

**WORKFORCE INNOVATION and OPPORTUNITY ACT  
ONE STOP LOCAL PLAN ADDENDUM  
BASED ON FINAL WIOA RULES – AUGUST 19, 2016  
CAREERSOURCE PINELLAS - REGION #14**

As required per the Local Workforce Services Plan, this Addendum provides further clarification regarding the required WIOA partners.

- 1. If the entity selected as the fiscal agent/administrative entity is also identified as a one-stop operator or other direct provider of services, provide a description of the appropriate firewalls established to guard against any conflict of interest. (Page 6, Item (3)(C), Local Grant Subrecipient)**

The Board has developed appropriate firewalls between staff providing services and staff responsible for oversight and monitoring of services. The same person or department does not both provide services and oversee the provisions of those services.

In addition, the Board's committee structure is fully described in the CareerSource Pinellas's four-year WIOA plan, with a full description of each committee's functions and the responsibilities of each. The Committee structure is specifically designed to allow the Board to exercise its responsibilities in a way that facilitates the Board performing its fiduciary responsibilities, policy making responsibilities, goal setting responsibilities and oversight responsibilities. For example, the responsibilities of program development and implementation, as well as infrastructure are assigned to the One-Stop Committee and the responsibilities of budgeting and monitoring are all assigned to the Finance Committee. Both of these committees report independently and make recommendations to the Executive Committee with the final approval and oversight falling to the Board of Directors. In addition, CareerSource Pinellas has a separate Audit Committee that includes members of the Pinellas Board of County Commissioners and CareerSource Pinellas Board members that serve as an additional oversight committee.

An examination of the responsibilities of each of the CareerSource Pinellas Board's committees shows a deliberate, continuous pattern of identifying the needs of its customers and the community, the development of both short and long range goals, the establishment of measurement methods that allow the monitoring of the results of its programs, oversight of the services and overall program performance of the local area and the processing of the feedback thus acquired back into the planning process.

This results in the following:

- A. All programs directly delivered by CareerSource Pinellas are formally monitored on an annual basis, and are also subject to unannounced and random monitoring throughout the program year. These monitoring activities are reported to the One-Stop Committee and the detailed reports are available for their review.

B. Programmatic monitoring includes –

- 1) Analysis of data;
- 2) Comparison of actual processes against policy;
- 3) Compilation and delivery of a monitoring report within thirty (30) calendar days of the end of the monitoring;
- 4) Development of a plan for corrective action(s) (if necessary); and
- 5) Implementation of corrective action(s) in a timely manner.

The establishment and adherence to these Board's practices provides a sufficient "firewall" between the Board of Directors of CareerSource Pinellas and the conduct of operations in this local area.

In addition, within the current One-Stop Operator solicitation to be released in Spring of 2017, the One-Stop Operator is prevented from delivering direct services and will not

- Convene system stakeholders to assist in the development of the local plan;
- Prepare and submit the local plan;
- Be responsible for oversight;
- Manage or significantly participate in the competitive selection process;
- Select or terminate the direct service provider (the Board) or youth providers;
- Negotiate local performance accountability measures; and
- Develop and submit budget for activities of our local CareerSource Board.

The Board and its staff will have sole authority for the oversight, monitoring, and evaluation of the performance of the One-Stop Operator.

**2. Provide a description of any cooperative agreement between the Local Board and the designated local entity administering vocational rehabilitation activities under Title I of the Rehabilitation Act of 1973. (Page 9, Item 7, Cooperative Agreements)**

CareerSource Pinellas has developed a Memorandum of Understanding ("MOU") with the Division of Vocational Rehabilitation. The MOU describes the cooperative workforce training, employment and economic development efforts of CareerSource and the Division of Vocational Rehabilitation and the actions to be taken by each to assure coordination of their efforts in accordance with the state issued requirements in order to establish and maintain an effective and successful "One-Stop" delivery system.

