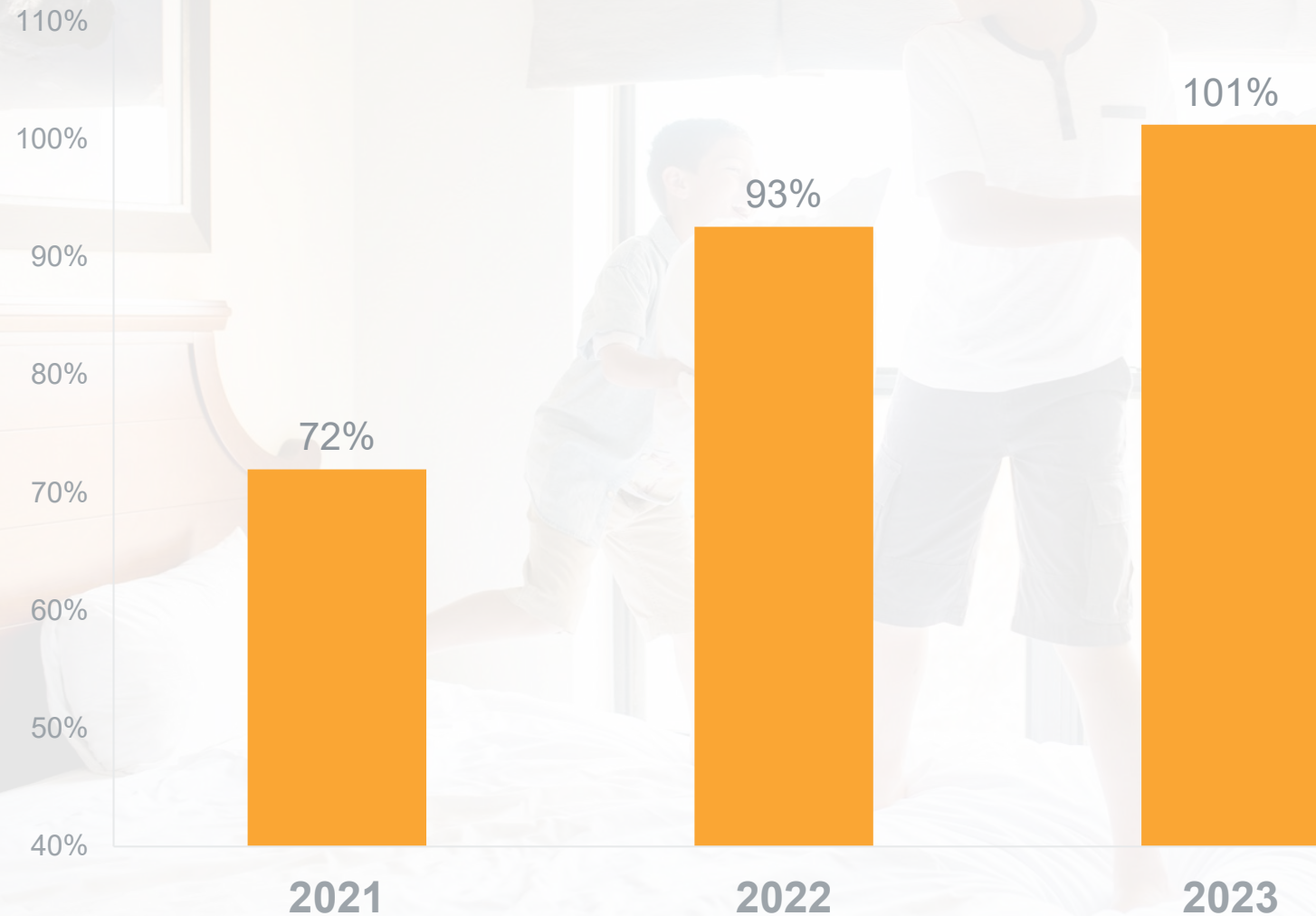
# Looking Ahead: 2022 & Beyond

- Disney's 50<sup>th</sup> anniversary celebration
- International travel returns
- Phase 1 completion of I-4 Ultimate
- Orlando International Airport expansion
- Brightline high-speed passenger rail
- Universal's Epic Universe theme park
- Improvements to the downtown core
  - Orlando Magic Sports + Entertainment District
  - Steinmetz Hall at Dr. Phillips Center
  - Bidding to become World Cup 2026 host city



# 3-Year Recovery Projection

Hotel room night demand, as a percentage of 2019 levels





Visit Orlando.  
magicaldining®  
*August 27 - October 17*

3 COURSES

**\$37**



View menus & make reservations: [MagicalDining.com](http://MagicalDining.com)

VisitOrlando®

CEO@visitorlando.com



Meeting Details

Meeting Agenda

Welcome

Spotlight Story

Awards  
Recognition

Board  
Recognition

Roll Call

Public Comment

Consent Agenda

Information/  
Discussion/  
Action Items

Insight

Other Business

Adjournment

# OTHER BUSINESS



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# ADJOURNMENT





# THANK YOU!



[RETURN TO AGENDA](#)