It is understood and agreed that Vocational Rehabilitation programs provide training services to help eligible individuals with disabilities become employed. The priority is competitive, fulltime employment. Depending on the individual's disability and functional limitations, however, other outcomes such as part-time employment, self-employment, or supported employment are also appropriate. Services focus both on helping high school students plan as they prepare for transition to work, as well as delivery of a range of individualized adult services.

**3. Are each of the required WIOA partners included in the local one-stop system? Include a description of the roles and resource contributions of the local partners. (Page 11, Item 1, General System Description)**

Yes, all of the required WIOA partners are included in the CareerSource Pinellas one-stop delivery system. CareerSource Pinellas’s system of one-stop centers directly provides the full array of employment services and connects customers to work-related training and education. CareerSource Pinellas provides high-quality career services, education and training, and supportive services customers need to get good jobs and stay employed, and to help businesses find skilled workers and access other supports, including education and training for their current workforce.

CareerSource Pinellas has established strong, robust and sustained partnerships with core programs. The local workforce development board directly manages or has oversight of a wide-range of core programs. Coordination is managed within a direct line of supervision with coordinated service delivery and accountability.

The Six CORE WIOA Programs are outlined below:

- WIOA Title I (Adult, Dislocated Worker and Youth formula programs) administered by Department of Labor (DOL)
- Title II – Adult Education and Literacy programs administered by the Department of Education (DoED)
- Title III – Wagner- Peyser employment services administered by DOL; and
- Title IV – Rehabilitation Act of 1973 programs administered by DoED.

WIOA Title I	Youth Employment & Training	WIOA Youth program services include the provision of career services, attainment of a high school diploma or its recognized equivalent, entry into postsecondary education, and individualized delivery of 14 types of career readiness opportunities.
	Adult Employment & Training	WIOA Adult program services include career services, training services and job placement assistance. Priority is given to recipients of public assistance, other low-income individuals, veterans, and individuals who are basic skills-deficient.
	Dislocated Worker Employment & Training	WIOA dislocated worker program services which include career services, training services and job placement assistance, target individuals who lost jobs due to plant closures, company downsizing, or some other significant change in market conditions. In most cases, eligible workers are unlikely to return to their occupations, and they must be eligible (or have exhausted) unemployment compensation.
WIOA Title II	Basic Education for Adults	Adult Education and Literacy services include: adult education; literacy, workplace, family literacy, and English

		language acquisition activities; and integrated English literacy and civics education, workplace preparation activities, and integrated education and training.
WIOA Title III	Wagner-Peyser Employment Services	Wagner Peyser Employment Services, often referred to as basic labor exchange services provide access to employment services to all job seekers including job search preparation and placement assistance services. Employers may receive general or specialized recruitment services through self-service or staff assisted job orders.
WIOA Title IV	Vocational Rehabilitation Services	Vocational Rehabilitation programs provide training services to help eligible individuals with disabilities become employed. The priority is competitive, fulltime employment. Depending on the individual's disability and functional limitations, however, other outcomes such as part-time employment, self-employment, or supported employment are also appropriate. Services focus both on helping high school students plan as they prepare for transition to work, as well as delivery of a range of individualized adult services.

In addition to the core programs, for individuals with multiple needs to access the services, the following partner programs provide access through the one-stops:

- Career and Technical Education (Perkins)
- Community Services Block Grant
- HUD Employment and Training Programs
- Job Corps
- Local Veterans' Employment Representatives and Disabled Veterans' Outreach Program
- National Farmworker Jobs Program (Hillsborough county only)
- Senior Community Service Employment Program
- Temporary Assistance for Needy Families (TANF)
- Trade Adjustment Assistance Programs
- Unemployment Compensation Programs; and
- YouthBuild.

Outlined below is a description of roles and resource contributions of these partners:

Programs	Contributions/Roles/Resources
Career and Technical Education (Perkins)	Board and planning representation Co-location of staff onsite at the Career and Technical Education Centers Adult Education – basic skills training, GED training and testing Post-Secondary- occupational Skills Training through ITAs Job placement assistance Promotes CareerSource Pinellas programs and services in their Career and Technical Education Centers by providing collateral materials flyers etc. Involves CareerSource Pinellas management staff in their Advisory Boards.

<p>Community Services Block Grant</p>	<p>Planning and coordination of services  Co-location of staff onsite at the One Stop Career Center  Co-location of One Stop Career Center staff  Training services provided through community block grants and limited supportive services  Job placement assistance  Promotes CareerSource Pinellas programs and services in their offices by providing collateral materials flyers etc.</p>
<p>HUD Employment and Training Programs</p>	<p>Board and planning representation  Workforce Services Agreement and coordination of referral between entities  Co-location of staff onsite at the One-Stop Career Centers  Financial literacy workshops and seminars  Individual counseling services on home buying, credit repair, etc.  Job placement assistance  Promotes CareerSource Pinellas programs and services in their offices by providing collateral materials flyers etc.</p>
<p>Job Corps</p>	<p>Workforce Services Agreement and coordination of referral between entities  Co-location of staff onsite at the One-Stop Career Center  Adult education and occupational skills training  Job placement assistance  Promotes CareerSource Pinellas programs and services in their offices by providing collateral materials, flyers etc.</p>
<p>Local Veterans' Employment Representatives and Disabled Veterans' Outreach Program</p>	<p>CS provides Direct services as approved by CS Florida</p>
<p>National Farmworker Jobs Program</p>	<p>Planning and coordination of services  Co-location of staff onsite at the One Stop Career Centers  Training services provided and limited supportive services  Job placement assistance  Promotes CareerSource Pinellas programs and services in their offices by providing collateral materials, flyers etc.</p>
<p>Senior Community Service Employment Program</p>	<p>Planning and coordination of services  Co-location of staff onsite at the One Stop Career Centers  Job placement assistance  Promotes CareerSource Pinellas programs and services in their offices by providing collateral materials flyers etc.</p>
<p>Temporary Assistance for Needy Families</p>	<p>CareerSource Pinellas provides direct services as approved by CS Florida</p>

(TANF)	
Trade Adjustment Assistance Programs	CareerSource Pinellas provides Direct services as approved by CS Florida
Unemployment Compensation Programs; and	CareerSource information and local navigation assistance to DEO's centralized State Unemployment Compensation program.
YouthBuild	In partnership with grant recipient or as part of a federal grant award.

**4. Provide a description of how participating one-stop partners use the principles of universal design in their operations. (Page 11, Item (2)(B), Customer Access)**

CareerSource Pinellas and its partner programs and entities that are jointly responsible for workforce and economic development, educational, and other workforce programs already collaborate to create a seamless, customer-focused one-stop delivery system that integrates service delivery across all programs and enhances access to the programs' services. This local area workforce delivery system includes, as required by WIOA, six core programs (Title I adult, dislocated worker, and youth programs; Title II adult education and literacy programs; Title III Wagner-Peyser program; and Title IV vocational rehabilitation program), as well as other required and optional partners, such as TANF, identified in WIOA. Through the career centers, CareerSource Pinellas and its partner programs ensure that employers and job seekers — a shared client base across the multiple programs identified above — have access to information and services that lead to positive employment outcomes.

CareerSource Pinellas has established policies that address this integration of services for the region's career centers that support a customer-centered, fully integrated, service delivery system that ensures customers, both job seekers and employers, have maximum access to the full range of education, employment, training, supportive services and employer services offered through the programs and services available from CareerSource Pinellas and the partners.

These career center policies are clearly established/referenced in the MOUs and Workforce Service Agreements and reflect that an appropriate combination and integration of career services are made available directly or through referral to partner programs at every career center. Customers experience a "common front door" at the career centers for all one-stop partner programs supported by common registration wherever possible and an assessment process to measure academic and occupational skills that leads to seamless customer flow and access to the services needed. Intake, case management, and data systems are also integrated between partners whenever possible to allow for more efficient access to services. Where systems are not fully integrated at this point in time, conversations have been held between the partners in an effort to promote this integration with the intent to continue this dialogue.

In addition, several of CareerSource Pinellas' goals to achieve its strategic vision speak to promoting maximum integration of service delivery within our Career Centers for our customers, both the job seekers and employers. For example, goal #1 states that CareerSource Pinellas will tactically align its workforce development programs to ensure that employment and

training services provided by the core program entities identified in the WIOA (WIOA, Wagner-Peyser, Vocational rehabilitation and Adult Education) are coordinated and complementary so that job seekers acquire skills and credentials that meet employers' needs. Goals 3, 4, 9, and 10 that are described under the section of this plan for Local Vision and Strategic Goals also address this integration of service delivery. CareerSource Pinellas plans to accomplish these goals by continuing, improving and/or implementing the following objectives:

- CareerSource Pinellas will convene initial and periodic meetings of the core programs' key staff to discuss and determine how we can best coordinate and complement our service delivery so that job seekers acquire the skills and credentials that meet employers' needs.
- CareerSource Pinellas will hold periodic strategic meetings with the business community to ascertain the skills and credentials employers need. All core programs' key staff will be invited to participate in these strategic meetings and work with CareerSource Pinellas to determine what changes, if any, are needed based on this input from local employers.
- CareerSource will conduct periodic gap analyses through surveys and discussions with the business community to identify the skills and credentials employers in key industry sectors currently need in the short term and will need in the long term. All core programs' key staff will be invited to participate in the discussion with the local employers, review the final draft of the analysis of the survey results, disseminate the final report and work with CareerSource Pinellas to determine what changes, if any, are needed based on this input from local employers in targeted industry sectors.
- CareerSource Pinellas will make every attempt to ensure that key partners and services will be available at our centers, either through co-location, informational brochures and/or referrals. CareerSource Pinellas will also continue to invite Vocational rehabilitation and Adult Education to co-locate within CareerSource Pinellas centers whenever possible and feasible and explore aligning of resource / cost arrangements where and when practical to achieve the Board's strategic vision, goals and objectives.
- CareerSource Pinellas will encourage state and local organizations responsible for core programs and other key partner programs to dedicate funding for infrastructure and other shared costs if co-location space is available and joint programming is a possibility.
- CareerSource Pinellas will develop strategies to support and encourage staff training and awareness across programs supported under WIOA as well as other key partner organizations to increase the quality and expand the accessibility of services that job seekers and employers receive.
- CareerSource Pinellas will develop updated Memoranda of Understanding with core program organizations and other key partners that will document agreed to strategies to enhance the provision of services to employers, workers and job seekers, such as use and sharing of information, performance outcomes, and cooperative outreach efforts with employers.

- CareerSource Pinellas will follow the guidance issued by the State for our centers to become certified and maintain that certification to ensure continuous improvement, access to services (including virtual access), and integrated service delivery for job seekers and employers.
  - CareerSource Pinellas will continue to use Florida's common identifier (CareerSource Pinellas) and branding standards so job seekers that need employment or training services and employers that need qualified workers can easily find our local centers.
  - CareerSource Pinellas will work with the state and local organizations responsible for core programs to improve customer service and program management by exploring and possibly implementing integrated intake, case management, and reporting systems.
  - CareerSource Pinellas will continue to promote the use of industry and sector partnerships to address the workforce needs of multiple employers within an industry.
  - CareerSource Pinellas will place a priority on and budget funds for demonstrated effective work-based strategies that meet employers' workforce needs, including on-the-job training, employed/incumbent worker training, registered apprenticeship, and paid work experience.
  - Through allowable use of local funds, CareerSource Pinellas will incentivize local employers with on-the-job training reimbursements, employed worker training reimbursements, incumbent worker training reimbursements etc. to meet their workforce needs and offer opportunities for job seekers and workers to learn new skills.
  - CareerSource Pinellas will encourage Job Corps to report on the Youth program's common performance measures to increase alignment between the programs.
  - CareerSource Pinellas will partner with Job Corps to establish community networks with employers to improve services to and outcomes for participants.
  - CareerSource Pinellas will continue to include registered apprenticeship programs on our eligible training provider list for the Adult and Dislocated Worker programs as long as they remain registered and achieve the minimum standard of performance outcomes.
  - CareerSource Pinellas will continue to include a representative of a registered apprenticeship program as a member of the Board, thus ensuring that a key employer voice contributes to strategic planning activities for the workforce system.
5. **Provide a description of the steps taken or that will be taken to ensure a competitive process for the selection of one-stop operators. (Page 11, Item 4, Competitive Selection of One Stop Operator)**

Staff from multiple local areas are partnering to develop and let a solicitation for one-stop operator in early Spring of 2017. The issuance of this RFP is on the agenda for discussion at the



Board's One-Stop Committee meeting scheduled for November 2016 and is expected to move forward to the Executive Committee and full Board of Directors at their meetings in December 2016.

Excerpts from the first draft of this solicitation follows:

"CareerSource is seeking a vendor with the expertise and an established track record of providing services required of a one-stop operator as well as information technology infrastructure management.

For purposes of this RFP, CareerSource defines One-Stop Operator services as the coordination of the service delivery of required one-stop partners and service providers within the Career Centers of CareerSource. This coordination shall, at a minimum, include:

- Establish electronic linkages of all one-stop partners designated by CareerSource to improve communication, referral, service delivery and tracking of performance of the partners;
- Facilitate the planning of and electronic transfer of information between the partners and CareerSource;
- Coordinate and hold periodic meetings with all one-stop partners designated by CareerSource;
- Assist CareerSource in the identification of appropriate clauses for all Memorandum of Understanding with all one-stop partners designated by CareerSource as it relates to electronic sharing of information, reporting of performance and tracking of customers; and
- Working with CareerSource and applicable state agencies, create a strategic plan to integrate the intake, case management, and reporting of the one-stop partners.

For purposes of this RFP, CareerSource defines information technology infrastructure management to include the following services:

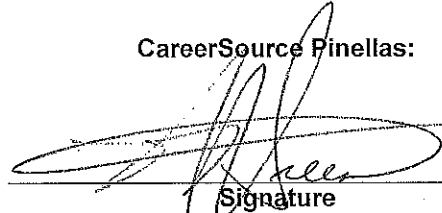
- Information Technology support;
- Document filing storage system;
- Procurement of IT equipment;
- Act as liaison with T-Carrier provider;
- Act as liaison with the Department of Economic Opportunity (DEO) IT;
- Customer tracking; and
- Website support.

CareerSource has been approved to provide and will continue to provide direct career services as defined within the WIOA at sec.134(c)(2) and shown below. As a result, this RFP's Scope of Services does not include the One-Stop Operator providing training services or providing any of the following career services:

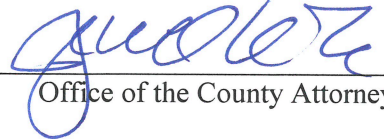
- Eligibility determination
- Outreach, intake, orientation
- Initial assessment of skills and support service needs

- Labor exchange services (job search and placement assistance and career counseling) and services to businesses
- Referrals and coordination with other programs
- Providing LMI
- Providing performance info and program cost info of training vendors
- Providing performance info on local WDB in regard to accountability measures
- Providing info on the availability of and referral to support services, SNAP, EITC, and TANF
- Providing info and assistance on filing claims for UC
- Providing assistance in establishing eligibility for financial aid for programs not funded through WIOA
- Providing services in order to obtain and retain employment, such as comprehensive assessment, IEP development, group and individual counseling, career planning, short term pre vocational services, internship and WE, work prep, financial literacy, out of area job search, ESOL.
- Providing follow-up services"

**SIGNATURES:**

<b>Pinellas Board of County Commission:</b>	<b>CareerSource Pinellas:</b>
Signature	 Signature
Printed Name	Audre A. Green Printed Name
Date	12/14/16 Date

APPROVED AS TO FORM

BY:   
Office of the County Attorney